

STAFF MONITORING & REVIEW OF THE NURSING SERVICE

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This Policy defines the procedural arrangements in place for monitoring the effectiveness of the Nursing Care Service in accordance with individual service user Care Plans.

1. Following assessment and finalisation of the agreed Nursing Care Plan requirements, the Agency will prepare an individual File to be kept at each service user's home. This File will contain the following documentation:
 1. Basic service user details (name, address etc).
 2. A copy of the Nursing Care Plan.
 3. The dates and hours of service to be provided, and frequency.
 4. The allocated Agency Nurses(s) involved.
 5. Copies of the Service User's Daily Report Sheet.
2. On a daily basis, the Service User's Daily Report Sheet will be up-dated by the Agency Nurse with details of the tasks completed for each visit, together with routine recording of the service user's progress and any relevant comments or observations.
3. Within 4 weeks of commencement of the Nursing Care Service for a service user, the Agency Manager will visit the service user to check that the work is being carried out to the agreed standards. Any observations following this visit will be relayed back to the Agency Nurse for possible adjustment to the Nursing Care Services to be provided. Any such adjustments will constitute a Change to Contract and will follow the original Contract Review Procedures when the Agreement was set up with the Contracting Authority.
4. Thereafter, the service user's Nursing Care Plan will be regularly reviewed to ensure that the service user is responding in a satisfactory manner, *i.e. that the Nursing Care given is what the service user requires and needs.* Adverse reaction to the Care Plan by the service user will result in an immediate review of the Care Plan by the Agency Nurse and Agency Manager, and amending it as needed.
5. For each service user this information is gathered and reviewed at the following frequencies:
 - 5.1 Daily reviews of service user response to the Care Plan by the Agency Nurse, reference 2. above.
 - 5.2 Weekly reports sent to the Agency Manager by the Agency Nurse.
 - 5.3 Formal review of the service user's care needs is held between the Agency Nurse and the Agency Manager on a monthly basis. The results of such reviews are recorded on an appropriate Monthly Review Sheet.
6. Independently of daily Agency Nurse duties, the Agency Manager or delegate will either telephone or spot-visit the client on a monthly basis to verify that the Nursing Care Service is continuing to be provided to the agreed standards, ref Policy No 210.
7. All amendments to the Care Plan will require the authorisation of the Agency Manager, and will be fully documented.