

Quality Assurance Report

Organisation: Staff Health Ltd

Website: <https://www.staff-health.co.uk>

Reporting Period: October 2025

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1. Introduction

Staff Health Ltd is a specialist provider of Occupational Health and Related Services, delivering high-quality, clinically led support to public sector clients across the UK. This Quality Assurance Report outlines the systems, standards, and continuous improvement mechanisms in place to ensure the delivery of safe, effective, and patient-centred care.

2. Governance and Accreditation

Staff Health Ltd is actively working towards ISO 9001:2015 certification, the internationally recognised standard for quality management systems. This commitment ensures that all processes are consistently applied, monitored, and improved to meet both customer and regulatory requirements.

In addition, the organisation aligns with:

- **ISO 27001:2022** for information security
 - **Cyber Essentials** for data protection
 - **SEQOHS** (Safe Effective Quality Occupational Health Service) standards for clinical governance
 - **Medical Practitioners Assurance Framework (MPAF)** as outlined by the Independent Healthcare Providers Network
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3. Internal Quality Assurance Systems

Staff Health Ltd employs a multi-layered approach to quality assurance, including:

- **Pre-service risk assessments** and baseline audits
- **In-process quality checks** at key delivery stages
- **Post-service evaluations** including client feedback and outcome analysis
- **Monthly clinical audits** conducted by department heads, with randomised patient record reviews to assess compliance with national and local standards
- **RAG-rated assurance thresholds** to monitor performance across patient safety, clinical effectiveness, and patient experience

All findings are reviewed by the Hospital Director and Clinical Governance Board, with action plans developed for any areas of non-compliance.

4. Staff Training and Competency

All clinical and administrative staff undergo:

- **Induction training** aligned with audit requirements
 - **Ongoing CPD** in trauma support, mental health, and occupational risk management
 - **Audit literacy training** to ensure accurate data collection and interpretation
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5. Incident Reporting and Risk Management

The organisation maintains a robust incident reporting and whistleblowing policy, ensuring transparency and accountability. All incidents are logged, investigated, and reviewed by the governance team, with lessons learned disseminated across the organisation.

6. Insurance and Legal Compliance

Staff Health Ltd holds valid Employers' Liability Insurance, with a minimum cover of £5 million, in compliance with the Employers' Liability (Compulsory Insurance) Regulations 1998 and 2008.

7. Continuous Improvement

The organisation's Quality Improvement Reports, such as the one for September 2024, demonstrate a commitment to:

- Systematic audit cycles

- Data-driven decision-making
 - Staff engagement in quality initiatives
 - Transparent reporting to stakeholders
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8. Conclusion

Staff Health Ltd's quality assurance framework is underpinned by national standards, clinical leadership, and a culture of continuous improvement. This ensures that the organisation remains a trusted partner to the NHS and wider public sector, delivering occupational health services that are safe, effective, and responsive.