



Statement of Purpose

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Approved by/Position (Signature)	

Qualifications and Experience of the Managing Director / Responsible individual – Kieran McCormick

- 14 years as a Registered Nurse on the Nursing and Midwifery Council (NMC) Register
- 10 years as a Registered Social Worker on the Northern Ireland Social Care Council (NISCC) register
- 6 years of senior management and lead nurse experience in both the private and public sector
- A combined 3 years as a nursing inspector in the Regulation and Quality Improvement Authority (RQIA)
- Registrant Member of NIPEC Council since January 2022
- 3 years experience as Director of Operations and from January 2022 Managing Director of Balmoral Healthcare

Qualifications and Experience of Registered Nurse Manager – Sharon Dunn

- 44 years experience as a Registered Nurse on the Nursing and Midwifery Council (NMC) register
- 19 years as a Ward sister in various specialties in an Acute Trust
- 3 years in nurse post graduate education
- 12 years experience as Lead Nurse responsible for Division of Acute Medicine in an acute Trust
- 11 years experience in Balmoral Healthcare as Nurse Manager

The Status and Constitution of the Agency

Balmoral Healthcare Agency is a Limited Company. Registered in Northern Ireland - NU37901. Kieran McCormick is the Managing Director.

The Organisational Structure of the Agency

Refer to Appendix 1 – Organisational Structure Chart

The Aims and Objectives of the Agency

As a nursing and healthcare provider, Balmoral Healthcare Agency Limited, is dedicated to excellence in providing an exemplary service and one that represents good value to our customers. It is our aim to be the first choice in nursing care and to deliver high quality client/service user care at a reasonable cost. The achievement of high quality and consistency calls for a systematic and disciplined approach by all members in all activities associated with the delivery of the customer's specific requirements.

The company is committed to the ongoing improvement of the quality management system through the establishment and ongoing review of specific measurable quality objectives, and the involvement of members in meeting these objectives.

The Philosophy of Care

Our ultimate aim is to always achieve excellence in nursing care provision so that clients and their carers are afforded the quality of care that they expect and deserve.

The Services provided by the Agency

Temporary nurses and carers are supplied to the Public Sector (NHS) and Private Sector (e.g. Private Nursing Homes).

We assist Private Healthcare Providers recruit permanent staff.

Balmoral Healthcare provides an On Call service, 7 days a week, 365 days a year.

Types of settings in which agency nurses and carers are supplied to work:

- **Public Sector (NHS)**

NHS Trust Hospitals – all specialisms and associated NHS sites e.g. Treatment Rooms, Schools, Prisons and Community Nursing

- **Private Sector**

Private Nursing and Care Homes
Private Clinics
Private Hospitals
Hospices
Specialist Care Centres
Private Clients/Service users
Supported Living Settings

Operational Policy

Kieran McCormick is the Managing Director and is supported on a day to day basis by the registered nurse manager Sharon Dunn. Kieran is the registered provider and sole owner of the business. The registered manager assumes ultimate responsibility for ensuring the fitness of persons to work at and/or on behalf of the nursing agency. This is achieved through a robust recruitment and selection process. The nurse manager ensures that she interviews personally all registered nurses wishing to join the agency.

The nurse manager assumes responsibility for the assessment of care, health and well being needs for all home care contracts. The agency has a robust and up to date policy and procedure in place for the safeguarding of all individuals that use the services of the agency. The nurse manager should be notified in the first instance of all safeguarding concerns, in an emergency situation then the relevant emergency services should be contacted. Procedures are in place for the actions to be taken should a safeguarding concern become apparent.

Prior to the appointment of any member a full list of completed training will be requested. Where gaps are noted or where training has not been completed this will be arranged and must be completed prior to the allocation of any work, in accordance with RQIA and contractual requirements. The agency has a system in place for the tracking and monitoring of member training.

The agency accounts are managed by a team of employed finance professionals. The registered provider assumes responsibility for the insurance arrangements of the agency which are reviewed and renewed annually.

All members working in the agency or on behalf of the agency are reminded of their individual responsibilities with regards to the arrangements for the maintaining of documents and records. Such expectations are detailed in the respective policy and procedure. All notifiable events are reported in the first instance to the nurse manager who will in turn inform the RQIA and any other notifiable bodies.

All members are expected to appropriately address in the first instance any complaints that are brought to their attention. Where necessary and in keeping with the agency's policies and procedures any complaints requiring investigation or of a serious nature should be reported to the nurse manager. Information regarding how to complain is shared with all stakeholders.

The agency has a robust policy and procedure in place for the management of medicines in the home of private clients. This is shared with all professionally qualified members upon appointment to the agency and during the course of each home care assignment.

The policies and procedures of the agency are reviewed and scrutinised every three years or sooner if required. Where necessary, during the course of the work carried out by the agency and/or its members a new policy or procedure may be devised.

Contact Details

The Agency is known as **Balmoral Healthcare Agency Limited** and business is conducted from the Registered Office at:

146 Malone Road

Belfast

BT9 5LH

Telephone: 028 9038 0808

Email: info@balmoral.healthcare

Website: www.balmoral.healthcare

Appendix 1 – Organisational Structure

