



Policy title:	Service User Guide – Northern Ireland
Outcome:	TXM Healthcare Ltd endeavours to provide safe, effective, well-led care from an experienced, stable, and caring team
Target Audience:	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.
Authorised by:	Ciaran Maynes - Registered Manager TXM Healthcare Ltd
Approved by:	Ciaran Maynes - Registered Manager TXM Healthcare Ltd
Date issued:	22 August 2023
Next review date:	22 August 2024 (Or before if there is a change in practice or circumstances)

Welcome to TXM Healthcare Ltd. We are an established nursing agency that will operate throughout Northern Ireland providing nurses and healthcare assistants (HCA) to health and social care providers requiring these services.

At TXM Healthcare we are committed to going “The Xtra Mile” In the provision of our healthcare services – offering safe, effective, well-led care from an experienced, stable, and caring team. With quality and economic value to our clients at the heart of our service, we hold the values of trust, efficiency, and respect at our core.

We specialise in the provision of high-quality doctors and nurses to private and NHS hospitals throughout the UK. Nursing provision focuses on RGNs/RNs, RMNs, and RNLDs. Specialist Nurses including A&E, Paediatrics, ITU/HDU critical care nursing staff, and theatres (nurses, ODPs including anaesthetics /ODA, scrub, and recovery).

We are a current supplier of the HealthTrust Europe and Workforce Alliance frameworks and are already an experienced provider of medical locums to Northern Ireland, having been on the HSCNI Medical Recruitment Framework since 2012.

You can find us at:

TXM Healthcare Ltd,
Clockwise, River House,
46-60 High St,
Belfast
BT1 2BE

Tel number: 01908 326 400 / Fax 01908 810 202

Our office is open Monday to Friday 8.30 am to 5.30 pm. However, in order that we can successfully meet your needs, we provide a 24-hour service to you 365 days a year operating an on-call system out of hours and on bank holidays at the above telephone number.

The strategic management of TXM Healthcare is undertaken by the Directors (who combine over 100 years of experience in the healthcare recruitment market) and the senior management team (which includes clinicians) who meet on a regular basis to review business performance, compliance, and clinical governance. Day-to-day management is overseen by our Registered Manager and Responsible Person, who have expertise in operations, compliance, client and candidate management, and all things clinical.

Key Organisational Structure

Name	Telephone No	Email Address
Ciaran Maynes Registered Manager	01908326233	Ciaran.maynes@txmhealthcare.co.uk
Danny Limby Responsible Person	01908326400	Danny.limby@txmhealthcare.co.uk
Mo Jaffer Finance Director	01908326400	Mo.jaffer@txmhealthcare.co.uk
Charlotte Barnes Compliance Manager	01908326400	Charlotte.barnes@txmhealthcare.co.uk

Registered Manager

- Adhere to the NMC Code of Professional Conduct
- Interview all potential applicants who are registered.
- Undertake training and development to keep up to date with legislation and best practice
- Conduct annual appraisals for all nurses and identify any training needs. The appraisals will be linked to NMC Revalidation

- Manage identified lack of competence and poor performance and reporting in line with DHSSPS and NMC guidance
- Implement quality management and improvement systems. Effectively manage complaints and incidents. Carry out investigations relating to the quality of the service and use the findings to improve the service.
- Ensure arrangements are in place for dealing with alert bulletins
- Liaise with Directors of Nursing
- Keep *Statement of Purpose and Service User Guide* under review and notify RQIA of any changes
- Update policies and procedures as required
- Notify RQIA in the event of the Registered Manager being absent for more than 28 days informing them of the temporary arrangements put in place.
- Ensures that all nurses are registered with NMC, that they abide by the NMC Code of Professional Conduct and obtain evidence that professional registration requirements are met and maintained on an ongoing basis.
- Ensures the nursing agency delivers services effectively with good professional relationships on a day-to-day basis in accordance with legislative requirements, DHSSPS Minimum Standards, and other standards set by professional regulatory bodies and standard-setting organizations. Issues arising are reported to the registered person
- Provides the Regulation and Quality Improvement Authority with documentary evidence of his or her NMC registration either annually or on request.

