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Organisational Details, Constitution & Structure of TXM Healthcare Ltd

TXM Healthcare is the trading name of TXM Healthcare Ltd providing temporary employment agencies activities as a private ltd company and was registered at Companies House on 16th November 2010 (registration number 07441639).

We will run and manage our services from premises at TXM Healthcare, Clockwise, 46-48 High Street, Belfast, BT1 2BE with Head Office based at TXM Healthcare, Walnut House, Blackhill Drive, Wolverton Mill, Milton Keynes, MK12 5TS.

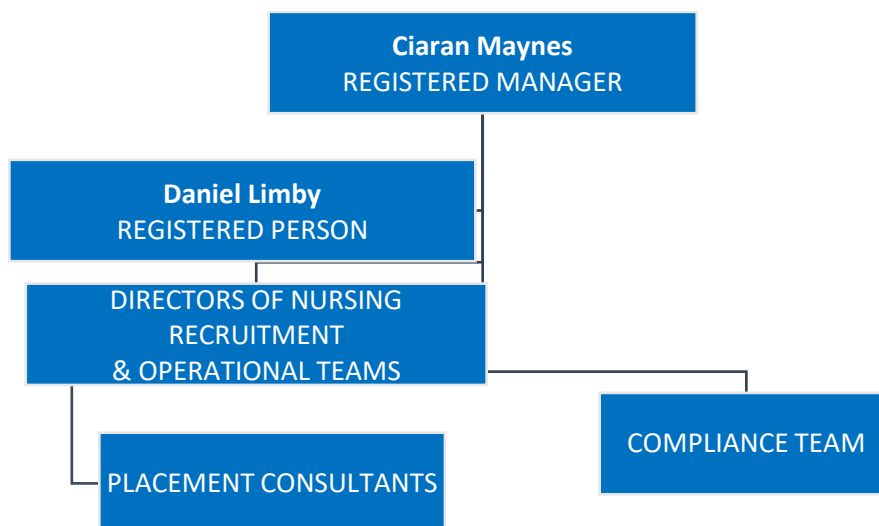
We are an established nursing agency that will operate throughout Northern Ireland providing nurses and healthcare assistants (HCA) to health and social care providers requiring these services.

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 include 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.

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, Managing Director (Registered Person), and Operations Director who have expertise in operations, compliance, client and candidate management, and all things clinical. Details of the qualifications and experience of each of these key personnel are provided in Part 2 (Management & Control of the Agency). Our organisational structure for this service is provided below.



Aims And Objectives

Our aims and objectives are to:

- Provide a high-quality, cost-effective service through recruiting nurses and HCAs who are suitably qualified, competent, and experienced to undertake the activities for which they are employed and responsible.
- Ensure all care is delivered in accordance with the requirements of our clients and their patients, always treating them with dignity and respect.
- Provide our services 24 hours a day ensuring that we can successfully meet the needs of our clients and staff.
- Promote diversity and inclusion amongst our workforces.
- Ensure all staff receives appropriate training and development including CPD to maintain their professional registration.
- Implement all our policies and procedures consistently to ensure quality, minimise risk and maintain compliance with legislative requirements including the Nursing Agencies Regulations (Northern Ireland) 2005 and Nursing Agencies Minimum Standards 2005 DHSSPS.
- Continually seek feedback from clients and staff on how we can enhance and improve our service in line with our ISO 9001 certification as we believe our service is stronger and more tailored to their input.

Ethos And Philosophy of Care

Our philosophy is to provide quality care you can trust consistently. We are committed to working in partnership, building strong working relationships, and providing the highest level of support to both our staff and clients. We continuously strive to provide a premium service, making ourselves available 24/7, 365 days a year. Our rigorous pre-employment and background checks on all nurses and HCAs ensure they have been recruited to the highest standards and in line with all relevant legislation, regulations, and best practices.

TXM stands for “The Xtra Mile” which is the ethos and culture of our business, as we strive to go “The Xtra Mile” for all our clients, staff, and wider stakeholders at every point of contact. This is reflected in our desire to offer the highest quality of care, with a strong consideration for cost-effectiveness and safety.

