

Servisource NI Service User Guide

Purpose:

Servisource Limited ensures that we have a policy in place to support the delivery of safe and effective care to a service user/patient in their own home. In accordance with minimum standard 11 from the RQIA, Servisource Limited have arrangements in place to respond to requests promptly for nursing care and that we have suitably trained staff to carry out and assess any nursing care needs, any risk factors identified and a care plan created based on information gathered and with consideration from care professionals such as GP.

Any nurse providing care must ensure documentation of all and any interventions, treatment or care or any refusal of the same. Servisource Limited must ensure records are completed in full, are contemporaneous, dated, timed and signed.

Servisource Limited is committed to providing person-centred care whilst preserving the client's right to dignity, integrity, privacy and choice. All care is to be delivered based on the following minimum standards as outlined by the Regulation and Quality Improvement Authority (RQIA) and the Health and Personal Social Services Quality Standards for Health and Social Care (HPSS):

- All care will be delivered with dignity and respect- The uniqueness and intrinsic value of the individual is acknowledged and each person is treated with dignity and respect. This is applicable to service users, carers, staff and others who come in contact with services.
- Independence- A balance between the promotion of independence and risk taking is needed. Service users have as much control as possible over their lives. Service users are informed about risk whilst being protected against unreasonable risks.
- Promotion of Rights- In the context of services delivered to them, the individual and human rights of service users are promoted and safeguarded. Where necessary, appropriate advocacy arrangements are put in place.
- Equality and Diversity- Equality of opportunity and positive outcomes for service users and staff are promoted; their background and culture are valued and respected.
- Choice and Capacity- Service users are offered, wherever possible, according to assessed need and available resources, the opportunity to select independently from a range of options based on clear and accurate information, which is presented in a manner that is understood by the service user and carer.
- Privacy- Service users have the right to be free from unnecessary intrusion into their affairs and there is a balance between the consideration of the individual's safety, the safety of others and HPSS organisational responsibilities.
- Empowerment- Service users are enabled and supported to achieve their potential in health and social well-being. Staff are supported and developed to realise their ability and potential.
- Confidentiality- Information about service users and staff is managed appropriately and everyone involved in the service respects confidential matters.
- Safety- Every effort is made to keep service users, staff and others as safe as is possible. In all aspects of treatment and care, service users are free from exploitation, neglect or abuse.



Our Mission Statement

To deliver the highest standard of care meeting each client's individual needs using a holistic approach in accordance with the national standards of care..... the nursing agency its structure and name of the registered person;

Servisource Limited

Founded in 2000 in Ireland and recently expanded into NI and UK, Servisource Limited is a national and international leader in the provision of healthcare services. We supply fully qualified and compliant temporary and permanent healthcare staff including nurses, mental health nurses, healthcare assistants and support workers and offer a fully accredited homecare service.

Why choose Servisource Limited?

The benefits of working with Servisource Limited are:

- Flexibility in staffing levels
- Forward planning
- Consistency and quality of service
- Individual Packages
- Payroll Service
- Professional qualified consultants

Nursing Services

Servisource Limited nursing staff are required to be registered to the UK NMC (Nursing Midwifery Council) and they must complete a competency based interview. Servisource Limited is required to be registered with the RQIA to be able to offer nursing services across NI.

The importance of Health & Safety cannot be underestimated. All our employees are carefully vetted and are required to have their mandatory training in line with the minimum standards set out by the RQIA including:

- Safeguarding adults, children and young people (level 2 required)
- Health and Safety
- Fire Safety
- Manual Handling
- Medicines Management

All staff will be required to attend for training updates annually aside from Safeguarding which must be completed once every three years as required by RQIA.

All applicants must provide two excellent references (one to be most recent employer) prior to being placed, ensuring that all our clients receive the highest standard of care and attention.

All healthcare staff are provided with a uniform and badge on commencement of employment with the agency.

Our Team

As a member of The Recruitment & Employment Confederation, Servisource Limited prides itself on providing a customised service. All our consultants are dedicated industry professionals with the skills and knowledge to provide a specialised service to each of our clients. All our teams are nurse led with clear lines of accountability.

Registered Responsible Person

Aideen Fahy - Director

Lorna has an extensive history as Chief Financial Officer (CFO) for various companies with the last 4 years being spent managing the financial planning and corporate decision making for CPL and Servisource. Lorna has significant experience in overseeing the day to day finances of a business, but also in working with the board of directors and being the face of the company.

