



Policy No. 1.26

Assessing, planning, implementing and evaluating nursing care for private patients in their own homes

This document outlines the procedures that we will follow at each stage of an enquiry from a private patient who requires nursing care in their own home.

The agency has a dedicated team of home nursing coordinators, the coordinators will discuss the initial requirements with the patient their representative or advocate and will arrange for an assessment of the nursing needs to be carried out.

The Assessment

The assessment is required to be carried out prior to the supply of nursing staff to a private patient. The agency charges for the assessment and a quotation for the assessment will be provided prior to the assessment taking place. A registered nurse will undertake the assessment of the private patient and will discuss with the patient and his/her nominated representatives the type of nursing care that is required, the time periods that it is to cover, the training and specialist needs that the nurse providing the care will require and the duration that the service is likely to be. The assessor will also carry out a risk assessment of the patients' home and provide accurate and detailed information that the nurses providing the care will need to follow.

There is no obligation to purchase any care from us following the assessment.

Minimum Information Form

The agency will ask the patient or the patients representatives to complete a detailed form providing information on the patients this information is required for our records and is cross references with the care assessment to ensure that the patient is fully aware of the type of service to be offered and any limitations that the agency may have in delivering this type of service.

Nursing Staff provision

Our care co-ordinators will match suitable nursing staff using the minimum information form and the assessment. They will ensure that the nursing staff to be provided have the relevant skills and experience to deliver the service. You will have the opportunity if you wish to meet with the proposed nurses in advance of any supply. Prior to supply of any nurse the agency will send you a form for completion which outlines the qualification of the nurse to be provided, details of their training,

professional qualifications and background checks, we will ask you to sign this document and return it to us.

Feedback and ongoing communication

We will take ongoing feedback from the patient and their representatives as outlined in the minimum information form. This information will help us to feedback to our agency nurse and to adapt and change the service where necessary. The care coordinator will remain in constant contact with the private patient to ensure that the service fully meets their needs and they are happy with all aspects of its delivery.

Supervision

Agency nurses work in a unsupervised environment for much of their time, the agency will therefore ensure that on a 3 monthly basis that we carry out supervision visits and checks on the agency workers to ensure that the service is being delivered correctly and to provide any necessary support or guidance to the agency nurse.

Review

The agency will meet with the private patient on a three monthly basis or as agreed with the patient. This meeting will ensure that the private patient has the opportunity to change any aspect of their care that they feel could be improved and to ensure that the service is running in accordance with their wishes and that the service is still appropriate for the needs of the private patient.