

# Good Governance Policy



## 1. Objectives

**1.1** To demonstrate the role that Xander Recruitment Group and its management plays in strategically leading and managing the services we support our clients with through good governance and continuous learning.

**1.2** To ensure that all staff understand the structures and processes in place which contribute to good governance and their role within it.

**1.3** To ensure that evidence-based care is used to continuously improve quality through a culture of openness and transparency where lessons are learnt from audit, quality assurance and engagement with all stakeholders.

**1.4** To create a structure which facilitates engagement at all points of governance with those we support through our clients.

## 2. Policy

### 2.1 Xander Recruitment Group Statement

Xander Recruitment Group commits to providing safe, high-quality, person-centred care supported by a clear governance framework which meets the legal responsibilities of Xander Recruitment Group, complies with best practice and engages and responds to our staff, our clients and those we support through our clients and wider stakeholders.

Xander Recruitment Group will:

- Take a human rights-based approach that protects and upholds those Service User's we support through our clients their right to privacy, dignity, choice, respect and control
- Encourage, listen and respond to the views of the Service User's we support through our clients and that of our employees and people who have an interest in Xander Recruitment Group
- Promote a culture of openness, honesty and transparency, fulfilling our Duty of Candour responsibilities. Our staff will be knowledgeable and confident to challenge and report risks and concerns
- Have clearly defined roles and responsibilities to ensure accountability
- Identify risks in all areas of Xander Recruitment Group and will act to remove or reduce these risks
- Provide measures based in good practice and legislation to quality assure and measure the effectiveness of Xander Recruitment Group services, learning lessons and improving the service
- Analyse governance processes to identify themes and trends and take corrective action where required
- Review all governance processes to ensure that we work innovatively and are effective

Xander Recruitment Group follows this policy and procedure to ensure it creates an environment in which excellence in care will flourish.



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## 2.2 Information Governance

Xander Recruitment group understands it is accountable for compliance with UK General Data Protection Regulation and will demonstrate that appropriate technical and organisational measures have been put in place to meet these requirements, which are set out in the data protection policies and procedures of Xander Recruitment Group.

Our areas of governance comply with the standards and requirements of the Information Commissioner's Office, including registration. Alongside which, our policies and procedures also give a framework to compliance with both the UK General Data Protection Regulations and the Data Security Protection Toolkit.

These additional policies are the framework for good governance around which Xander Recruitment Group manages information.

## 2.3 Accountabilities – will:

- Have responsibility for scrutinising governance systems and processes at Xander Recruitment Group through quality assurance and audit
- Ensure continuous improvement
- Have an organisational structure in place that defines leadership and accountability
- Ensure with Xander Recruitment Group that the Service Users we support through our clients and our employees that there is accessible engagement to ensure that their views and feedback shape the service

## 2.4 Responsibilities – Regional health and Social Care Manager

- Be responsible for the overall management of Xander Recruitment group
- Seek and respond to the views of Service Users, staff, health professionals, advocates and other interested parties
- Delegate responsibility and hold staff to account for agreed actions
- Have governance systems that are effective, fit for purpose and achieve continuous improvement
- Report statutory notifications and escalate concerns to
- Report the required mandatory data as per the Healthcare Act 2022
- Take a values-based approach to recruitment and promoting staff retention
- Promote an open, transparent culture and learning environment
- Ensure that there is ongoing compliance with regulatory and contractual requirements
- Ensure compliance with policies and procedures
- Ensure that there are sufficient employees with suitable skills, experience and knowledge
- Quality assurance processes and practice
- Review and learn from accidents, incidents (including safeguarding) complaints and sharing this learning with employees
- Act on results of audits and reviews of the service
- Collate, report and use data to inform relevant parties of the quality of the service
- Seek expert advice by working with other health professionals
- Work within codes of conduct and act as a role model at all times

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- Xander Recruitment Group, alongside, will ensure that contingency measures are in place for managing any short or long-term absence of and where timescales dictate, due notifications to regulatory bodies will be made

### 2.5 Responsibilities – Temporary Worker

- Work within their job description and code of conduct
- Provide the care as planned and directed
- Raise concerns and suggestions in a timely manner
- Identify personal learning needs
- Follow the policy and procedure
- Work within the codes of conduct and act as a role model at all times
- Ensure that your nurse registration is maintained and we are able to validate your registration

### 2.6 Regulatory Inspections

Xander Recruitment Group recognises that we can be inspected at any time by the contracting authority or a third party so we will ensure that our governance systems are in place to ensure the safe and effective running of the service we provide to our clients and in order to provide high quality care to the Service Users we support through our clients

**Alex Stockley - Managing Director – XANDER RECRUITMENT GROUP LIMITED**



**Date: March 2024**