Responsible Person

- In charge of overseeing the management of services regulated by RQIA are ultimately accountable for safeguarding and promoting the welfare of adults at risk in their care.
- Has knowledge of and commitment to the service.
- Honesty, Integrity, and trustworthiness are essential requirements in determining the suitability of an applicant for registration.
- Encourages the respect of staff and service users and operates the agency in accordance with the Regulations and Minimum Standards.
- Ensures that a registered nurse is responsible for the recruitment, assessment, and supply or placement of all agency nurses.
- The registered person and the registered manager undertake training to ensure they are up to date in all areas relevant to the management and provisions of service.
- Any absence of the registered manager for more than 28 days is notified to the Regulation and Quality Improvement Authority, and arrangements for managing the nursing agency in the absence of the registered manager are approved by the Regulation and Quality Improvement Authority.
- Monitors the quality of services in accordance with the nursing agency's written procedures and completes a monitoring report monthly. This report summarizes the comments of people who use the services and/or their representatives about the quality of the service provided, and any actions taken by the registered person or the registered manager to ensure that the nursing agency is being managed in accordance with minimum standards.
- Has an arrangement in place to ensure that:
 - all necessary pre-employment checks are carried out.
 - criminal history disclosure information in respect of the preferred candidate, at the appropriate disclosure level is sought from Access NI; and
 - all appropriate referrals necessary are made to safeguard adults-at-risk

Governance And Assurance Manager

- Accountable to the Responsible Person/Registered Manager and reports directly to them.
- Responsible to the daily running of the agency.
- Act on behalf of the Registered Manager as and when required
- Undertake training to keep up to date with legislation
- Conduct regular staff meetings
- Accompany Registered Manager on-site visits to potential service users.
- Effectively manage complaints and incidents.
- Interview all potential applicants who are registered nurses and Prospective Healthcare Assistants

Finance Director

- Responsible for the financial health of a company or organisation. Producing financial reports and developing strategies based on financial research.
- Monitor the day-to-day financial operations within the company, such as payroll, invoicing, and other transactions

- Oversee financial department employees, including financial assistants and accountants
- Contract outside services for tax preparation, auditing, banking, investments, and other financial needs as necessary
- Track the company's financial status and performance to identify areas for potential improvement
- Seek out methods for minimising financial risk to the company
- Research and analyse financial reports and market trends
- Provide insightful information and expectations to senior executives to aid in long-term and short-term decision-making
- Review financial data and prepare monthly and annual reports
- Present financial reports to board members, stakeholders, executives, and clients in formal meetings
- Stay up to date with technological advances and accounting software to be used for financial purposes
- Establish and maintain financial policies and procedures for the company.
- Understand and adhere to financial regulations and legislation.

Healthcare Operations & Recruitment Team

- Accountable to the Registered Manager
- Responsible for servicing existing clients and securing new business for TXM Healthcare.
- Attract Registered Nursing and Healthcare staff into assignments daily.
- Interview Prospective Healthcare Assistants.
- Report all complaints and incidents to Registered Manager
- Ensure all applicant's files are compliant with RQIA regulations and TXM Healthcare Ltd

Human Resources Manager

- Maintains administrative staff by recruiting, selecting, orienting, and training employees; maintaining a safe and secure work environment; developing personal growth opportunities.
- Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Provide supplies by identifying needs for reception, switchboard, mailroom, and kitchen, establishing policies, procedures, and work schedules.
- Provides communication systems by identifying needs; evaluating options; maintaining equipment; and approving invoices.
- Purchases printed materials and forms by obtaining requirements; negotiating price, quality, and delivery; approving invoices.
- Completes special projects by organizing and coordinating information and requirements; planning, arranging, and meeting schedules; and monitoring results.
- Provides historical reference by developing and utilizing filing and retrieval systems.
- Improves program and service quality by devising new applications; updating procedures; and evaluating system results with users.
- Achieves financial objectives by anticipating requirements; submitting information for budget preparation; scheduling expenditures; monitoring costs; and analysing variances.
- Maintains continuity among corporate, division, and local work teams by documenting and communicating actions, irregularities, and continuing needs.
- Maintains professional and technical knowledge by attending educational workshops; benchmarking professional standards; reviewing professional publications; and establishing personal networks.
- Contributes to team effort by accomplishing related results as needed.

Compliance Manager

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Statement Of Purpose Summary & Services Provided by TXM Healthcare

With over 20 years of experience in healthcare and recruitment, our management team understands the importance of consistency and continuity when placing staff. We are committed to placing suitably experienced and clinically competent staff quickly, efficiently, and cost-effectively.

TXM Healthcare specialises in the provision of suitably qualified nurses and HCAs on a temporary, fixed term, and permanent basis to health and social care providers throughout the UK in a range of settings including but not limited to General nursing, A&E, Critical Care, Specialist, Mental Health, Learning Disabilities, CAMHS, Theatres, Neonatal, Midwifery, Paediatrics, and Outpatient Services.

