



# Florence

## Notification of Absence of Registered Manager Policy and Procedures (Northern Ireland)

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<b>Ratified</b>	Florence Leadership Team 19th January 2024
<b>Policy Number</b>	FNI001
<b>Version Number</b>	1.0
<b>Date of issue</b>	30th January 2024
<b>Date to be reviewed</b>	30th January 2027
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## 1. Introduction

This policy outlines Florence's adherence to Article 12 of the Health & Personal Social Services (Quality, Improvement & Regulation) (Northern Ireland) Order 2003 and associated regulations, which mandates the notification of the absence of the Registered Manager to the Regulation & Quality Improvement Authority (RQIA).

The Registered Manager is a key figure within Florence, duly vetted and registered with the RQIA. In compliance with legal obligations, this policy establishes a structured Notification of Absence Process, covering planned and unplanned absences, as well as resignations. It details the procedure for completing the RQIA's Notification of Absence Form, ensuring the provision of essential information about the agency, the absent Registered Manager, reasons for the absence, expected duration, arrangements for agency management, and details of the proposed cover. Confidentially submitted to the RQIA's Registration Team, the form expedites communication and facilitates effective governance.

Additionally, the policy addresses the return of the Registered Manager, cover, succession planning, and recruitment processes, ensuring continuity in agency management and compliance with regulatory standards

## 2. Policy Statement

Florence is committed to upholding the regulatory requirements outlined in Article 12 of the Health & Personal Social Services (Quality, Improvement & Regulation) (Northern Ireland) Order 2003 and associated regulations concerning the absence of the Registered Manager. As a responsible healthcare staffing platform, Florence recognises the importance of notifying the Regulation & Quality Improvement Authority (RQIA) in instances of planned or unplanned absences, as well as resignations of the Registered Manager.

This policy establishes a clear and transparent process for reporting such absences, emphasising timely communication with the RQIA and providing



essential details through the completion of the RQIA's Notification of Absence Form. This ensures compliance with legal obligations and supports effective governance. Florence is dedicated to the swift and efficient appointment of a temporary Registered Manager during prolonged absences, with the appointed individual possessing the necessary qualifications and experience. In the event of prolonged unavailability or resignation of our Registered Manager, Florence is committed to promptly recruiting an alternative Responsible Person to maintain seamless operations. This policy underscores our commitment to regulatory compliance, transparency, and the continuous provision of quality healthcare services to our clients.

### **3. Scope**

This policy applies to all personnel involved in Florence's healthcare staffing operations in Northern Ireland. The scope encompasses planned and unplanned absences of the Registered Manager, as well as instances where the Registered Manager resigns or ceases their role.

The policy outlines the procedures for notifying the Regulation & Quality Improvement Authority (RQIA) in compliance with Article 12 of the Health & Personal Social Services (Quality, Improvement & Regulation) (Northern Ireland) Order 2003 and associated regulations. It defines the responsibilities of Florence personnel in reporting absences and provides a structured approach through the completion of the RQIA's Notification of Absence Form. Additionally, the policy addresses the process of appointing a temporary Registered Manager during extended absences, ensuring the individual meets the required qualifications and experience.

This policy aims to maintain transparency, accountability, and regulatory compliance throughout the absence notification and succession planning processes within Florence's healthcare staffing operations in Northern Ireland



## 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

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

**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.

**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.

**Registered Person** is responsible for overseeing that this policy is implemented in the event that the Registered Manager is absent.

## 5. Procedures

In line with Article 12 of the Health & Personal Social Services (Quality, Improvement & Regulation) (Northern Ireland) Order 2003 and associated regulations, Florence has a Registered Person and a Registered Manager who have been fully vetted and are registered with the RQIA.



It is a legal obligation for us to notify the RQIA's Registration Team in the event that the Registered Manager is absent for a period in excess of 28 calendar days.

### 5a. Absence Notification Process

Florence will notify the RQIA of the absence of the Registered Manager in the following instances:

1. **Planned absence** – if the Registered Manager is to be absent for a period of more than 28 calendar days, we will notify the RQIA at least 28 days in advance of such absence unless otherwise agreed with the RQIA.
2. **Unplanned absence and emergencies** – if the Registered Manager is absent and it becomes apparent that this absence will exceed 28 calendar days, we will notify the RQIA within one week of its occurrence.
3. **Resignation** – if the Registered Manager resigns or ceases their role as Registered Manager, we will notify the RQIA as soon as it is practicable to do so.

To report absence of the Registered Manager we will complete the RQIA's Notification of Absence Form which will include providing information relating to:

- Information about the agency.
- Details of the Registered Manager.
- Reason for the absence (planned/unplanned absence or ceasing to manage the agency).
- Length or expected length of the absence (including start and end dates where possible).
- Arrangements for managing the agency during the absence.



- Details of the Registered Person being proposed to provide cover during the absence (including qualifications, experience, and registration with a relevant professional body).

The Notification of Absence Form will be marked confidential and sent to:

The Registration Team

Regulation & Quality Improvement Authority

Victoria House

Cromac Avenue

Belfast

BT7 2JA

### **5b. Return of the Registered Manager**

When the Registered Manager returns to work after a reported period of absence, we will advise the RQIA of their return to duty in writing within 7 days of their return date.

### **5c. Cover & Succession Planning**

In the event that our Registered Manager is absent for 28 days or more, we will appoint a new Registered Manager to take on these duties for us on a temporary basis. This person will be registered with the RQIA as soon as practicably possible.

This person will hold the following qualifications and experience as a minimum:

- Registered nurse at senior level.
- Management qualifications.



- Experience as a Clinical Manager within a nursing recruitment agency environment.
- Demonstrable track record of managing a nursing agency.

Should it become apparent that our own Registered Manager is not able to return to duty within a reasonable period or if they resign their post, we will recruit an alternative Responsible Person and they will complete the registration process with the RQIA as soon as is practicably possible.

## **6. Monitoring and Compliance**

The policy will be reviewed every 3 years by the Florence Governance Team, or earlier if there are any changes in the legislation, registration requirements.

## **7. Policy Changes/Version History**

<b>Date</b>	<b>Reviewed Changes</b>
02/09/2024	Registered manager name change

