

# Statement of Purpose

## Florence

This statement of purpose has been written in line with the current Nursing Agencies Regulations (NI) 2005.

## **1. Aims, Objectives and Services Offered**

Florence is committed to providing high-quality Nursing agency staff to its Social Care and NHS clients. Florence operates in a professional and responsible manner, seeking to collaborate and comply, at all times, with the organisations with whom we work and any relevant legal or regulatory bodies.

At this current time, Florence does not seek to provide Private Nursing Care in the community in Northern Ireland.

## **2. Our Experience and Location**

Florence, is the trading name of both the parent company Digital Staff Solutions Ltd and its wholly owned subsidiary Florence Staffing Ltd. Florence Staffing Ltd is registering with the RQIA. Florence has multiple offices across the UK having been established in 2016. The operation in Scotland is Registered with the Care Inspectorate and in England with the Care Quality Commission.

In Northern Ireland Office our office is located at

Florence, 12-16 Bridge Street, Belfast, BT1 1LU

Our Registered Manager, Gary Stevenson holds a Bsc Adult Nursing degree from Queen's University Belfast and has an active registration with the Nursing and Midwifery Council. He can be contacted via [gary.stevenson@florence.co.uk](mailto:gary.stevenson@florence.co.uk).

Our Responsible Person is Dan Blake, he is educated to Masters Degree level and has experience of working in healthcare settings. He can be contacted via [dan@florence.co.uk](mailto:dan@florence.co.uk).

Florence operates a 24-hour per day service for the management and support of both clients and workers. This service includes an out-of-hours helpline and a dedicated on call service in order to support and provide our clients and workers with a timely response to their enquiries.

## **3. Types of Nursing Roles Offered**

The agency nurses employed by Florence will hold a range of skills, experiences and qualifications and will all be active on the NMC register. Staff will only work in settings suitable and appropriate for them as assessed by the Registered Manager, the settings will be residential facilities such as care homes for the elderly and NHS Hospitals.

## **4. Complaints**

Florence operates a clear Complaints Management Policy as defined within our Complaints Policy and Procedures (FLCQ002). As an organisation, we welcome the opportunity to receive feedback about our operational activity and endeavour to facilitate open and frank discussion in order to address concerns raised.

A complaint is universally seen as an expression of dissatisfaction and Florence will record all complaints raised, in our Incident Management System. Anyone can raise a complaint to us, at any point via their account manager or any member of the Florence staff.

Complaints and concerns can also be submitted to the dedicated Incident Management team via the email address [incidents@florence.co.uk](mailto:incidents@florence.co.uk).

Any complaint will be acknowledged by the Incident Management team within 48 hours, once the details have been recorded on the Incident Management System. The complaint will then be investigated and the outcome recorded. We aim to resolve all complaints quickly but within 10 working days of the initial referral. Furthermore, complaints that fall within the threshold of a statutory notification will be reported to the RQIA.

We will endeavour to resolve a complaint efficiently and compassionately, however, if a complainant remains unhappy with the outcome of a complaint, they can contact:

**The Patient and Client Council**

Email: [info@pcc-ni.net](mailto:info@pcc-ni.net)

Post: Patient and Client Council, 5<sup>th</sup> Floor, 14-16 Great Victoria Street, Belfast, BT2 7BA

**Northern Ireland Public Services Ombudsman,**

Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

Post: Progressive House, 33 Wellington Place, Belfast, BT1 6HN

Freepost NIPSO

Tel: 02890233821

Freephone: 0800343424

Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

**5. Overview of the Business Structure:**

The parent organisation - Digital Staff Solutions Ltd – wholly owns Florence Staffing Ltd which trades as Florence. Digital Staff Solutions Ltd was founded in 2016 by Charles Armitage and Dan Blake. Since then, Florence has grown to supply both agency Nurses and Care Workers across the UK including Scotland, Wales and England. There are currently over 90,000 Nurses and Carers registered with Florence. Florence is registered with the Care Inspectorate in Scotland and Care Quality Commission in England.

The parent company's leadership structure for Florence consists of:

**Dr. Charles Armitage:** Director, Founder and Chief Executive Officer

**Daniel Blake:** Director, Founder, Chief Operating Officer & **Responsible Person in Northern Ireland**

**Atish Patel:** Head of Finance

**Fran Kyprianou:** Director of Governance and Compliance

**Louise Morris:** Head of Nursing and Governance

**Shanice Deache:** Marketing Director

**Gary Stevenson:** Registered Manager Northern Ireland

**Caroline Hayes:** Head of People Operations

**Thomas Wilshere:** Chief Technology Officer

**Dejan Kojic:** Managing Director

**Emily Macmaster:** Head of Operations and Compliance

Within Northern Ireland, alongside the Registered Manager is Andy Wood, the Area Manager. His role is to support both healthcare providers and agency workers day to day as needed. The company employs around 200 people across its UK offices.