In line with our ISO-9001 accreditation, we welcome feedback from our staff and clients and use this to support appraisal, revalidation, and motivation for our nurses. We also use feedback to examine our operations constantly and where appropriate, realign the way we do business to ensure that we consistently achieve our clients’ aims and objectives.

Our ethos is to supply nurses that consistently meet The Health & Personal Social Services Regulation and Improvement Authority (Registration) Regulations (Northern Ireland) 2005, The Nursing Agencies Regulations (Northern Ireland) 2005, NHS Employers Standards, and the individual contractual requirements of each of our HSC clients. Our philosophy is also underpinned by providing a responsive, honest service that is based on delivering promises (and indeed having the integrity to advise clients immediately if we are unable to fulfil a booking). This enables our clients to have confidence in our operational staff, nurses, and the overall quality of care that we deliver.

Services Provided by TXM Healthcare

TXM Healthcare provides 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, mental health nursing, learning disabilities nursing, theatres, A&E, and ITU/HDU in NHS hospitals and the private sector. 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. We do this by ensuring:

- Professional clinical interviews and appraisals are conducted by appropriately qualified persons for nurses.
- Gaps in employment are explored and explanations are recorded.
- Detailed references are sought and checked.
- Professional and vocational qualifications are verified.
- Nurses are registered with the NMC.
- Nurses have professional indemnity insurance where required.
- Nurses have a current and valid enhanced AccessNI and barred lists check.
- Staff undergo an induction program to ensure that they can undertake tasks competently and to identify any further training needs.
- Candidate files are audited by our Compliance Team to ensure they meet all legislative, regulatory, best practice, and contractual standards prior to assignment.

We provide a 24-hour service with on-call arrangements so we can achieve the same service levels outside standard working hours as we do during office hours.

TXM Healthcare operates a robust monitoring system that allows us to continually evaluate and improve our services. Risk management, audits, compliance, and clinical governance are at the forefront of our organisation, giving our clients and staff confidence when using our service.

Settings

TXM Healthcare specialises in a range of nursing disciplines including General, A&E, Critical Care, Specialist, Mental Health, Learning Disabilities, CAMHS, Theatres, Neonatal, Midwifery, Paediatrics, and Outpatient Services, providing nurses at all grades and healthcare assistants to:

- NHS trusts (including acute and community hospitals).
- Nursing and residential homes.
- Private healthcare providers.
- GP surgeries and treatment rooms.
- Occupational health departments.
- Secure units for mental health.

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; including 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.

PART 2

Management & Control of TXM Healthcare:

TXM Healthcare carries out robust due diligence and requires the Registered Manager and Registered Persons to undergo a strict registration process to determine their fitness to carry out their designated roles. They are required to fully understand their legal responsibilities and understand, accept, and promote all company policies.

TXM Healthcare is controlled and managed by a highly experienced team comprising:

Registered Manager – Ciaran Maynes

Ciaran is a Registered Nurse with current NMC registration and extensive experience in the management of nursing and care services in Northern Ireland where he owned and managed a residential care home for the last 6 years. Prior to that, he worked held nursing and management posts in the care sector, and hands-on nursing posts in a range of hospitals and care facilities. He has expertise in delivering services in alignment with RQIA requirements and in addition to his professional nursing qualifications, he also holds a Level 4 Award in Leadership and Management.

As registered Manager, Ciaran will have overall responsibility for the clinical aspects of the service and as such will maintain a current NMC registration. He will be responsible for recruitment, interviewing, and overseeing the placement of agency nurses, handling day-to-day management, performance, discipline, supervision, appraisals, identifying training needs, and supporting nurses with revalidation. Ciaran will also be required to manage identified competence/performance issues, deal with clinical complaints, carry out investigations, and use findings to continuously improve the service. He will ensure arrangements are in place for dealing with alert bulletins and make reports where necessary in line with DHSSPS and NMC guidance. Liaising with the Directors of Nursing Recruitment, he will conduct client site visits and ensure the Statement of Purpose and Service User Guide is kept up to date, notifying the RQIA of any changes. He will liaise with the Operations Director and Compliance Team to ensure policies and procedures are reviewed at least annually and training is delivered considering any changes.

