



**NURSES AGENCIES**

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**OUTCOMES TO BE ACHIEVED:**

*The service user receives a continuous Care Service within the terms of the Contract for Care.*

*Elements addressed:*

- Failure to Gain Access to the Service User's Home
- Non-attendance of Care Staff
- Communication Systems
- The Right to Withdraw the Care Service
- Leaving the Service User's Home at their Request

#	Performance Indicator / Standard	SCORE	Evidence
1	There is a procedure for the action to be taken when an Agency Nurse has been unable to gain access to a service user's home to keep a pre-arranged appointment.		
2	There is a procedure to be followed where a service user has advised the Agency that a Nurse has failed to keep an appointment at the their home.		
3	This procedure addresses occasions when the Nurse does not report for duty at all, and bad weather or vehicle breakdown which may prevent staff from keeping appointments.		
4	This procedure addresses emergency measures to ensure continuity of care for the service user in the event of the Nurse being unable to attend.		
5	Procedures provide for notifying the service user in advance when a Nurse is unable to keep an appointment. This will involve notification of substitute Agency staff as appropriate.		
6	Procedures provide for continuity of the Care Service through a pool of Agency Nurses to cope with holidays and absences, including unforeseen absences.		
7	Agency staff have emergency contact numbers through a 24-hour back-up system to inform management when they are not able to attend a service user for any reason.		
8	Each service user is provided with details of the Agency's contact details, including emergency numbers, for both working hours and out-of-hours.		
9	There is a documented policy regarding the communication systems to be used between the Agency and its staff, and between the Agency and the service user.		
10	Appropriate Nursing staff receive training in sign language and pictographic symbols as a means of specialist communication.		
11	The policy for matching a Nurse with a service user addresses specialist linguistic and / or interpreter needs where the service user is non-English speaking.		
12	The Agency retains the right to withdraw the Care Service where it is judged that staff safety or security is being compromised, and this is documented in a policy.		
13	This policy clearly stipulates the conditions under which the Care Service may be withdrawn, e.g. harassment, violence, dangerous pets, infestation / infections etc.		
14	There are planned contingency measures to protect the service user's interests in the event of the withdrawal of the Care Service.		
15	Nurses are aware that they must leave the service user's home if asked to do so, even to the extent of interrupting the Care Service.		
16	In the event that a Nurse has been asked to leave the service user's home, the reasons for this request are investigated and documented by the Agency Management.		