Services are also provided to Nursing and residential care homes, private healthcare providers, GP surgeries, treatment rooms and Occupational Health Depts

Our Aims and Objectives

To provide competent, trained, and knowledgeable nurses who work with compassion and ensure that every patient is treated with respect; with dignity maintained, and health and safety of absolute paramount.

- Treating every member of the workforce with the same respect that would want for ourselves or a member of our families, listening and supporting people to express their needs and wants.
- Working in partnership with the nursing homes towards a positive experience.
- Promoting health and well-being and offering training and refresher courses to our nurses and care assistants making them well-updated with the new and upcoming updates as well as changes in the implementation of policies for them to have the right skill to carry out their duties completely.
- Ensuring all staff has the competency and motivation to deliver high standards of care and giving them the freedom to let their voice be heard regarding their concerns via surveys and regular synch-up sessions.
- Implementing a zero-tolerance policy against all forms of abuse and discrimination within the organization. By promoting equality and diversity amongst our workforce.
- Taking care of our staff and giving them full support to do their jobs and protect them against abuse.
- Providing the members of the organization with a safe and friendly environment.
- To provide our services 24 hours a day ensuring that we can successfully meet the needs of our service users and staff.
- To ensure that the forms of communication, language and address used are suitable for the needs of the client.
- To ensure that all information received in the course of carrying out our duties is treated with the utmost confidentiality and is not passed to any unauthorised persons. Records will be accurate and fit for purpose.
- To implement all our policies and procedures in order to ensure quality, act to identify and minimize risk, and maintain compliance with all legislative requirements including the Nursing Agencies Regulations (Northern Ireland) 2015 and Nursing Agencies Minimum Standards 2015 DHSSPS
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- We believe that our service is stronger with input from our service users and staff and will continually give importance to their feedback on how we can enhance and improve our services.

Qualifications Of Our Staff

The qualifications held by our nurses include, but are not limited to:

- Primary nursing qualifications registered by the Nursing and Midwifery Council (NMC).
- Secondary (post-basic) nursing qualifications in general or specialist practice.
- Certificate, Diploma, or Graduate level study in healthcare or social sciences.
- Training for specialist provision, where appropriate.

The qualifications held by our HCAs include, but are not limited to:

- National Vocational Qualification in Care.
- Induction training which includes but is not limited to, manual handling, basic life support, food safety and hygiene, health and safety, fire safety, infection control, child protection, and vulnerable adult protection.
- Training for specialist provision where appropriate.

Recruitment Procedure – Northern Ireland

TXM Healthcare recognises that the calibre of its staff is key to delivering the best possible service to its clients and their patients/service users. We are therefore committed to:

- Implementing a recruitment process that meets all legislative, regulatory, and best practice standards.
- Using interviewing, selection, assessment, and vetting methods/tools that enable us to predict the performance of candidates as accurately as possible and meet NHS Employers standards and RQIA’s minimum standards.
- Recruiting the best possible candidate for each job irrespective of gender, colour, race, nationality, ethnic origin, sex, marital status, disability, age, religion/belief, or sexual orientation (in line with the Equality Act 2010).

Placement procedures (including all elements of the recruitment and assessment process) for nurses will be overseen by a Clinical Manager who is more senior than the nurse being placed and who holds current registration with the NMC.

Taking the Order from the Contracting Authority/Client

TXM Healthcare will take order requirements from authorised personnel within the Contracting Authority/Client by telephone, email, fax, or online. As a minimum, we will record the following information from the Hirer:

- Date of the order.
- Order number.
- Identity of the client (including Contracting Authority/Client name, Hiring Manager name, phone number, and email address).
- Name and phone number of the person the candidate should report to on arrival.
- Timescale for recruitment and response.
- Number of CVs required (if applicable).
- Date work is to commence and likely duration of the assignment.
- Details of the position to be filled including duties, whether the candidate is expected to perform EPP, and if they are required to work with or care for Vulnerable Persons or children.
- Location/ward/department of the work.
- Hours of work.
- Experience, training, and qualifications necessary to do the job.
- Details of any risks to health and safety.
- Policies and procedures that the candidate must be advised of prior to starting work.
- Any facilities available onsite, such as accommodation, and parking.
- Hourly pay rate to the candidate and if they are entitled to any expenses and the post-AWR pay rate and conditions to enable us to provide equal treatment on completion of the qualifying period.
- Establishing if the job is in or out of scope of IR35 (until April 2020 when all roles will be in scope).
- Reporting instructions on the first day.

Additional information from the hirer may also be required including:

- PO numbers.
- Details of the timesheet authoriser.
- Accommodation details.
- Supervising Consultant details.
- Point of contact for whistleblowing/complaints.