Registered Person – Daniel Limby

Danny is the Managing Director of TXM Healthcare and has worked in the Health and Social Care Sector since 2010 when he joined the TXM Group. As an experienced Director, he was responsible for the creation and successful running of our Health and Social Care Division before moving to the role of Managing Director in 2022. Responsibilities for Danny include, and have included taking overall responsibility for the safe, effective running of our Nursing Services in England, Scotland, and Northern

Ireland – this includes working with the CQC and the Care Inspectorate where appropriate. Danny works closely with our Governance and Assurance Director on audits relating to Clinical and Non-Clinical matters. His experience in different areas of the business enables him to lead from the front and be a supportive presence on the Sales floor. Danny works with the Senior Management Team to ensure we meet our goals of providing high-quality clinical solutions in a safe, effective, responsive, and well-led environment. He will also be responsible for notifying the RQIA if the Registered Manager is absent for a period of more than 28 days informing them of the temporary arrangements put in place.

Operational Team – Operations Director - Rhian Nicholas

Rhian has spent 8 years with TXM Healthcare and oversees healthcare operations from a process, business planning, service delivery, quality and security, continuity, and staff training perspective. She has guided the company through its ISO 9001:2015, ISO 27001, and ISO 14001 accreditations. Rhian has an eye for detail and works closely with the compliance team to ensure all aspects of nursing service delivery are fully compliant with NHS Employers Standards and the prevailing standards aligned to the Care Inspectorate and RQIA.

Rhian will be responsible for monitoring to ensure services are supplied in alignment with documented procedures for the RQIA, overseeing the recruitment and compliance teams, managing staff training and performance, and management of client satisfaction including tracking performance against agreed quality metrics and KPIs. She will also be the key point of contact for the RQIA and attend audits and review meetings with clients in Northern Ireland.

Compliance Team

The compliance team is responsible for overseeing all aspects of candidate compliance in alignment with prevailing legislation, regulation, and best practice by ensuring candidate files are compliant with the RQIA regulations, NHS Employers Standards, and TXM Healthcare policies and procedures. They will also liaise with the Healthcare Manager to support ISO, regulatory body, clients, and internal audits. They are also responsible for scheduling statutory and mandatory training (and refresher training) for nurses.

Directors Of Nursing Recruitment & Operational Teams

Responsible for the day-to-day recruitment of nurses for clients throughout the UK. This team will also attract registered nursing and healthcare staff by engaging a broad range of candidate attraction strategies including advertising and networking, interviewing prospective healthcare assistants, placing nurses and healthcare staff into assignments on a daily basis; and reporting any operational complaints/incidents to the Registered Manager

TXM Healthcare Compliance and Regulation

Process To Ensure Fitness to Work

We ensure fitness to work by conducting a thorough recruitment process that is auditable and meets The Health & Personal Social Services Regulation and Improvement Authority (Registration) Regulations (Northern Ireland) 2005, The Nursing Agencies Regulations (Northern Ireland) 2005, NHS Employers Standards and the DHSSPS Nursing Agencies Minimum Standards. The process is documented in detail in our Recruitment Procedure and includes:

- Completion of our application form including employment, qualifications, and training details, a statement of personal qualities; and signed declarations relating to criminal convictions, consent for safeguarding and employment checks to be carried out, and to confirm all information provided is full and accurate. 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 to cover qualifications, professional memberships, experience, band, specialism, clinical skills, and compliance criteria.
- Face-to-face interviews conducted by the Registered Manager for nurses and a healthcare specialist for healthcare assistants using biographical, competency, and scenario-based techniques. The interview covers employment history, training, qualifications, clinical competence, personality, communication skills, attitude, and general demeanour.
- Pre-employment vetting & compliance checks including verification of:
 - ID and address.
 - Right to work in the UK.
 - Employment history and referencing.
 - Professional registration & qualifications.
 - AccessNI and barred list checks.
 - Work health assessments and immunisation checks.
 - English language competency checks unless candidates are exempt.
 - Statutory & mandatory clinical/care and core training and refreshers.

