

**Quality assurance system**

<b>Policy Number</b>	4
<b>Version</b>	7
<b>Policy Contact</b>	Matthew Betteridge
<b>Date Issued</b>	17 <sup>th</sup> November 2016
<b>Reviewed</b>	01 <sup>st</sup> June 2023
<b>Next review Date</b>	01 <sup>st</sup> June 2024
<b>Target Audience</b>	Agency Workers
<b>Approved by</b>	OneCall24 Policy Team

One Call 24 ensures to continuously improve on current policies and procedures, therefore staying ahead of the competition and ensuring to be up to date with all current requirements and legislation. One Call 24 understands that Continuous Improvement is the on-going effort to improve products, services and processes by making small, incremental improvements within a business. The belief is that any incremental changes will add up to major improvements over time.

One Call 24 ensures that a good quality assurance programme 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 staff training manual and handbook and all members of staff are notified via email and in person.
- Appropriate induction and training are 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 (clients/staff/temporary workers/patients/other)

One Call 24 realise 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 One Call 24 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 One Call 24 to ensure that a robust & Improvement Programme is implemented correctly throughout the business, and followed with a high level of understanding.

One Call 24 fully understands that company's success entirely depends on excellent client satisfaction and thus getting client feedback is of great importance to improve performance. One Call 24 strives hard to provide excellent service to ALL clients. To this effect it conducts regular client surveys wherein feedback/Survey forms are sent over to ALL clients every 12 months via emails to seek information on areas of improvement and areas of success.

This valuable feedback is then reviewed by management/Director thoroughly to identify areas of improvement. Necessary steps will then be taken to improve on those areas and communicated to staff via email and in person, therefore improving overall performance and customer service. All the feedback received from clients will be logged in client feedback folder and stored securely in company IT system.

One Call 24 realises that feedback on workers performance at end of every placement is an important tool to find out how workers did and what areas they can improve on to do better where necessary.

To this effect One Call 24 introduced End of placement assessment form to be supplied to workers to get filled by clients after every placement (of >2 days). One Call 24 aims to get feedback on worker's performance in every possible way and to ensure that it has also introduced feedback section on time sheet where in feedback is provided at the end of placement when time sheet is filled/signed.

Any feedback identified in this way is communicated and discussed with worker during appraisal meeting by authorised appraiser to help them improve their performance. Workers are actively encouraged to participate in appraisal processes regularly (at least 1 per year).

All candidate feedback reports/feedback are stored in respective candidate folder securely in company IT system. All available feedback reports (both positive and negative) are collated to analyse and identify the trend and additional training provided where necessary, which are identified through appraisal process.

By having this in place One Call 24 ensures that it:

- Improves the quality of service delivered to clients &
- Increases patient safety.

If any feedback regarding safeguarding, malpractice etc is received at any time then appropriate disciplinary proceedings will be undertaken as soon as possible to ensure Patient safety. During this process all involved parties are kept up to date of the progress.

One Call 24 ensures that ALL Company Policies and processes are thoroughly reviewed by management or director regularly and amended or updated accordingly where necessary and communicated promptly to internal/external staff via email and in person

As per the above, feedback from clients is critical, with the below template used to obtain necessary opinions on workers placed by One Call 24.



## **Company Policies & Operating Procedures**

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

As a minimum, these policies are reviewed annually, but may be updated more often in light of changes to legislation, regulation and best practice or in light of other prevailing circumstances.

All staff and candidates are required to abide by the procedures detailed within these policies, and training will be provided as a mandatory part of the induction process for all new staff. Changes to policies and procedures are communicated to all staff verbally, in writing and where appropriate via training.

## **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.

Ongoing training needs will be identified by the line manager through the company's review and appraisal process detailed previously, taking into account each individual's education, skills, experience and aspirations. All staff have an annual appraisal and staff training is evaluated and recorded 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.

### **Commitment to Continuous improvement**

At One Call 24, our unwavering commitment to continuous improvement serves as the cornerstone of our Quality management system Policy. We recognise that excellence is not a static goal but an evolving journey, and we are dedicated to fostering a culture of innovation and refinement in all aspects of our operations. As part of this commitment, we adhere rigorously to the ISO 9001:2015 standards, ensuring that our quality management system is not only compliant but serves as a dynamic framework for achieving excellence. We pledge to regularly review and enhance our processes, products, and services, always seeking opportunities to optimize efficiency, reduce errors, and enhance customer satisfaction. Through this steadfast dedication to improvement, we aim to exceed customer expectations, drive operational excellence, and remain at the forefront of our industry.

### **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.