



Florence

Reporting Arrangements to the Registered Person

Northern Ireland – Policy and Procedures

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1. Introduction

At Florence, our unwavering commitment to the health, safety, and welfare of service users drives a coordinated reporting approach. Ensuring the effective escalation and resolution of concerns, complaints, and issues, we adhere to three key policies: the Complaints Policy & Procedure, Protection of Vulnerable Groups Policy, and Whistleblowing Policy. Through these, clients, employees, contractors, and others can report grievances, safeguarding concerns, and instances of malpractice. Staff, thoroughly briefed during induction, follow designated procedures. Reporting lines to the Registered Manager or the Quality and Governance Director guarantee thorough investigations and, if needed, timely reporting to authorities. Close collaboration between these managers identifies root causes, trends, and instigates preventative measures. Additionally, our Compliance Team conducts internal audits, reporting findings to the Registered Manager for necessary improvements. Regular reviews ensure ongoing alignment with legislative changes and evolving circumstances.

2. Policy Statement

Florence is committed to ensuring the health, safety and welfare of all service users using services within our client's organisations, and as such have a co-ordinated approach to reporting. This ensures that all issues, concerns and complaints are directed or escalated to the responsible person, enabling them to be analysed, resolved and if applicable reported within set timescales.

3. Scope

Our reporting arrangements relate to clients, our own staff and care professionals and are documented in the following policies:

- **Complaints Policy & Procedure** – our procedure for clients, employees, contractors, temporary workers or any other person to make and escalate a general complaint relating to our business, staff or service.



- **Safeguarding of Vulnerable Groups Policy** - our safeguarding procedure for any party to report suspected, alleged or confirmed cases of abuse of a vulnerable adult or young person/child under the age of 18.
- **Whistleblowing Policy** - our policy used to promote a culture of freedom, honesty and openness by encouraging employees, contractors and temporary workers to report any concerns relating to malpractice, wrongdoing, bribery, corruption, dangerous or illegal activity in the workplace.

As part of our induction, all staff are made familiar with these policies and the procedures that they should follow to report an issue, suspicion, concern or complaint to the relevant point of contact within our business.

4. Definitions, Roles and Responsibilities

CEO (Chief Executive Officer) The CEO is ultimately responsible for the overall management and direction of the company. The CEO has the ultimate responsibility for setting the tone and culture for the organisation, ensuring that all employees understand the policy's importance, and overseeing its implementation.

Central Team - All direct employees of Florence that are not care professionals working through the Florence platform

Care Professionals - Anyone on the Florence platform that carries out work on behalf of Florence in other organisations, for example registered nurses and care assistants.

Chief Operating Officer (COO) in conjunction with the **Quality and Governance Director (QGD)** has overall responsibility for the Reporting Arrangements within the Company.

Employees - everyone employed by Florence directly and indirectly, including care professionals using the platform and the central team.

Regulation and Quality Improvement Authority (RQIA) - is the independent body responsible for monitoring and inspecting the availability and quality of



health and social care services in Northern Ireland, and encouraging improvements in the quality of those services.

Registered Manager is responsible for ensuring that this policy meets the needs of regulators in Northern Ireland.

Service User - a person who uses health and/or social care services. Sometimes known as a "patient", "client" or "person in care".

5. Procedures

Reporting Arrangements

The reporting line for all of these policies is the Director of Quality and Governance. All complaints, service issues, safeguarding reports and concerns relating to malpractice, wrongdoing, bribery, corruption, dangerous or illegal activity (whether suspected, alleged or proven) are logged.

They will then be investigated by the Registered Manager who will also be responsible for reporting the issue to the relevant authorities.

The Registered Manager and Governance Team work closely together to identify root causes of concerns, complaints and issues to establish:

- Trends and deficiencies.
- How to prevent recurrence.
- Process improvements.

The Compliance Team conducts regular internal audits to ensure our company policies and procedures are compliant. All findings together with any areas for improvement are reported directly to the Registered Manager who will investigate them and work with the relevant teams to implement improvements.



6. Monitoring and Compliance

This policy will be reviewed regularly and may be altered from time to time in light of legislative changes or other prevailing circumstances.

7. Related Policies and Procedures

- Equality and Diversity Policy and Procedures
- Complaints Policy and Procedures
- Safeguarding of Vulnerable Groups Policy and Procedures
- Whistleblowing Policy and Procedures

8. Version History/Review of Changes

Date	Reviewed changes
02/09/24	Registered manager name change