- Appraisal status

All checks are done pre-placement and only ever 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 to ensure the candidate fits the vacancy and the vacancy matches the availability, capability, and aspirations of the candidate.

Safeguarding & Promoting Health & Wellbeing

Safeguarding is critical to the safe provision of our service. TXM Healthcare aims to provide a service that enables patients to feel happy and secure and to allow parents and families to feel confident that our nurses are trustworthy, responsible and will do everything they can to keep patients safe from harm by ensuring:

- Provision of a Registered Manager and Responsible Person who are fully trained in current legislation, policy, and best practice to lead all aspects of safeguarding and embed Regional Operational Safeguarding Procedures.
- Operational staff are trained in safeguarding and are aware of their obligations in relation to raising concerns and reporting poor practice with the client, RQIA, Adult Protection Gateway Service/Gateway Service Team (Children), NMC, or if appropriate Police Service of Northern Ireland.
- Interviews are conducted by trained staff who have received guidance in relation to current legislation and best practice pertaining to the recruitment and placement of candidates who are to take part in regulated activity.
- The candidate's personal identity will be verified by checking an original form of recent photographic identification.
- Registrations will be checked with the NMC and qualifications and training relevant to the role being recruited will be verified by checking original certificates and validating these for authenticity with the awarding body.
- A thorough biographical interview will take place to establish the candidate's employment history and identify any gaps in employment.
- A minimum of 2 written employment references will be obtained covering at least the most recent 3 years of employment and verification will be sought for any gaps in the candidate's employment history.
- All candidates will be checked against the adult's and children's barred lists to confirm that they are not barred from participating in regulated activity.
- An enhanced AccessNI check will be undertaken prior to the commencement of the regulated activity. Rechecks will be undertaken annually or if there has been a gap of more than 3 months between assignments.
- Candidates will be required to complete an application form which includes a declaration stating that there is no reason why they should be considered unsuitable to work with vulnerable persons or children (including past convictions, cautions, bind-overs, or pending cases) and that they have not been barred from carrying out regulated activity.
-

To safeguard the continued health and well-being of people using our services, we require nurses to follow all the instructions, guidance, policies, and procedures provided in our Candidate Handbook and by the client. Induction training will also be provided to all employees and temporary workers engaged to undertake regulated activities with vulnerable persons or children, including but not limited to:

- Training in relation to safeguarding and handling of reporting of alleged or suspected abuse.
- Risk management to prevent abuse.
- Actions to be taken in the event of alleged or suspected abuse.
- Our complaints and escalation process.
- Our Whistleblowing policy.
- Current legislation and best practices.
-

We have a zero-tolerance approach to dealing with abuse and neglect.

Training & Development

All our nurses complete Skills for Health Statutory and Mandatory and Clinical/Care Core Skills Training prior to assignment and thereafter are given refresher training in alignment with the CSTF recommended refresher periods. The nurse's file is checked prior to assignment to ensure that all training has been undertaken by an accredited provider and that it is in date/has not expired in line with CSTF refresher periods.

Training is scheduled by the Compliance Team prior to assignment and our system notifies us in advance of when training expires for existing nurses to facilitate the timely scheduling of refreshers. Induction and refresher training is recorded in the nurse or HCA's training and development plan and is delivered at the relevant level as detailed in our Statutory & Mandatory

Training Policy. We maintain records of all training provided on the candidate's personnel file and this includes the date of the training, details of the trainer/training provider, and name/content of the training.

In Northern Ireland, training will be provided by Healthier Business UK Ltd, whose core skills training framework has been verified by Skills for Health and they are also named in the Skills for Health Directory of Aligned Organisations.

Orientation/induction training required by the HSC Trust or private sector client will be provided on arrival at each new assignment and is carried out by the organisation at which the nurse or HCA has been placed.

Our appraisal process underpins our nurses' CPD and is used to identify training needs, ensure each individual is equipped to perform the duties required in their role and support them with revalidation. Prior to the appraisal, the Registered Manager and Responsible Person will obtain feedback from the client as well as evidence of ongoing learning, professional development, and practice experience to ensure the nurse is on track to revalidate and this is recorded/updated in their training and development plan. Appraisals are fully documented, and records are retained on our system.