This may be provided by completing a candidate order form or verbally.

We will acknowledge the order immediately (verbally or by sending an acknowledgment receipt in writing) and confirm if we are able to fulfil the requirement and therefore whether we accept or decline the order.

TXM Healthcare aims to respond to all booking requests within the following response timescales

Urgency of the Assignment request	Response Timescale
Temporary Workers are required to commence an Assignment within:	Fulfilment of request timescale:



Less than 24 hours	Maximum 1 hour
1-2 days	Maximum 2 hours
2-3 days	Maximum 4 hours
4 days	Maximum 1 working day
5-7 days	Maximum 2 working days
Greater than 7 days	Maximum 4 working days

Prior to assignment we will confirm the order in writing and sign the order form. We will provide the Hiring Manager with:

- Details of any requirements for reasonable adjustments required.
- Documents to prove the candidate has undergone all the relevant safeguarding and pre-employment checks (in the form of a pre-engagement checklist) to demonstrate that they are fully compliant with NHS Employers Standards and RQIA minimum standards.

The candidate will also be issued an ID badge with a recent colour photograph, the candidate's name, registration number, our company name, and expiry date. Candidates will also be required to bring proof of photo ID on their first day.

Details of all orders as specified above will be input into our systems and date/time stamped for audit purposes.

Failure of Candidate to Fulfil Work Order

Should a candidate who has been confirmed for a work order fail to attend at the designated time and place, please contact TXM Healthcare Ltd as soon as feasibly possible on 01908 326 400 so that we can assist in determining the reason for the failure to attend and give any assistance necessary to ensure the order is refilled as soon as is possible.

Should a candidate become unwell on shift the candidate must contact the shift lead/client and inform them. Please also contact TXM Healthcare on 01908 326 400 so assistance can be provided where necessary.

Full details are set out in the Candidates Handbook, a comprehensive document that contains all the information a candidate will require while employed through TXM Healthcare Ltd.

Advertising

Advertisements will be concise and easily understood and as a minimum will include:

- The job title.
- Details of the post including pay, location, and type of contract.
- Required qualifications and professional memberships.
- Criminal records and barring compliance requirements.

Client-branded advertising must be approved in writing by the client prior to publication. All job applications will be acknowledged at the earliest practical opportunity.

Application Form

All candidates are required to complete our application form which includes:

- Full name (forenames and last name, as listed in the relevant Professional body's register) and any previous names or other names by such the Candidate may be known.
- Current residential address and other active contact details.
- Date of birth.
- Next of kin, together with an active emergency contact telephone number.
- Full employment history and training including any periods not in employment, education, or training (with no unexplained gaps).
- Professional membership registration details.
- Details of qualifications achieved, and training courses attended (including postgraduate academic and vocational training).
- Employer reference details.
- Details of any disciplinary or grievance procedures and any "live" formal warnings.

- Declarations regarding spent convictions (on the list of offences that must always be disclosed), unspent criminal convictions, consent for safeguarding and employment checks to be carried out, data protection disclaimer, fullness and accuracy of information provided. Applicants are advised that failure to disclose important information may lead to termination of the assignment or dismissal should it come to light later.
- Statement of personal qualities and experience explaining why the applicant believes they are suitable for the post.
- Signature.

The information provided on the application form is cross-referenced with other documentation and checks to ensure the fullness and accuracy of the data provided.

Initial Screening

Undertaken by telephone or face to face, discussion with the candidate will cover qualifications and professional memberships, experience, grade, specialism, clinical skills, right to work in the UK, unspent criminal convictions, AccessNI status, availability, required pay & and preferred work location. Candidates who meet our stringent standards will be invited to attend a registration interview.

Structured Face-to-Face Interviews

Our interview process provides us with an opportunity to explore each applicant's suitability and competencies for employment/assignment with the Client. All applicants attend an interview in person with a Clinical Manager who is aligned to their specialist field, actively registered with the NMC, and is of a more senior level to the candidate. For placement of nurses, the minimum baseline of competency for the interviewer will be a registered nurse of band 6 or above.

The interview is recorded using our structured interview worksheet to ensure consistency and this is retained on file. We also ask applicants to complete our diversity questionnaire. We retain details of the date and location of the interview, the name of the interviewer, and evidence of the questions asked together with candidate responses.