Registered Nurse Manager

Caroline Murphy, Nursing Manager

BSc (hons) Nursing Sciences (Adult) Caroline has eight years work experience within various nursing roles, primarily Clinical Sister on Acute Hospital Wards and temporary roles through agencies in Northern Ireland. Responsible for the Recruitment and supply of registered nurses into temporary clinical placements in private care and NHS wards. Caroline is the point of contact for complaints and is the safeguarding champion for Servisource Limited.

Our services

include:

- Nursing Services
- Training & Development
- Health & Safety
- Candidate Search & Selection



Training & Development

The training department, along with the Registered Manager will map out all healthcare staff's journey on acquiring the relevant qualifications required for each specific area. This department will work with certified organisations to ensure that the training delivered meets their needs. Servisource Limited in NI work alongside MTA which is our training partner based in Belfast and provides the majority of our training updates.

Onboarding

All new temporary roles will require the applicable training to be completed. All temporary staff will also receive an induction to their working location on their first shift in a placement. All staff's compliances and training will be monitored and contacted to renew within the applicable timeframe.

Onboarding/ Training takes place in stages:

1. Onboarding

All staff are informed on Servisource Limited policies and procedures including safeguarding, complaints handling, notification of accidents/incidents and whistleblowing. All staff are required to attend mandatory training and any additional training required for specialised areas, attendance of training is documented on personnel file.

2. Induction

Following activation and placement, staff members commence training with the facility which includes induction training and on-the-job learning. The working location is responsible for facilitating this.

3. Continuous Monitoring

Monthly reports are run for all compliance areas and staff are contacted when their training, compliance documentation, or working requirements are due to expire. This is controlled to ensure

that no staff member is working off an expired document. procedures for supply and placement of nurses;

Candidate Search & Selection

Our personnel database allows us to manage our temporary and permanent staffing business of candidates, selection, placement, compliance, quality and risk management and after sales service. Our staff recruitment policy requires all staff to be vetted and interviewed in relation to their experience, all staff are required to have professional body membership in their relevant clinical area and will be required to have AccessNI checks completed.

This online database ZAPP allows 'client Access' which gives our clients visibility of their rostered requests being filled in real time.

Satisfaction Surveys

In July 2024, we compiled the results of a satisfaction survey sent around and 100% of respondents were happy with the services provided. Additional feedback received noted that an area of improvement could be creating more shifts.

Quality Assurance and Review

At Servisource Limited we are focussed on providing high quality care consistently across all clients or clinical placements. We are committed to reviewing and reflecting upon our own levels of service and also improving our services. We remain open to annual review of our registration by the RQIA and will complete monthly internal reviews of practice to ensure we are always delivering high standards of care in line with Nursing Agencies Minimum Standards 2008 (RQIA) and The Nursing Agencies Regulations (NI) 2005.

Sick Leave Procedure

Staff are entitled to Statutory Sick Pay (SSP) should they meet the eligibility requirements. Please contact Servisource representative for more information. Should any team member be deemed unfit to work due to illness or injury, a fitness to work certificate will be required before returning to work.

How to access Servisource Limited services

For Clients;

[Healthcare Staffing UK](#) | [NHS Jobs](#) | [Healthcare Jobs \(servisourcehealthcare.co.uk\)](#)

For Candidates;

[Healthcare Staffing UK](#) | [NHS Jobs](#) | [Healthcare Jobs \(servisourcehealthcare.co.uk\)](#)

Complaints / Concerns

All complaints received are dealt with in accordance with the Servisource Limited complaints policy/procedure. The complaint can be formal or informal.

Servisource Limited will insure complaints:

- Are dealt with in an open and transparent manner
- Are acknowledged in letter format within 24 hours and responded to promptly and sensitively thereafter
- Are dealt with in a manner that is effective, complete, fair to all and provides a just outcome
- Data is evaluated on a yearly basis and the information is used to improve services

The complainant will be informed of the outcome within 28 days or within a shorter timeframe depending on the complaint. Action will then be taken in response to the complaint. Any evidence of misconduct by a registered employee will be reported to the appropriate authority.