Accounting & Financial Control Arrangements

TXM Healthcare operates several financial systems that support and provide:

- Compliance with IR35 legislation.
- Mandatory fields on our systems that prevent bookings from being taken without authorisation and a valid purchase order number.
- Accurate application of pay and charge rates through the creation of system rules that automatically populate the pay and charge fields for bookings for each framework and client. This is supported by a manual checking process when the booking is loaded to ensure the correct pay and charge rates are pulled through to the payroll and invoicing systems when the nurse or HCA's hours are entered.
- Timesheet processes with a structured authorisation procedure to ensure the correct hours are entered, paid, and billed. We cross reference completed timesheets with the confirmed booking and order form held on the system to ensure the hours worked do not exceed those originally booked before a timesheet is "cleared" for payroll. Copy timesheets are provided with invoices.
- CVs must cover full employment history from leaving education to the present day with employment gaps of one month or more explained.
- Nurses are provided with a Candidate Handbook which contains detailed instructions on how to complete and submit timesheets.
- Timesheets meet NHS guidelines to prevent fraud.
- Invoices are provided with a full breakdown of hours, pay rate, WTR, NI, margin, charge, and vat.

We also have stringent internal financial systems to ensure the agency remains financially stable and we have a strong basis on which to build our business.

We also operate several procedures to prevent and detect fraud including:

- Use of external accountants/auditors to review financial transactions and ensure the probity of accounting practices.
- Examination of timesheets by experienced payroll staff to identify any potential fraud and validate any amendments.
- Requirement for any amendments to hours/timesheets to be signed/initialed by an authorised member of the client's staff or submitted by secure online means.
- Electronic timesheets to be sent by email from an authorised member of the client's staff or where online timesheets are in use, these must be approved by an authorised member of the client's staff.
- Password-protected company computer systems (e.g., regular mandatory password changes).
- Paper files containing personal data and financial information retained in locked filing cabinets to prevent opportunist fraud.
- Policy of shredding of documents that contain personal data/information to prevent it from being used for fraudulent purposes.
- Nurses are also required to undertake counter-fraud training annually.

Insurances

TXM Healthcare always has adequate insurance cover for providing healthcare recruitment services in alignment with the contracts that we supply under. Insurance certificates are on the wall in our registered office, and we will make copies available on request. We hold the following insurances:

- Employers Liability - £10m
- Public Liability - £5m
- Professional Indemnity - £5m

Furthermore, all registered nursing staff are required to have RCN, Unison, or equivalent personal indemnity insurance.

Documents & Record Keeping

TXM Healthcare regards the lawful and correct treatment of Personal Data as essential to its successful operations and to maintaining client and worker confidence. We, therefore, treat Personal Data lawfully and correctly and fully endorse and adhere to the Principles of Data Protection as set out in the General Data Protection Regulations 2018.

We have detailed Records Management & Data Protection and Privacy Policies and maintain a valid and current Cyber Essentials Certificate which demonstrates how we guard against cyber threats including but not limited to:

- Operating a secure internet connection.
- Ensuring devices and software have security provisions.
- Controlling access to our data and services.
- Protecting our equipment and software from viruses and other malware.
- Keeping our devices and software up to date.

We only collect, process, and share personal data fairly and lawfully and for specified purposes, for example:

- Where the Data Subject has given his/her Consent.
- Where the Processing is necessary for the performance of a contract with the Data Subject.
- To meet our legal compliance obligations.
- To protect the Data Subject's vital interests; or
- To pursue our legitimate interests for purposes as set out in our privacy policy.

We retain Personal Data for a reasonable duration to provide candidates/workers and clients with our services and to meet statutory retention periods as laid out in our Records Management & Data Protection Policy. We dispose of Personal Data securely ensuring records are either permanently deleted or destroyed and maintaining a record of the nature of the data, date of disposal, and name of the person who authorised the disposal.

