

# REPORTING ARRANGEMENTS TO THE RESPONSIBLE PERSON – NORTHERN IRELAND

<b>Policy title:</b>	Reporting Arrangements to the Responsible Person Policy – Northern Ireland
<b>Outcome:</b>	TXM Healthcare Ltd endeavours to ensure that all issues, concerns, and complaints are directed or escalated to the Responsible Person, enabling them to be analysed, resolved and if applicable reported within set timescales.
<b>Target Audience:</b>	All TXM members meaning TXM Healthcare staff, whether employed full-time or part-time, paid, or unpaid, granted practising privileges, volunteers, students, and external contractors. This may also be provided to clients, service users, and members of the public.
<b>Authorised by:</b>	Ciaran Maynes - Registered Manager TXM Healthcare Ltd
<b>Approved by:</b>	Ciaran Maynes - Registered Manager TXM Healthcare Ltd
<b>Date issued:</b>	22 August 2023
<b>Next review date:</b>	22 August 2024 (Or before if there is a change in practice or circumstances)

TXM Healthcare is committed to ensuring the health, safety, and welfare of all patients using services within our client's organisations, and as such have a coordinated approach to reporting. This ensures that all issues, concerns, and complaints are directed or escalated to the Responsible person, enabling them to be analysed, resolved and if applicable reported within set timescales.

Our reporting arrangements relate to clients, our own staff, and nurses and are documented in the following policies:

- **Complaints Policy & Procedure** - our procedure for clients, employees, contractors, temporary workers, or any other person to make and escalate a general complaint relating to our business, staff, or service.
- **Protection of Vulnerable Groups Policy** - our safeguarding procedure for any party to report suspected, alleged, or confirmed cases of abuse of a vulnerable adult or young person/child under the age of 18.
- **Whistleblowing Policy** - our policy is used to promote a culture of freedom, honesty, and openness by encouraging employees, contractors, and temporary workers to report any concerns relating to malpractice, wrongdoing, bribery, corruption, and dangerous or illegal activity in the workplace.

As part of our induction, all staff is made familiar with these policies and the procedures that they should follow to report an issue, suspicion, concern, or complaint to the relevant point of contact within our business.

## Reporting Arrangements

The reporting line for all these policies is the Registered Manager. All complaints, service issues, safeguarding reports, and concerns relating to malpractice, wrongdoing, bribery, corruption, and dangerous or illegal activity (whether suspected, alleged, or proven) are logged.

They will then be investigated by the Registered Manager who will also be responsible for reporting the issue to the relevant authorities.

The Registered Manager and the Responsible Person work closely together to identify the root causes of concerns, complaints, and issues to establish:

- Trends and deficiencies.
- How to prevent a recurrence.
- Process improvements.

We also have a Compliance Team who runs internal audits to ensure our company policies and procedures are compliant. All findings together with any areas for improvement are reported directly to the Registered Manager who will investigate them and work with the relevant teams to implement improvements.

## Review

This policy will be reviewed regularly and may be altered from time to time considering legislative changes or other prevailing circumstances.

## Policy Ownership

*Ciaran Maynes*

Ciaran Maynes

TXM Healthcare Registered Manager

Ciaran.Maynes@txmhealthcare.co.uk

Date of Issue: 22 August 2023

Next Review Date: 22 August 2024