## **6. The Florence Ethos is:**

### *To make care outstanding*

Florence has at the heart of its operation, 5 core values which are central to the group mission and help define how we operate.

The values are:

- 1) **Care about what you do** - people who care make a bigger difference
- 2) **Embrace the adventure** - drive change and be part of something special
- 3) **Always ask another question** - be curious, you never know where the answer might take you
- 4) **Put yourself in their shoes** - our users are at the centre of everything we do
- 5) **Build a positive team** -be inclusive and accept each other's differences

## **7. Management and Control:**

The Registered manager is responsible for assessing the client's needs and ensuring that nurses with the correct skills are allocated to support them. Ensuring there is a skill, experience and qualification match between agency workers and healthcare providers is critical. Florence will turn away opportunities where there is not a high-quality match.

To support the team in Northern Ireland, the wider Florence UK organisation will support the operation. For example, the central finance team will manage matters of a financial nature. Across the UK Florence has over 200 head office staff members.

In the absence of the Registered Manager for Florence, the Responsible Person will be the next contact. In the event of the Registered Manager for Northern Ireland being absent for a

period of more than 28 days, the RQIA will be notified, and a suitably qualified and experienced nurse employed within the central team will be deputised as a replacement and will be appointed as needed. Similar procedures are in place for the Responsible Person should they be absent for a prolonged period.

## **8. Fitness to work**

All positions will be advertised, and all applications will be kept. All enquiries will be pre-screened and interviewed by the Registered Manager or another suitably qualified nurse under the supervision of the Registered Manager. During the pre-screening and interview, the applicant's fitness to work will be assessed and any adjustments needed will be considered.

All nursing staff must be live on the NMC register, be 18+ and be eligible to work in the UK. Our Recruitment Policy (FLHR008) supports this process.

## **9. Safeguarding**

Florence recognises the importance of having a well-informed workforce in relation to safeguarding and protecting vulnerable individuals from abuse and harm. As an organisation, we are committed to reducing the risk of abuse and recognise that all individuals have the right to protection from abuse regardless of their intellectual ability, sexual orientation, gender, age, disability, race or cultural background.

Florence will adhere to the requirements of the RQIA, and the NMC in relation to industry standards on good practice, incorporating protection of those at risk from abuse and harm through the implementation of Florence policies relating to:

- Complaints Policy and Procedure (FLCQ002)

Raising Concerns and Whistleblowing Policy and Procedure (FLHR002)

- Safeguarding Vulnerable Adults Policy (FLCQ001)
- Learning and Development Policy (FLHR005)
- Equality, Diversity and Inclusion Policy (FLHR004)
- Information Governance Policy (FLRM003)
- Incident Management Policy (FLRM005)
- Criminal Records Policy (FLHR009)
- Supervisions and Appraisal Policy (FLHR007)
- Recruitment Policy (FLHR008)

The process for raising safeguarding concerns for both internal Florence staff and nurses is included within the Safeguarding Policy (FLCQ001) and the Care Professional Handbook which is provided at induction. Additionally, the process for raising safeguard concerns is explored at the interview stage with prospective candidates. Florence will report all safeguarding concerns raised with the organisation, to the RQIA in line with the RQIA statutory requirements.

To oversee Safeguarding our Director of Quality and Governance is the Safeguarding Champion within Florence this role provides strategic and operational leadership and oversight in relation to adult safeguarding and is responsible for implementing Florence’s Adult Safeguarding policy.

Adult Protection Gateway Services Details:

<b>HSC Trust</b>	<b>areas covered</b>	<b>9.00am - 5.00pm telephone number</b>	<b>out-of-hours emergency telephone number</b>
<b>Western Adult Protection Gateway Service</b>	Londonderry/Derry, Limavady, Strabane, Omagh, Enniskillen	028 7161 1366	028 9504 9999
<b>Southern Adult Protection Gateway Service</b>	Craigavon, Banbridge, Dromore, Lurgan, Portadown, Gilford, Armagh, Coalisland, Dungannon, Fivemiletown, Markethill, Moy, Tandragee, Ballygawley, Newry, Bessbrook, Annalong, Rathfriland, Warrenpoint, Crossmaglen, Kilkeel, Newtownhamilton	028 3756 4423	028 9504 9999
<b>Belfast Adult Protection Gateway Service</b>	Greater Belfast area	028 9504 1744	028 9504 9999

<b>Northern Adult Protection Gateway Service</b>	Antrim, Carrickfergus, Newtownabbey, Larne, Ballymena, Cookstown, Magherafelt, Ballycastle, Ballymoney, Portrush, Coleraine	028 9441 3659	028 9504 9999
<b>South Eastern Adult Protection Gateway Service</b>	Lisburn, Dunmurry, Moira, Hillsborough, Bangor, Newtownards, Ards Peninsula, Comber, Downpatrick, Newcastle, Ballynahinch	028 9250 1227	028 9504 9999

## 10. Training and Development

In addition to the Florence Learning and Development Policy (FLHR005) and Supervisions and Appraisals Policy (FLHR007), Florence provides all Statutory and Mandatory training via the internal Learning Management System (Florence Academy). All courses within this Academy are Core Skills Training Framework (CSTF) aligned where appropriate and Continuing Professional Development (CPD) accredited.

