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THIS POLICY IS FOR:	Staff including Agency Workers (temporary workers), Commissioners and Service Users

## SPECIALIST NEEDS

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# SPECIALIST NEEDS POLICY

## 1. PURPOSE

- 1.1 To ensure that all Service Users with specialist needs have their Care needs met by knowledgeable, experienced, competent Staff including Agency Workers who use evidence-based best practice and who have access to specialist services' support and guidance.

This policy sets out the framework and expectations to achieve this purpose and to ensure that the needs of Service Users are recognised and satisfied.

- 1.2 To support Nursing Direct in meeting the Key Lines of Enquiry/Quality Statements as set out by the Care Quality Commission (CQC).

- 1.3 To meet the legal requirements of the regulated activities that Nursing Direct is registered to provide:

- The Care Act 2014
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health Professional Council (Legal Framework)
- The Medical Devices Regulations 2002
- Mental Capacity Act 2005
- Mental Capacity Act Code of Practice
- Nursing and Midwifery Council (NMC) Legislation

## 2. SCOPE

- 2.1 The following roles may be affected by this policy:

- Registered Manager
- Staff including Agency Workers

- 2.2 The following Service Users may be affected by this policy:

- Service Users

- 2.3 The following stakeholders may be affected by this policy:

- Family
- Advocates
- Representatives
- External health professionals

## 3. OBJECTIVES

- 3.1 To ensure that the care needs of any Service User with specialist needs can be safely met by Nursing Direct Staff including Agency Workers who are trained, knowledgeable and competent.

This policy, therefore, aims to provide clarity with regards to:

- Ensuring that a robust assessment provides confirmation that needs can be met.
- Record-keeping requirements, ensuring Service User involvement.
- Staff including Agency Workers education, training, and delegation

## 4. POLICY

- 4.1 Nursing Direct will take account of the following when considering accepting a Service User with specialist needs:

- Can Care be delivered safely to the Service User and without undue risk to the Service User, Staff including Agency Workers, or others?
- The acceptance by the Service User and/or the Next of Kin, as well as each person involved in the Service User's Care of any risks relating to the care service.
- It is the Service User's preferred choice.
- The suitability, accessibility, and availability of alternative arrangements
- The extent of the Service User's needs (e.g., frequency of Staff including Agency Workers intervention required)
- The psychological, social, and physical impact on the Service User
- The Service User's human rights and the rights of their family
- Ensuring that Staff including Agency Workers have the appropriate skills, competence, and experience to deliver quality care.
- Confirming that there is a sufficient network of external healthcare professionals available to offer support and guidance, and who to contact in the absence of a sufficient network of healthcare professionals.

- 4.2 Nursing Direct will regularly review the needs of the Service User in order to establish that Staff including Agency Workers can accommodate those needs safely. Any changes in the Service User's condition that cannot be met safely will be responded to in a timely manner by accessing other healthcare professionals. Where services are commissioned by Local Authorities, CCG's and other service users or Health Commissioners, discussion will take place with them as soon as Care needs change.

- 4.3 All care delivered will be individualised and person centred. Nursing Direct will always seek to promote the Service User's independence in all aspects of care.

## 5. PROCEDURE

### 5.1 Care Assessment Planning

Before the start of any Care service, consideration will be given as to whether or not Nursing Direct can meet the individual specialist needs for that Service User:

- Assessment information from the Service User's care manager/social worker or other relevant healthcare professionals currently involved in their care will be reviewed.
- Nursing Direct will discuss the potential Service User with key staff including Staff including Agency Workers who would be responsible for the Care of that individual, if Care were agreed.
- Consideration must be given to ensuring that suitably skilled, competent, and experienced Staff including Agency Workers are available to meet the needs of the Service User. Consideration will also be given to the impact on the dependency level/staffing level at Nursing Direct and the access to healthcare professional support.
- A joint decision will then be made in relation to the Care agreement, where the Care is accepted:
- All Staff including Agency Workers must be competent to meet the specialist needs for that Service User
- The Commissioning team will ensure that any equipment and medicinal products necessary to meet the needs of the Service User is available before the commencement of the care package.
- Care Plans must be available to clearly identify who is involved in the Service User's care, to identify how to access specialist support and indicate who to escalate concerns to if the condition of the Service User changes.
- Funding arrangements must be in place as per the terms and conditions of the contract of Nursing Direct

### 5.2 Care Planning and Delivery of Care

Every Service User will have a Care Plan in place detailing the ability of the Service User in relation to their specialist needs and the support required from Staff including Agency Workers to meet those needs.