During the interview, we ask in-depth and structured biographical questions about the applicant's education, qualifications, and work experience (full reverse chronological history) and establish their aspirations/reasons for applying for the specific role. Past behaviour is a strong indicator of future behaviour, so competency-based questions are also asked to establish evidence of the skills and clinical experience required to be successful in the role. During this stage of the interview, we probe into the candidate's skills and aptitude to establish a cultural fit with the organisation and role. An assessment is also made of the candidate's personality traits, communication skills, attitude, ethics, approach, and general demeanour.

After the interview, we provide a full briefing on the job. It is essential that the candidate is interested in the role, and understands how it may or may not lead to progression within the business in the future. Achieving a cultural fit is crucial when matching candidates to the role, leading to greater longevity and performance and saving the Client time and money.

Finally, we scan the responses provided in both the initial screening and face-to-face interview stages for any missing information and where insufficient detail has been provided, we probe more deeply to develop the candidate's responses and fill in any gaps. This ensures we have a full insight into the candidate's history, capability, reliability, commitment, and aspirations.

Pre- Employment Vetting and Compliance Checks

We undertake the following pre-employment vetting and checks in line with NHS Employers' Standards, RQIA minimum standards, and our own documented policies including verification of:

- **Identity** where we check the original documentation for two forms of photographic ID and one document confirming the candidate's address: or one form of photographic ID and two documents confirming their address. We also require them to provide us with a clear, recent electronic photograph of themselves (updated every five years). If the candidate has changed their name (e.g., been married/divorced), we will validate the name change by checking the relevant original document - a deed poll certificate, marriage certificate, or divorce certificate.
- **Address** where the candidate will be required to provide two documents to prove their address which are dated within the last 3 months. Acceptable documents include utility bills, bank statements, firearms licenses, mortgage statements, credit card statements, etc). Proof of address will be rechecked annually.
- **Right to work** where we validate relevant original documentation from List A or List B provided by the home office. All documentation is checked to confirm it relates directly to the candidate, is current and in date, confirms permission to do the type of work being applied for, has not been tampered with, and would be difficult to forge.
- **Employment history & and referencing** where we obtain at least 2 satisfactory factual written references covering at least 3 consecutive years of employment including the current/most recent employer. If there are gaps of more than 2

months, then we will also request a character reference from a person of standing (e.g., doctor, lawyer, etc.) to cover that period. They will be taken up by the HR Department, and should additional information be required then this may be requested from the candidate's Line Manager via the HR contact. The organisation providing the reference will be checked to ensure it is a bona fide business using the phone book, internet, or other appropriate means. References are requested using NHS Employers referencing templates. They must include the referee's full name, any relevant professional body registration number, job title, and name of the employing or training organisation together with a landline telephone number (to enable them to be validated if necessary). They must also include information relating to warnings and investigations on the applicant's record, AccessNI status, and any outstanding allegations or referrals relating to safeguarding/adult or child protection in addition to the company name and the applicant's date of birth or NI number, job title/course title, grade, and dates of employment/training. Bearer references will not be accepted. References must be in writing via post, fax, email, or via our recruitment software. Emailed references must be from a business email address and references sent via a personal email address (e.g., Hotmail, Gmail, BT internet, etc) will not be accepted and written references received by post or fax should have some form of organisational identification on them such as being on company letterhead or being received together with a compliments slip. Written references are retained on our recruitment software as evidence that referencing has been completed to a satisfactory standard and to support quality audits.