Complaints will be accepted by the nurse manager Angie Bowes at our head office in Belfast (details on back of brochure). Servisource Limited recognises that our complaints procedure is not a substitute for the right to the Ombudsman. The Ombudsman will generally expect that an individual will have completed a formal complaints procedure within the healthcare agency before accepting a complaint. A member of the Northern Ireland Assembly (MLA) must then refer the complaint to the Ombudsman. The Ombudsman can be contacted at:

Progressive House,

33 Wellington Place,

Belfast,

BT1 6HN

Freephone 0800343424

<https://nipso.org.uk/nipso/>

All regulated establishments operate a satisfactory complaints procedure in order to meet RQIA legislation. Servisource Limited are obliged to provide RQIA on demand and annually with a statement of complaints made in the previous twelve months. The RQIA has an oversight of all complaints. The RQIA can be contacted at:

The Regulation and Quality Improvement Authority

7th Floor, Victoria House

15-27 Gloucester Street,

Belfast

BT1 4LS

Telephone 02895361111

General Terms and Conditions and Cost of Services

Terms & Conditions Role	Week Day	Week Night	Week End	Bank Holiday
HCA				
Pay rates	14	16.50	16.50	20.50
Charge Rates	20.81	24.67	24.67	33.34
Band 5 Nurse				
Pay Rate	23	27	27	40
Charge Rate	34.64	40.65	40.65	60.20

For the purposes of calculating the temporary rates, we have assumed a min holiday entitlement of 28 days (inclusive of bank and public holidays) as per the legal requirements and have accounted for that in our rates with a 14.8% multiplier. Should the clients comparator be higher that percentage would adjust but a comprehensive rate card will be provided for all roles at the implementation stage of the contract and each individual rate confirmed with the client prior to the assignment commencing.

Unless hours require alteration - in order to ensure compliance with the agency workers regulations; day rates paid on hours worked from 07.00 to 20.00. Night rates paid on hours worked from 19:00 to 08.00. Saturday rates paid on hours worked from 07:00 Saturday to 07:00 Sunday. Sunday rates paid on hours worked from 07.00 Sunday to 07.00 Monday. Bank holiday rates paid on hours worked from 00:00 midnight on the start of the holiday to 08.00 on the following day - with the exception of Christmas Eve and New Year’s Eve where bank holiday rates will be paid on both days from 16.00 hours to 08.00 on the day following the bank holiday period.

WORKING TIME AND AGENCY WORKERS REGULATIONS CLARIFICATION

BREAKS: The Working Time regulations make provision for rest breaks. Any break that isn’t taken as a result of the worker not being able to leave the premises constitutes working time. This may be paid to the worker and recharged to the client accordingly.

ALL PAY RATES: Including holiday pay and all associated charges are subject to alteration to ensure compliance with the Agency Workers regulations.

Confidentiality

Confidentiality is covered by Article 5 of the Code, which states, “As a nurse or midwife, you owe a duty of confidentiality to all those who are receiving care. This includes making sure that they are informed about their care and that information about them is shared appropriately. To achieve this, you must:

- respect a person’s right to privacy in all aspects of their care;
- make sure that people are informed about how and why information is used and shared by those who will be providing care;
- respect that a person’s right to privacy and confidentiality continues after they have died;
- share necessary information with other healthcare professionals and agencies only when the interests of patient safety and public protection override the need for confidentiality, and
- share with people, their families and their carers, as far as the law allows, the information they want or need to know about their health, care and ongoing treatment sensitively and in a way they can understand.

A duty of confidence arises when one person discloses information to another in circumstances where it is reasonable to expect that the information will be held in confidence. This duty of confidence is derived from:

- common law – the decisions of the Courts
- statute law which is passed by Parliament.

The common law of confidentiality reflects that people have a right to expect that information given to a nurse or midwife is only used for the purpose for which it was given and will not be disclosed without permission. This covers situations where information is disclosed directly to the nurse or midwife and also to information that the nurse or midwife obtains from others. One aspect of privacy is that individuals have the right to control access to their own personal health information.

It is not acceptable for nurses and midwives to:

- discuss matters related to the people in their care outside the clinical setting
- discuss a case with colleagues in public where they may be overheard
- leave records unattended where they may be read by unauthorised persons.

Contact us today

For permanent and temporary placements: Office Hours 9am-5pm On-call out of hours service from 11pm-7am

4th Floor, Craig Plaza, 51 Fountain street, Belfast, BT1 5EA

Phone: 07551524559

Booking Line: 028 9072 5672

Email: nitemps@servisource.co.uk

