

Quality assurance system

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Quality assurance system

One Call 24 Limited (OneCall24) ensures the continuous review and improvement of its current policies, procedures, and systems, in alignment with the principles and requirements of ISO 9001:2015, therefore ensuring the organisation remains compliant with legislation, regulatory expectations, and client requirements while delivering a safe and effective service.

OneCall24 understands that continuous improvement is an ongoing effort to improve services, processes, and systems through regular monitoring, feedback, audit activity, and management review. The belief is that incremental improvements, supported by structured review and learning, contribute to sustained improvements over time.

Quality Assurance Programme

OneCall24 ensures that a good quality assurance programme aligned with ISO 9001 principles is in place all the time. It has set out a programme which will allow this. This entails:

- Once Policies and procedures are created and improved they are kept in controlled documentation repositories, and all members of staff are notified via email and through management briefings and training where required, and in person.
- Appropriate induction and training is given to all new members of staff until they are comfortable and confident
- Regular internal and external audits are conducted to ensure that improved and amended policies are implemented accordingly.
- Feedback is collected from clients, staff, temporary workers, candidates, and other relevant stakeholders.

Improvement Planning

OneCall24 realises that the following are the minimum elements of a sound improvement plan:

- Assessment of Current Situation: Findings, root causes and remedies
- Rationale: Why will you implement the improvement?
- Objective: What will success look like for OneCall24 and the client?
- Timeframes for Improvement Initiatives: When will the improvement take place? Will the improvement be rapid or long term?
- Responsible Group: Who will be accountable for implementing the improvement?
- Activities/Task that will be engaged in to Support the Improvement: Who will do what by when?
- Communicating the Improvement Effort: What will you say and to whom?

- Monitoring Plan Progress: How will you chart your progress? What methods/tools will you use?
- Sustaining the Improvement Effort: How will you ensure the improvement effort continues to be implemented? What methods/tools will you use for accountability?
- Budget and Resource Implications

The above structure is followed by OneCall24 to ensure that a robust improvement programme is implemented consistently throughout the business and understood at all levels.

Client and Candidate Feedback

OneCall24 fully understands that the company's success depends on excellent client satisfaction and high standards of worker performance, and therefore treats feedback as a core quality assurance tool.

OneCall24 collects feedback on an ongoing basis through multiple channels throughout the year, rather than relying solely on periodic surveys.

Candidate Feedback

Feedback forms are issued every 90 days to active candidates using Google Forms. All feedback is collected and saved securely within a dedicated folder.

A designated responsible person reviews all feedback received. Where poor scores or concerns are identified, the candidate is contacted directly to obtain further detail and understand how issues can be addressed or improvements made.

Feedback is analysed for trends and recurring themes and is discussed during board meetings and management reviews, where it is used as a tool for continuous improvement.

Client Feedback on Worker Performance

OneCall24 recognises that feedback on worker performance at the end of assignments is an important tool to assess service delivery and identify improvement opportunities.

Client feedback is obtained through several methods depending on client processes:

- **Timesheet feedback:**
Where clients use paper timesheets, a feedback section is included and completed at the end of an assignment. Timesheets are stored securely by Payroll. Any negative feedback is forwarded by Payroll to the relevant team responsible for managing feedback and improvement actions.
(This option is only available to clients who use paper timesheets.)
- **Worked shift confirmation emails:**
After every assignment, clients receive a worked shift confirmation email confirming key details such as worker name, role/title, start and end times, and assignment details.
This email provides clients with the opportunity to:
 - confirm or dispute assignment details
 - raise concerns
 - provide feedback on the worker

All feedback received through this process is recorded in the CRM system and reviewed periodically.

Use of Feedback and Appraisal

Any feedback identified through the above processes is communicated and discussed with the worker during appraisal meetings carried out by an authorised appraiser to support performance improvement where required.

Workers are actively encouraged to participate in appraisal processes regularly (at least once per year).

All candidate feedback reports, both positive and negative, are stored securely within the candidate's record on the company IT system. All available feedback is collated to analyse trends and identify additional training or support needs, which are addressed through the appraisal and development process.

- By having this in place, OneCall24 ensures that it:
- Improves the quality of service delivered to clients
- Increases patient safety

Complaints Management

OneCall24 operates a dedicated Complaints Department with a designated complaints email address for clients to raise complaints or concerns.

- All complaints are logged against the worker's profile within the CRM system
- Complaints are investigated by the Complaints Team, with involvement of the Clinical Team where appropriate
- A dashboard is maintained to provide management oversight of:
 - number of complaints received
 - nature and type of complaints
 - time taken to close complaints
 - complaints per client
 - complaints per worker
 - This information is used to monitor performance, identify risks, and inform quality improvement activities.

Policy Review, Communication & Operating Procedures

OneCall24 ensures that all company policies and processes are thoroughly reviewed by management on a regular basis and amended or updated where necessary. As a minimum, policies are reviewed annually, but may be updated more frequently in response to changes in legislation, regulation, best practice, audit findings, complaints, or other prevailing circumstances.

Changes to policies and procedures are communicated promptly to internal and external staff via email, briefings, and training where appropriate.

A key element of the OneCall24 Quality Assurance System is the requirement to comply with our documented company policies and operating procedures, which include:

- Appraisal & Revalidation Process
- Business Continuity & Disaster Recovery
- Candidate Handbook

- Candidate Recruitment Procedures (including verification of ID, Right to Work, Employment History & Referencing, Professional Registration, Qualifications, Criminal Record & Barring, Work Health Assessment, English Language Competency, and Incorporated Candidate checks)
- Candidate Training (including Statutory & Mandatory and Clinical / Core training)
- Candidate Engagement and Management Procedures
- Client Relationship Management
- Complaints & Escalation Procedure
- Data Protection & Readily Accessible Records
- Environmental
- Equality & Diversity
- Ethics & Business Integrity
- Fraud
- Freedom of Information
- Grievance & Discipline
- Health & Safety
- Risk Management
- Safeguarding Vulnerable Persons & Children
- Staff Recruitment
- Staff Training
- Timesheet and Invoicing
- Whistleblowing

All staff and candidates are required to comply with the procedures detailed within these policies. Training on relevant policies and procedures is provided as a mandatory part of induction for all new staff and reinforced through refresher training, supervision, and ongoing communication where appropriate.

Communication of Quality Processes & Training

It is the policy of OneCall24 to ensure that all staff are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively.

On commencement of their employment, new employees will undertake a full induction to the company and training that is specific to the requirements of their role. This induction will be organised and implemented by the Managing Director or a delegated senior manager.

Ongoing training needs are identified by the line manager through the review and appraisal process, taking into account each individual's education, skills, experience and role requirements. All staff have an annual appraisal, and staff training is evaluated, recorded, and monitored in line with the company's training and development policy.

Recruitment Software

Our recruitment software system, JobScience, is used to store, manage and report on client, candidate and vacancy / assignment information, processes and workflows.

The system manages the full end-to-end recruitment process from advertising, screening, compliance, interviewing and assessment to placement, assignment management and feedback.

It is searchable, allowing candidates to be identified by skills, grade, location and availability. It also

has a diary and alerts functionality, enabling us to track and prompt candidates in advance of when compliance documentation or training expires.

Review

This policy statement will be reviewed annually as part of our commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.