- **Professional registration and qualifications** – Nurses will be required to provide their registration number and confirm their consent for us to check their registration with the NMC. Maintaining their registration with the NMC throughout their employment/assignment will be a condition of their engagement. Should their registration be suspended; their assignment will be terminated, and they will be excluded from the work for which the registration is required unless it is reinstated. We will work with the NMC to confirm registration status, and fitness to practice information and to establish if the candidate is under investigation or has been removed, struck off, suspended, had conditions placed on their registration, cautioned, lapsed, etc. prior to each assignment. We will also verify relevant qualifications by checking original certificates (including adaption certificates of overseas qualifications). Details are provided in our Professional Registration & Qualifications Check Procedure.
- **Criminal record and barring** - We obtain an enhanced AccessNI check and check of the adult's and children's barred lists for all nurses prior to assignment in alignment with our Criminal Record and Barring Procedure. AccessNI disclosure certificates are only accurate on the issue date so a new check will be requested annually. AccessNI certificates have security features to verify if they have been counterfeited or altered in any way. Certificates are printed on paper with the watermark 'DOCUCHECK'. If we are not sure an AccessNI certificate is genuine or if we think that it may have been altered, we will contact AccessNI on 0300 200 7888. If the candidate has been out of the country for six months or more during the last five years, we will also require an overseas police check.
- **Work health assessments/health checks** - We will carry out a pre-placement work health assessment prior to the candidate taking up their first post within the NHS, being subsequently appointed to a new NHS employer or if they change jobs to a role that involves a significant change of duties. Our work health assessments will be undertaken by our Occupational Health provider who carries out these checks on our behalf and with whom we have a contractual agreement in place. The Work Health Assessment is always conducted by qualified clinicians who are accredited by the Safe Effective Quality Occupational Health Service (SEQOHS). Prior to placement, we must receive a "certificate of fitness to work" from the Occupational Health Provider. The Work Health Assessment will then be renewed annually with prompts on our system to ensure that these are scheduled in a timely manner. Details are provided in our Work Health Assessment Procedure.
- **English language competency** – we will check the original IELTS/OET certificate from all candidates unless they:
 - Have a degree taught in English.
 - Are an Applicant for Tier 2 (intra-company transfer) applying to extend their stay after their initial 3 years in the UK.
 - Come from one of the English-speaking countries as specified by the Home Office.
- **Statutory and mandatory clinical/care and core training.** All nurses complete Skills for Health Statutory and Mandatory and Clinical/Care Core Skills Training prior to assignment and thereafter be given refresher training in alignment with the CSFT recommended refresher periods. We will maintain a record of all training completed and schedule retraining and refreshers in good time to ensure the healthcare professional's training does not expire whilst on assignment. In the unlikely event that the nurse fails to attend scheduled training, we will remove them from the assignment until the necessary retraining has been completed.
- **Appraisals** will be carried out for nurses annually as a minimum. For new and re-engaged nurses, the first appraisal will be conducted within 6 months of the start date of their first assignment and then thereafter at least every 12 months. The appraisal will be scheduled by us and conducted by a more senior practitioner of the same discipline (the Appraiser). **Revalidation** is the process that allows nurses to maintain their registration with the NMC. It is a continuous process that they will engage in throughout the year. Nurses must revalidate every 3 years to maintain registration. Whilst revalidation is the responsibility of the nurse themselves, we will endeavour to assist with the process by providing access to all

feedback received including CPD, training, performance reviews, supervisions, appraisals, and audits to help our nurses demonstrate that they remain fit to practice.

All checks are done pre-placement and only by face-to-face verification of original documentation. Candidates will be asked to present relevant original documents for review by the client at the interview and/or on their first day of each new assignment.

Matching

We undertake a detailed matching process to ensure that the candidate fits the requirements of the vacancy and that the vacancy matches the availability, capability, and aspirations of the candidate. Candidates will never be assigned/submitted until they have been thoroughly briefed on the vacancy and have confirmed in writing that they wish to be represented by us.

Submission, Client Interview & Feedback

CVs or candidate profiles will be submitted in the format agreed upon and within the agreed KPI timescale. Profiles will be constructed to include name, NI no, job title, grade, specialism, training & qualifications, experience, NMC registration number, AccessNI status, results of occupational health testing, immunisation dates & any other information required by the client. Profiles will be made available to the client prior to the assignment or interview.

Candidates invited to interview will be fully briefed on:

- Who to ask for and who will attend the interview (including the names and roles of each person on the interview panel, if applicable).
- Location of the interview together with a map, details of parking, and public transport.
- Time and anticipated duration of the interview.
- Format of the interview (e.g., biographical interview, competency-based interview, assessment centre, etc) to allow candidates to prepare as appropriate.
- The checks that will be carried out including ID, right to work, AccessNI check, etc.
- Any preparation that they have been specifically asked for (e.g., presentation, etc.).
- Documentation that they need to bring with them.

Unsuccessful applicants must be informed at the earliest practical opportunity at each stage of the process. Objective feedback will be offered to unsuccessful applicants should they wish to take it up.

Job Offer, Candidate Handbook, and ID Badge

All offers are conditional upon the candidate meeting the full compliance requirements outlined previously in the section entitled "Pre-Employment Vetting and Compliance Checks".

Prior to assignment, all candidates are issued with a contract of employment and a candidate handbook which includes information regarding code of conduct, together with our policies and reporting procedures. All nurses are required to sign the contract and also sign a declaration to confirm receipt of the handbook and that they will abide by the policies, procedures, and codes of conduct specified within it.

We also provide an ID badge which is valid for 12 months and displays the nurse's name, recent clear photograph, NMC registration number, TXM Healthcare's name, and expiry date.