This will include the following areas:

- The specialist needs and how it affects the Service User
- The support Staff including Agency Workers require to meet the needs of the Service User
- Any equipment necessary to meet the specialist need and the responsibility of the Staff including Agency Workers.
- Any specialist healthcare professional contacts involved in the care of the Service User
- Reference to other records in place such as risk assessments, daily records, manufacturers' guidance etc.

Care Plans will be reviewed at least Quarterly.

The Service User and/or their family members, with the consent of the Service User, will be fully involved in the Care Plan review as far as is practicable to ensure that the Service User remains at the centre of Care decisions.

Any delegated duties to Staff including Agency Workers to meet specialist needs will be in line and in accordance with professional codes of conduct standards.

For transfers of care (emergency or planned), Staff including Agency Workers will ensure that there is no delay in treatment due to the transfer and therefore will supply a sufficient number of medicines and medicinal or other equipment in order to maintain care. A copy of the specialist needs Care Plan will be available for transfer or referenced within any transfer documentation.

### 5.3 Partnership Working

Service Users with specialist needs may already have associated specialist healthcare professionals involved in their care.

Staff including Agency Workers at Nursing Direct will seek the support, advice, and guidance from any specialist healthcare professionals in a timely manner and refer any medical changes in the Service User to the Service User's GP in the first instance.

Staff including Agency Workers will, at all times, ensure that they build up professional relationships in line with their professional codes of conduct to ensure continuity of care and a consistent approach to the delivery of care.

Any sharing of information will only be with the prior consent of the Service User, or in the best interest of the Service User in accordance with the Mental Capacity Act 2005.

The Data Protection Act will be adhered to at all times when discussing information regarding the Service User with other healthcare professionals.

### 5.4 Staff including Agency Worker Training and Education

Staff including Agency Workers supporting Service Users with specialist needs will be provided with the appropriate training needed to meet the needs of the individual. Nursing Direct will source appropriate, credible training to ensure that Staff including Agency Workers are suitably skilled.

Staff including Agency Workers will, at all times, work within their own professional codes of conduct and scope of competence and will be expected to seek further training as needed in order to meet the needs of the Service Users in their care.

In line with professional codes of conduct, Staff including Agency Workers will be expected to maintain their knowledge in any training provided and be able to demonstrate this through supervision, appraisal, and any revalidation requirements (if necessary).

Nursing Direct will ensure that in-house training plans at Nursing Direct reflect the needs of the business and will be subject to ongoing review to ensure that they remain current and fit for the service.

## 6. DEFINITIONS

### 6.1 Staff including Agency Workers

#### 6.1.1 Staff

Denotes the employees of Nursing Direct Healthcare Limited.

#### 6.1.2 Agency Workers

Refers to individuals who are contracted with Nursdoc Limited or another employment business as an Agency Worker (temporary worker) provided to Nursing Direct Healthcare Limited to perform care services under the direction of Nursing Direct.

### 6.2 Nursing Direct

Nursing Direct, also known as Nursing Direct Healthcare Limited, is the entity regulated by the CQC (Care Quality Commission) and responsible for the care service provision, contracted to provide homecare services to service users in their homes, in placements, essential healthcare facilities and in the community.

### 6.3 Nursdoc Limited

As the sister company to Nursing Direct Healthcare Limited, Nursdoc Limited acts as an employment business, specialising in providing staffing solutions to the healthcare sector.

### 6.4 CQC (Care Quality Commission)

CQC throughout this policy, the term "CQC" refers to the Care Quality Commission (CQC) which is the independent regulator of health and social care in England.

### 6.5 Codes of Conduct

- A code of professional conduct is a necessary addition to any profession to maintain standards for the individuals within that profession to adhere to
- It ensures accountability, responsibility, and trust to the individuals that the profession serves.


### 6.6 Specialist Needs

- Specialist needs may also be known as complex care needs.
- Individuals who have specialist needs will have either a combination of multiple chronic conditions, mental health issues, medication-related problems, and social vulnerability or a condition which requires additional special training for employees/ Staff including Agency Workers to support that individual.

## OUTSTANDING PRACTICE

To be 'outstanding' in this policy area you could provide evidence that:

- A rolling training programme is available for Staff including Agency Workers development that is reviewed periodically and as necessary to meet the changing needs of the Service User
- Themed audits take place to review the efficiency of meeting specialist needs at Nursing Direct
- Visiting healthcare professional feedback is used to monitor the effectiveness of this policy and review practice.
- Documentation reflects Service User involvement and Care Plans provide clear guidance to ensure a consistent delivery of high-quality care.

COMPLETED DATE:	
SIGN OFF DATE:	
REVIEW DATE:	
SIGNED:	 Marc Stiff – Group Managing Director