



# Florence

## Notice of Changes Policy and Procedures (Northern Ireland)

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## 1. Introduction

At Florence Nursing Agency in Northern Ireland, transparency, regulatory compliance, and effective communication are paramount. This Notice of Changes Policy establishes the guidelines for notifying and seeking approval from the Regulation and Quality Improvement Authority (RQIA) concerning any alterations to the statement of purpose, registered personnel, or registered premises. The policy underlines Florence's commitment to upholding the highest standards in healthcare provision and ensures that any changes made align with regulatory requirements. With a focus on collaboration, this policy emphasises the importance of RQIA approval in fostering a culture of excellence and maintaining the trust and well-being of service users and care professionals.

## 2. Policy Statement

Florence acknowledges the importance of maintaining the highest standards in healthcare provision. This policy establishes the framework for notifying and obtaining approval from the Regulation and Quality Improvement Authority (RQIA) for any changes in the statement of purpose, registered personnel, or registered premises. It emphasises the significance of RQIA approval in alignment with regulatory requirements.

## 3. Scope

This policy applies to all aspects of Florence's operations and encompasses changes in the statement of purpose, registered personnel, or registered premises that require RQIA approval.

## 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.

## 5. Procedures

Any modifications to the statement of purpose, registered personnel, or registered premises necessitate prior approval from the RQIA. This ensures adherence to regulatory standards and guarantees that changes are in the best interest of service users, care professionals, and overall healthcare quality.

Any change to:

- The statement of purpose
- The person registered on behalf of the organisation

or any change in:

- The registered manager
- The registered premises

Is only made with the approval of the Regulation and Quality Authority.

To guide individuals, partnerships, or organisations registered to operate an establishment/agency through the process of applying for a variation of



condition of registration in accordance with Regulation 12, Part IV of the Health and Personal Social Services Regulation and Improvement Authority (Registration) Regulations (NI) 2005.

- **Determine the Need for Variation:**

1. Identify the specific changes or variations required, such as removal, addition, or reinstating a category of care, changing registered maximum numbers of service users, or minor variations.
2. Ensure compliance with the categories of care specified for nursing, residential care, children's homes, and independent healthcare.

- **Obtain Application Form:**

1. Access the official application form provided by the Health and Personal Social Services Regulation and Improvement Authority (RQIA).
2. Review the form to understand the required information and documentation.

- **Complete Application Form:**

1. Fill out the application form accurately, providing details on the nature of the variation sought.
2. Clearly indicate whether it involves a category of care, changes in registered maximum numbers of service users, or minor variations.
3. Ensure that the proposed changes align with the legislative requirements and do not impact the registered address or conditions of registration.

- **Attach Supporting Documents:**

1. Gather all necessary supporting documents, including any amendments to the user guide or statement of purpose for minor variations.
2. Provide a comprehensive list of categories of care impacted by the proposed changes.

- **Submission to RQIA:**

1. Submit the completed application form and supporting documents to the Health and Personal Social Services Regulation and Improvement Authority.



2. Ensure the submission is in accordance with the specified procedures and within the stipulated timelines.

- **Review and Approval Process:**

1. Await the review process conducted by the RQIA, which may involve assessing the proposed variations against regulatory standards.
2. Address any additional requests for information or clarification promptly.

- **Notification of Approval:**

1. Upon approval, the RQIA will communicate the decision and provide details of the approved variations.
2. Take note of any conditions or requirements specified in the approval.

- **Update Registration Details:**

1. Update the registration details accordingly, reflecting the approved variations.
2. Ensure that any changes impacting annual fees payable to RQIA are addressed.

- **Compliance Check:**

1. Regularly review and assess ongoing compliance with the approved variations.
2. Address any discrepancies or changes promptly.

- **Record Keeping:**

1. Maintain a record of the application, approval, and subsequent variations for documentation and auditing purposes.
2. Keep the updated registration details accessible for reference.

This procedure ensures a systematic and compliant approach to applying for and implementing variations of conditions of registration as required by the Health and Personal Social Services Regulation and Improvement Authority.



## 6. Monitoring and Compliance

Regular reviews of this policy will occur every three years or sooner in response to legislative, registration, or policy changes. This ensures continuous compliance with evolving standards and regulations, fostering a commitment to excellence in healthcare provision. Florence will promptly adapt to any necessary changes to maintain the highest standards of care.

## 7. Related Policies and Procedures

- Equality and Diversity Policy and Procedures

## 8. Policy Changes/Version History

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



## 9. Appendix 1 – Policy Summary

### Things you should know:

- **Regulatory Approval:** Any changes to the statement of purpose, registered personnel, or registered premises require prior approval from the Regulation and Quality Improvement Authority (RQIA) to ensure compliance with regulatory standards in Northern Ireland.
- **Transparency:** Florence Nursing Agency values transparency in all operational aspects, and this policy underscores the importance of clear communication regarding changes to maintain trust and confidence among stakeholders.
- **Legal Compliance:** Adherence to legislation, registration requirements, and company policy is fundamental to the notice of changes process, emphasising Florence's commitment to legal compliance in healthcare services.

### Things you should do:

- **Notify RQIA:** In the event of any proposed changes to the statement of purpose, registered personnel, or registered premises, promptly inform and seek approval from the RQIA before implementation.
- **Documentation:** Maintain accurate and up-to-date documentation reflecting changes, ensuring records are readily available for inspection by regulatory authorities.
- **Communication:** Disseminate information about changes internally and externally, promoting an open and transparent culture within the organisation and fostering understanding among employees, care professionals, service users, and relevant stakeholders.





- **Regular Reviews:** Regularly review this policy, especially in conjunction with any legislative, registration, or company policy changes, to ensure continued relevance and compliance with evolving standards.

## **Supporting Documentation**

- APPLICATION FOR VARIATION OR REMOVAL OF A CONDITION OF REGISTRATION  
- GUIDANCE NOTES -  
<https://www.rqia.org.uk/RQIA/files/4b/4b90841a-2fae-481c-955f-381bd0fe92ab.pdf>