Training

All nurses will be trained in line with mandatory standards and delivered by NHS-approved validated providers. Ongoing training will be scheduled by the Compliance Department who will be notified by our system in advance when training is due to expire to facilitate timely scheduling. We will maintain a record of all training completed and schedule retraining and refreshers in good time to ensure a candidate's training does not expire whilst on assignment. In the unlikely event that the nurse fails to attend scheduled training, we will remove them from the assignment until the necessary retraining has been completed.

Complaints

Complaints relating to our recruitment process should be made to the Registered Manager and will be handled in line with our Complaints Policy.

Audits

Each nurse will have their file audited by our compliance department prior to placement to ensure that vetting checks have been carried out correctly. We conduct internal audits of all our compliance processes on a regular basis to demonstrate that we adhere to legislative, contractual, and industry best practice. We also welcome client audits.

Review

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

Quality Assurance Practices

Our Company works to set standards and procedures which give assurance that:

- Agency workers are selected for their experience, ability, and potential and are only registered after the Company has received two satisfactory written references and after personal face-to-face interview
- All staff and Agency workers undergo an induction programme to ensure that they undertake tasks competently and understand the Company's philosophy of care
- Ongoing training is made available to all staff and Agency workers. Training needs are identified through regular performance reviews
- Agency workers providing a service to Clients with specific needs will receive appropriate specialist training
- The quality of the performance of Agency workers is monitored through quality assurance telephone calls to Clients and ongoing requests for formal Client feedback
- All Clients are assessed for their individual nursing and care needs and health and safety risk assessments are conducted and updated on a regular basis
- Detailed Care Plans are prepared in consultation with the Client and/or their representative. A copy of the Care Plan and Service Record is kept in the Client's home
- All records are stored on password-protected systems, electronically and information is held in accordance with the Data Protection Act
- Clients are asked to provide regular feedback on the service
- Agency workers are asked to complete questionnaires in respect of their work situation which is received and analysed by the company
- Adherence to Company procedures is monitored via regular local office audits
- All information gathered during the various quality assurance methods is collated and contributes to the maintenance of our **ISO 9001:2015** and **ISO 27001:2013** for quality and security of management systems in the sourcing and supply of healthcare professionals and services. These are complaint to individual service and compliance requirements, to customers in the public and private healthcare sectors.
- Proof of ISO certification is available upon request.

Confidentiality

Staff and Agency workers must always abide by the Company's Confidentiality Policy. This precludes our Agency workers from divulging information about anything they have seen, heard, or read about you in their work situation. Agency Workers may discuss any concerns about a client's well-being or safety. If we need to speak to a third party about your care, we will seek your permission before doing so, except where we are unable to do so while responding to an emergency, or where we have a legal obligation to do so.

Inspection And Regulation of TXM Healthcare

TXM Healthcare Ltd is registered with the RQIA, Regulation, and Quality Improvement Authority, and as such all our policies and procedures are compliant with the standards required to provide our services. TXM Healthcare Ltd will be regularly inspected by RQIA, and any inspection reports can be accessed on request via our Registered Manager or can be viewed on the RQIA public access portal.

Key Terms, Conditions, And Policies

Range of Activities Undertaken' The range of personal care that may be provided by the agency is described under the heading 'Our Services', within the Summary of the Statement of Purpose, in Section 1.

The Company may provide specialist services, according to the assessed needs of the Client, the availability of suitably trained and experienced staff, and any other conditions of the agency's registration with the Regulation and Quality Improvement Authority. Specialist services may be required by:

- people, who by nature of the ethnic minority community or religious group to which they belong, require the provision of specialist care and specialist knowledge
- children and their families, including child protection and prevention/detection of child abuse

- people with special communication needs
- people with sensory loss
- people with dual sensory impairment
- older people with complex health and care needs
- people with a terminal illness
- people who have had a stroke
- people who have learning disabilities
- people with mental health problems including people subject to Guardianship and Supervision orders under the Mental Health Act
- people with infectious or contagious diseases
- people with dementia
- people with challenging behaviours

Scale Of Charges and Terms Of Business

TXM will always provide written confirmation of pricing prior to commencing service delivery. This will ensure that you have the most accurate description of the fees for which you are liable. You will also be given a document called 'Terms of Business' to ensure that you have the most accurate summary of how we provide our services to you.

Complaints Management

TXM Healthcare Ltd has a dedicated complaints department that will process and manage complaints and any other matters of concern from Service Users and treat their resolution as a priority.

Most service issues are raised and dealt with operationally on a day-to-day basis, however, there may be occasions when a particular issue needs to be raised and handled formally. This process meets the procedures and timescales required by all the NHS frameworks, The Nursing Agencies Regulations (Northern Ireland) 2005, HPSS Complaints Procedure, and DHSSPS guidance, and has the following steps:

All complaints will be thoroughly investigated and documented with all parties involved in line with our Complaints and Clinical Complaints procedure.