Our nurses follow the records management procedures in place at the client for whom they are working. Regardless of the media on which the records are kept, nurses must ensure that all records are complete, reliable, authentic, and available in an accessible format. Records must:

- Provide adequate evidence to account for all financial transactions including reasons for any decision(s) necessary for that transaction to take place.
- Contain verifiable evidence that all transactions were appropriately undertaken and where necessary were properly authorised.
- Provide complete information to document the transactions.
- Demonstrate the delivery of care, treatment, and services.
- Comply with regulatory and accountability record-keeping requirements.
- Be comprehensive and document the complete activity i.e. contain a full audit trail.

Records are required to accurately reflect communications, decisions, and actions taken to:

- Allow employees and nurses (and their successors) to undertake appropriate actions in the context of their responsibilities.
- Facilitate an audit or examination by anyone authorised to do so.
- Protect the legal and other rights of the client, its patients, staff, and any other people affected by its actions.
- Provide authentication of the records so that the evidence derived from them is shown to be credible and authoritative.

Notification Of Reportable Events

TXM Healthcare does not provide domiciliary care services, so all of our Nurse's work on our client sites, under the direction and control of the client's managers. This means that they must abide by the client's policies and procedures when it comes to notifying reportable events. Whilst the client's management is responsible for such reporting to the RQIA, we also require our nurses to advise us of any reportable event immediately.

TXM HEALTHCARE STATEMENT OF PURPOSE NORTHERN IRELAND



The maximum timescales for such reporting are:

CIRCUMSTANCES/NATURE OF EVENT	TIMESCALE
Accidents, incidents, or injuries to a person using the service	Within 24 hours
Outbreak of infectious disease	Immediately
Death of a person using the service	Immediately
Allegation of abuse in relation to a person using the service	Immediately
Significant equipment breakdown which may impact upon the health & safety of a person using the service	Immediately
Allegation of misconduct	Within 24 hours
Criminal convictions resulting in the unfitness of a Manager or Nurse	Within 24 hours
Change of registration details of the agency	Immediately
Adverse events involving a schedule 2, 3, 4, or 5 controlled drugs	Within 24 hours

All events that are reported are recorded for audit purposes. All nurses are provided with the relevant contact details, enabling them to report an event 24/7.

Handling Complaints

At TXM Healthcare we believe that comments and constructive feedback (whether positive or negative) and complaints are an important way for us to learn and improve our service and we actively encourage anyone with comments about any aspect of our service to feed this back to us.

Our complaints process meets the procedures and timescales required by all of the NHS frameworks, the HPSS Complaints Procedure, and DHSSPS guidance.

The process involves gathering information from the complainant including the background of the issues, names of individuals involved, specifics relating to dates/times and locations involved, and witnesses to the incident. We then investigate each complaint and interview relevant parties as appropriate, keeping the complainant (and if applicable the client and worker involved) abreast of progress in making good or resolving the issue. 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 is about a nurse or HCA, they may be suspended pending investigation and if appropriate their regulatory body will be notified.

Our commitment is that all complaints will be taken seriously and acted upon with fairness and impartiality, acknowledged within 2 working days, and will be fully investigated confidentially and resolved within 10 working days unless the nature of the complaint requires additional investigation or action by an appropriate third party in which case resolutions may be delayed. Candidates are made aware of our complaint's procedure during induction and the process for making and escalating a complaint is documented in our Candidate Handbook which is provided prior to their first assignment. Clients are provided with a copy of our complaints policy on request.

Nurses and HCAs 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.

Complaints are analysed for patterns or trends and outcomes 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.

The regulatory body for Nursing Agencies in N.I. is RQIA. RQIA has oversight of any complaints, and can be contacted at:

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

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

Northern Ireland Public Services Ombudsman

Freeport NIPSO, Belfast

TXM HEALTHCARE STATEMENT OF PURPOSE NORTHERN IRELAND



Tel: 028 9089 7789

Freephone: 0800 343 424

Email: nipso@nipso.org.uk

Website: nipso.org.uk

Management Of Medicines

None of our nurses have access to patients' homes; however, they are required to manage and administer medicines within hospital settings and as such will be required to abide by the policies in place within the hospital where they are working.

