



Your local solution for professional nurses & healthcare assistants

Nurses & healthcare assistants

Professional, skilled & reliable

Your local agency

Cost effective

Short or long term assignments

Emergency, on demand cover

## Welcome to Care101

Care101 Ltd is a nursing agency based in Worcester Park, Surrey. We offer cost effective, professional and high quality nursing & care-based staff to hospitals, nursing and residential care homes on either short or longer term assignments, around Kingston, Epsom and North Surrey. We take pride in our company and the work we do; our staff are our greatest asset.

### **Aims**

Professional, quality, reliable & skilled – four words that help sum up the way we work.

Whether you run your organisation, work there permanently or are a client or relative, your peace of mind is our ultimate aim. From your initial call through to healthcare at 3am in the morning, your complete satisfaction, and that of your clients is of paramount importance to us.

### **Listening**

To do this we listen to our customers and we listen to our staff. Continuity is key - whether you're a new client or a customer of many years, our quality of service remains the same.

### **Services**

We offer a range of specific healthcare services, through our dedicated male & female team - predominantly around Kingston, Epsom and North Surrey.

They can provide support for ongoing or chronic illness, age related & palliative care as well as clients who may be physically & mentally challenged.

Our high standards are maintained throughout the company, so if you're looking for a quality, professional service, both to you and your clients, then we believe Care101 Ltd is your agency of choice.



## Our difference

Many agencies have a reputation for "sending someone", but true healthcare is far more than just keeping your staff numbers up. You want someone reliable, who knows their job, is on time and doesn't have to travel miles to get to you. Best of all, if you get someone you like, you'd probably like to see them again, rather than take pot luck and get someone different every time you call.

### **We're local**

Care101 only works with clients in our local area. Likewise, the vast majority of our staff also live locally, meaning they know the area well and don't have to travel miles to get to you. This dramatically improves our on time performance compared with some other agencies.

### **We employ the best**

Our business is not based purely around staff numbers. We're not the biggest but we believe our staff are among the best in the business and our team are very experienced. With Care101 you're getting a professional, not simply someone we've sent to make up the numbers.

*Our staff can get booked up quite early making last minute requests difficult to cover.*



### **Continuity**

From your contact with the office through to the staff you see, continuity is key. If you like our staff, then you're more likely to use us again!

Not only is it therefore better for you, it's also in our interest that you see the same person again. Of course we can't promise but we always try to keep the same core team of staff with the same client whenever we can.

### **Cost effective**

Of course the cost of any service will be important to you.

Care 101 aims to offer an extremely competitive & cost effective solution, which can be tailored to your specific needs.

## *We aim to meet your requirements*



### **Short term needs**

Its inevitable that at times throughout the year you may find yourself short staffed - maybe because of planned holidays or illness, or simply the need to increase your workforce to provide 1 to 1 care.

For any of these, Care101 can help.

### **Longer term or ongoing requirements**

In addition to short term cover, there may be times when an ongoing need exists - for example while recruiting permanent staff or longer term sickness etc.

In these cases we can also help and are happy to discuss any longer term needs.



### **Teamwork is vital**

As an agency, we choose our staff because we believe that they work well in a team-based environment – both within our own team and potentially yours. This is key to, especially in healthcare environments, where many people typically come together to provide the final solution to the resident or client.



From your contact with the office to our staff on-site, we aim to work with you to provide the solution you need.

## Our staff

We owe our success to our staff who, in addition to their direct qualifications, must also show that they are ...

- A team player, as discussed above
- People who can integrate quickly & easily into another team

*Would we like our relative or loved one to be looked after them ?* A simple, but very effective test in itself.

Everyone is interviewed and comprehensively checked. These checks include a Disclosure and Barring Service (DBS) & ID check, PIN verification for nurses, work permit where applicable, work history & training.

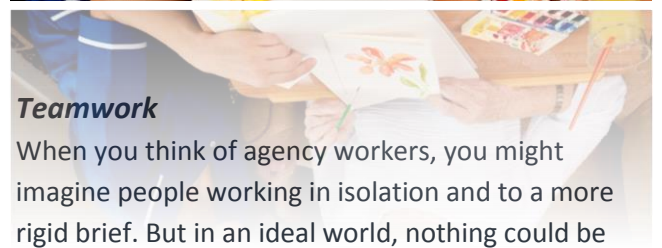
### **Nursing**

Nursing is the core of our business. All our nurses are professional RGNs and come with the experience and knowledge you would want within your own team. From administering regular medication through to more palliative-based care, they are highly trained, highly skilled and will be a great asset to your organisation.

### **Healthcare Assistants**

Alongside nurses are our care assistants or “carers”, often providing a vital and sometimes under-estimated role when it comes to a patient’s wellbeing and overall quality of life. They support the medical & nursing staff and ultimately your clients and for this reason alone we only employ the absolute best.

Our carers can help provide general assistance and basic needs as well as more one to one support where required, helping your clients maintain their standard of living and high quality of life. In essence they help your clients with the challenges of their life, day or night.



### **Teamwork**

When you think of agency workers, you might imagine people working in isolation and to a more rigid brief. But in an ideal world, nothing could be further from the truth. As with many professions, healthcare works best when individuals work as a team, and to that end, we pride ourselves in recommending only people that are friendly & team oriented - people who not only can you get along with, but also will get along with your existing staff. Better integration gives your organisation more of the “family” feel we think you’ll be looking for.

### **Education & training**

Just because they’re working for you, doesn’t mean we’ve forgotten about them. Not only are all our staff trained to the highest standards, but their skills are monitored so that additional or refresher can be recommended and attained as required.

### **All round support**

As a manager or administrator, you’ll appreciate how an organised, methodical approach to staffing is just as important as the healthcare services they provide. After all if no one turns up for a shift, you’re left with the same problem you started with ?!

At Care101 we fully appreciate this too. From initial call through to completion we aim to offer you total peace of mind and a very cost effective solution.

## Your local solution

Unlike many healthcare agencies, we are not a large company trying to cover the entire country. Instead we concentrate on building good, solid relationships with *local* clients, predominantly around the *Kingston, Epsom and North Surrey*.

By maintaining a select team of high quality staff, we don't send people who live many hours away. This means you can get to know them, rather than seeing a different face each time. This in turn aids continuity which can be very important in a team-based environment.



Being smaller also allows us to remain extremely competitive and a *genuine alternative* to bank staff or the need for you to ask your existing employees to continually work additional or longer shifts.

Overall we hope in the long run you will choose to work with us because ...

- We always offer competitive rates
- You can trust us to do the job requested well and without fuss
- Our staff are friendly, integrate well within your own teams and you can get to know them
- We've built a good & flexible working relationship together



## Contacting us

To find out more about Care101 and the services we offer, discuss your needs or to book one or more of our staff, please get in touch.



*enquiries@Care101.co.uk*



*01372 231007*



*<http://www.Care101.co.uk>*

*You can send us a message or ask us to call you back.*



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*Care101 Ltd is registered in England & Wales, company no. 08752600. It is run by people with many years of experience in the healthcare industry and operates with a selected network of trusted healthcare professionals.*

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