Those who wish to complain will be treated impartially, in confidence, with sensitivity, dignity, and respect, and will not be adversely affected because they have found cause to complain. Where possible, arrangements will be made as necessary for the specific needs of those who wish to complain, including the provision of interpreting services; and information in a variety of formats and languages; at suitable venues; and at suitable times.

The Patient and Client Council was established under legislation on the 1st of April 2009 as part of the reform of Health and Social Care in Northern Ireland, The Patient, and Client Council is your independent voice on health and social care issues. If a Patient/Service User needs advocacy then they can contact The Patient and Client Council at 0800 917 0222, or email at info.pcc@hscni.net

The following information will be requested, regarding who is making the complaint together with the nature of the complaint. The person making the complaint will be asked to provide us with all necessary information surrounding the complaint so we can undertake a full investigation subject to the restrictions imposed by data protection legislation/GDPR. This is likely to include:

- The background of the issue.
- The name(s) of the individuals involved.
- Specifics relating to dates, times, and locations where the incident(s) took place.
- Witnesses to the incident(s).

This information will be recorded in our complaints register. It is preferable that the details of complaints should be received in writing. However, in the situation of receiving a verbal complaint, we will ensure that this is recorded and acknowledged. TXM Healthcare Ltd will offer complainants assistance in formulating and documenting their complaints in these circumstances.

We will investigate the complaint and interview relevant parties as appropriate. Written statements will be obtained from those interviewed and a summary report will be written. Action to resolve the complaint will be detailed, and where appropriate, incorporated as part of our standard processes and procedures to prevent re-occurrence and improve service. If the complaint is about a healthcare worker, they may be suspended pending investigation.

During the complaint's resolution process, we will ensure that the Complainant (and if applicable, the client and worker involved) are kept abreast of progress in making good or resolving the complaint in writing on request. On resolution, details of the complaint, the agreed resolution, and actions/procedures put in place to prevent recurrence will be provided to all parties in writing. If the complaint relates to a worker, this may result in reinstatement of that worker or termination of the assignment and exclusion from future work with us depending on the outcome of our investigation. Depending on the nature of the complaint relating to a worker, their Professional Body (NMC) will be notified. All relevant parties will receive a written copy of the outcome of the complaint and details of the resolution.

Response times for all complaints are as follows:

- Acknowledgement of complaint immediately if possible, and always within 2 business days of receipt.
- Investigation will commence immediately with an assessment of the situation and contact with all individuals involved.
- Interviews will be held within 48 working hours unless there are extenuating circumstances.
- A response will be made to the complainant within 48 hours of completing the interviews. We will take all reasonable and practicable steps to resolve the complaint within 10 business days of its receipt unless the nature of the complaint requires additional investigation or action by an appropriate third party in which case the complaint will be made good or resolved as soon as possible thereafter.

Candidates are made aware of our complaint procedure during induction and the process for making and escalating a complaint is documented in our Candidate Handbook which is provided to all nurses prior to their first assignment. Clients are provided with a copy of our complaints policy on request.

Nurses are also able to make complaints and report concerns about poor practice easily and without risk in alignment with our Whistleblowing Policy which is detailed in the Candidate Handbook.

Our Senior Management Team analyses complaints to establish any patterns or trends and complaints and procedures to resolve them are used to underpin and support continuous improvement.

A summary of any complaints in Northern Ireland will be compiled on an annual basis and outcomes will be available to the RQIA on request or as part of the audit process.

If a satisfactory resolution is not achieved, you may refer your complaint to the Northern Ireland Ombudsman:

Northern Ireland Public Services Ombudsman

Freepost NIPSO, Belfast
Tel: 028 9089 7789
Freephone: 0800 343 424
Email: nipso@nipso.org.uk
Website: nipso.org.uk

TXM Healthcare Ltd will cooperate with any appeal raised and aim to reach an acceptable outcome. The regulatory body for Northern Ireland is the Regulation and Quality Improvement Authority (RQIA) and they can be contacted at the following address:

The Regulation and Quality Improvement Authority

7th Floor Victoria House
15-17 Gloucester St
Belfast BT1 4LS
Tel: 028 9536 1111
Email: info@rqia.org.uk
Website: rqia.org

REVIEW

This document 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 USER GUIDE FOR CLIENT ORGANISATIONS USING TEMPORARY AGENCY NURSES IN NORTHERN IRELAND



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