In line with legislation, all applicants will be fully compliant with their training requirements through either the Florence Academy or another approved training provider, via certification. All nurses will be informed through an automated process when their training requires updating. Failure to update will result in an inability to work any further shifts until the training is completed.

Furthermore, any knowledge gaps identified as a result of an incident or investigation will be closed through additional training / supervision or further 'professional support'. The cadence of required training is:

All staff must provide evidence of undertaking mandatory training or must attend mandatory training sessions prior to being placed with a service user as part of the induction process.

- Orientation and Introduction to Florence (**On induction**) - Induction pack provided

Mandatory training subjects for care staff are:

- Basic First Aid (annual update unless certificate states otherwise)
- Moving and Handling (Induction and annual update)
- Protection of Children & Vulnerable adults (Induction and update 3 yearly)
- Basic Food Hygiene (update 2 yearly)
- Infection Prevention & Control (Induction and annual update)
- COSHH (annual update)
- Fire Safety (Induction and 6 monthly update)
- Medicines (Induction and 3 yearly)

Mandatory training for nurses consists of:

- Basic Life Support (Induction and annual update)
- Moving and Handling (Induction and annual update)
- Protection of Children & Vulnerable adults (Induction and update 3 yearly)
- Infection Prevention & Control (Induction and annual update)
- Fire Safety (Induction and 6-monthly update)
- Medication Training (Induction and 3 yearly)

## **11. Accounting and Financial Control**

Florence understands its responsibility to ensure that our financial affairs are managed in a transparent and effective manner. To this end, we have implemented robust accounting and financial control arrangements that are designed to protect our financial assets, ensure compliance with regulatory requirements, and support our customer's business operations. We have processes in place to ensure any invoices raised to clients are directly tied to timesheets they have approved only.

Our finance team, led by a Head of Finance, consists of seven professionals who are responsible for overseeing the day-to-day financial operations of Florence. Their duties include financial reporting, budgeting, forecasting, and financial analysis. They also ensure that all financial transactions are recorded accurately and in compliance with accounting principles and regulatory requirements.

Finance is an important topic reviewed by the Board of the parent company. In addition, we have external accountants who audit our financial records on an annual basis.

## **12. Insurance**



Florence maintains the following levels of insurance cover with Hiscox with a renewal date of 06/10/2023

- Current Employers' Liability cover: £10m
- Current Public Liability cover: £10m
- Current Professional Indemnity cover: £10m
- Medical Malpractice: £5m

### **13. Record Keeping**

Florence operates a clear Records Management Policy within the Information Governance Policy (FLRM003). It is a requirement that workers adhere to the NMC Code of Professional Conduct and the Florence Code of Conduct in relation to confidentiality and Data Protection. Confidentiality and Data Protection include.

a) Safeguarding client and service user information; ensuring that at all times personal and sensitive data is only used in line with the Caldicott Principles and is retained in the organisation within which it belongs.

b) Florence does not retain personal or sensitive data relating to Clients or Service users.

c) All workers are informed through the Information Governance training and through the induction and Worker Handbook that the inappropriate sharing of data will be managed as an IG Breach and recorded within the Florence Incident management system.

d) Workers are informed in the Worker Handbook; that a failure to maintain confidentiality may result in permanent removal from the platform and disciplinary action may be taken.

e) The registered person shall ensure that the records specified in 'Schedule 4 - Records to maintained for Inspection' of the 'The Nursing Agencies Regulations' are maintained, are available at all times for inspection, and that Florence follows '*Regulation 18*' of the '*The Nursing Agencies Regulations (northern Ireland) 2005*'.

(i) kept up to date, in good order and in a secure manner

(ii) retained for a period of not less than eight years beginning on the date of the last entry.

### **14. Notification of Reportable Events**

In the event of a notifiable / serious incident as defined under the RQIA Statutory Notification of Incidents and Deaths (2023), the Registered Manager for Florence (Northern Ireland) will notify the RQIA using the expected RQIA process. The incident will also be logged as an internal incident on the Florence Incident Management System and a full investigation will be commenced, working collaboratively with all external bodies, to reach a satisfactory conclusion. The process for this is also outlined in the Florence Incident Management Policy (FLRM005) and in the Health and Safety Policy (FLHS001).

### **15. Medication Management for Private Patients**

There is no current intention to provide services to Private Patients within their own homes. Consideration of this service will be made following the successful completion of the RQIA application process.