Policy title:	Statement of Purpose – Northern Ireland
Outcome:	TXM Healthcare Ltd philosophy is to provide quality care you can trust consistently. TXM Healthcare Ltd are committed to working in partnership, building strong working relationships, and providing the highest level of support to both our staff and clients. TXM Healthcare Ltd continuously strives to provide a premium service, making ourselves available 24/7, 365 days a year. Our rigorous pre-employment and background checks on all nurses and HCAs ensure they have been recruited to the highest standards and in line with all relevant legislation, regulation, and best practice.
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)

Policy Ownership

Ciaran Maynes

Ciaran Maynes

TXM Healthcare Registered Manager

Date of Issue: 22 August 2023

Next Review Date: 22 August 2024

TXM HEALTHCARE STATEMENT OF PURPOSE NORTHERN IRELAND



POLICIES & PROCEDURES – POLICY MATRIX

TXM Healthcare is a recruitment agency that provides nursing staff to a range of settings including but not limited to the NHS, private hospitals, and care homes.

We do not provide nursing or care staff on a “domiciliary” or private basis and as such our nurses are always working on client site, using client equipment, and under the direction and control of the client’s line managers.

Policies Required	Policies Provided	Procedures Covered Under Policies Provided or in Statement of Purpose (i.e. not in a separate document)	Policies Not Relevant Due to the Nature of Business	Comments
Absence of registered manager	Yes - Absence of Registered Manager Policy			
Accidents/adverse incidents	Yes – Accident Incident and RIDDOR Policy	Covered within the main body of the Statement of Purpose (Part 2) - Notification of Reportable Events		
Accounting & financial control procedure	Touched on within the Accurate Charging, Invoicing and Timesheets Procedure	Covered provided within the main body of the Statement of Purpose (Part 2) - Accounting & Financial Control Arrangements		
Assessing, planning, implementing & evaluating nursing care for private patients in their own homes			N/A – not supplying nurses to care for patients in their own homes	
Clinical nursing procedures			N/A - nurses must follow the clinical nursing procedures of the hospital that they are working in	

**TXM HEALTHCARE STATEMENT OF PURPOSE
NORTHERN IRELAND**



Complaints	Yes - Complaints Procedure	Also covered within the main body of the Statement of Purpose (Part 2) - Complaints		
Completion of case records	Yes – Basics covered in Records and Data Protection Policy & Candidate Handbook (although nurses follow the hospital’s case record procedures)			
Confidentiality	Yes – Information governance training provided on commencement and thereafter refreshed annually for nurses. Training covered in Statutory & Mandatory Training Procedure. Confidentiality also covered in the Candidate Handbook			
Confirmation of nurse’s registration status with NMC	Yes – Confirmation with NMC of Nurses Registration Policy & Professional Registration & Qualifications Check Procedure			
Consent	Consent training is provided once for nurses at the point of recruitment. Detailed in the Statutory & Mandatory Training Procedure			
Consultation with private patients and their representatives			N/A - private nursing care is not a provided service	

TXM HEALTHCARE STATEMENT OF PURPOSE NORTHERN IRELAND



Dealing with alert letters issued by DHSSPS and NMC	Yes – Alert Notices Policy and Criminal Record & Barring Check Procedure			
Disclosure of patient information	Yes – covered in the Candidate Handbook. Information governance training is also provided on commencement and refreshed annually as detailed in the Statutory & Mandatory Training Procedure			
General communications arrangements	Yes - Communication arrangements are detailed in the Candidate Handbook. Communication training is provided once on recruitment. Detailed in the Statutory & Mandatory Training Procedure			
Infection prevention & control	Yes - Infection Prevention & Control Policy. Infection prevention & control training is also provided on commencement and thereafter refreshed annually for nurses as detailed in the Statutory & Mandatory Training Procedure			
Inspections of the nursing agency	Yes - Quality Assurance Policy			
Insurance arrangements		Provided within the main body of the Statement of Purpose		

TXM HEALTHCARE STATEMENT OF PURPOSE NORTHERN IRELAND



		(Part 2) - Insurance Arrangements		
International recruitment of agency nurses			N/A – international nurse recruitment not provided	
Management and use of medical devices and equipment in the homes of private patients			N/A – service not provided to patients in their own homes	
Management, control & monitoring of the nursing agency	Yes – Monthly Monitoring Quality Document	Provided within the main body of the Statement of Purpose (Part 2) - Management & Control of the Agency		
Management of medicines in the homes of private patients			N/A - service not provided to patients in their own homes	
Management of records and information	Yes - Records & Data Protection Policy	Also provided within the main body of the Statement of Purpose (Part 2) - Documents & Record Keeping		
Managing service contracts	Yes – Accurate Charging, Invoicing & Timesheets Procedure			
Matching skills & expertise of nurses to the requirements of placements	Yes – Matching Skill to Assignments & Recruitment Procedure			
Monitoring and auditing the quality of services	Yes - Quality Assurance Policy			
Moving & handling	Yes - Moving & handling training provided on commencement and thereafter			

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	refreshed annually for nurses. Detailed in the Statutory & Mandatory Training Procedure			
Obtaining comments from people who use the nursing agency	Yes – Acting of Feedback Policy & Service Users Guide, Quality Assurance Policy and Complaints Procedure. NB – “people who use the nursing agency is defined as the hospital rather than the service user”			
Occupational health arrangements	Yes - Work Health Assessments Procedure. Also covered in the Candidate Handbook			
Operational policy	Yes – Standard Operating Procedure			
Orientation & induction for newly appointed agency staff and nurses	Yes - Candidate Handbook			
Pre-employment health assessment for nurses	Yes - Work Health Assessments Procedure			
Providing 24-hour support for patients in their own homes and agency nurses			N/A – service not provided to patients in their own homes.	
Protection of vulnerable adults and safeguarding children	Yes - Safeguarding Vulnerable Groups Policy			
Recruitment of staff	Yes - Recruitment Procedure			

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Quality improvement	Yes – Quality Policy			
Reporting arrangements to the registered person	Yes - Reporting Arrangements to the Registered Person Policy			
Reporting, recording, and notifying accidents, incidents, infectious diseases, and deaths including RIDDOR arrangements	Yes – Accidents Incidents and RIDDOR Policy & Candidate Handbook section entitled Health & Safety			
Responding to requests or private nursing care			N/A – private nursing care service not provided	
Review and revision of policies & procedures	Yes – Review and Revision of Policies and Procedure Policy & Statement in Candidate Handbook and also at the bottom of each policy			
Review and revision of service user’s guide	Yes – Review and Revision of Service User Guide & Statement provided at the bottom of the Service User’s Guide			
Reviews and reassessment of nurses	Yes - Appraisal & Revalidation Checks Procedure			
Risk assessment and management	Yes – Risk Assessment Policy & Candidate Handbook in the section entitled Health & Safety			
Smoking	Yes – Candidate Smoking Policy, Candidate E-Cigarette Policy & Covered in the General			

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	Obligations section of the Candidate Handbook			
Staff induction	Yes - Covered in the Recruitment Procedure and Statutory & Mandatory Training Procedure	Also covered in the main body of the Statement of Purpose (Part 2) - Staff Training & Development		
Staff discipline and grievance	Yes – Candidate Grievance Policy, Disciplinary Policy & Form’s part of the contract of employment	Also touched on in the Candidate Handbook		
Staff meetings	Yes - Meetings with nurses documented in Appraisal & Revalidation Policy			
Staff records	Yes – Records Management & Data Protection Policy			
Staff training & development	Yes - Statutory & Mandatory Training Procedure			
Supply and placement of nurses	Yes - Recruitment Procedure			
Suspected, alleged, or confirmed instances of abuse	Yes – Safeguarding Vulnerable Groups Policy	Also covered within the main body of the Statement of Purpose (Part 2)		
Uniforms for agency nurses	Yes - Candidate Handbook in the section entitled Uniform, Appearance & Jewellery			
Whistleblowing	Yes – Whistleblowing Policy & Candidate Handbook in the section entitled Whistleblowing			

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