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Statement of Purpose

**ENGLAND**

# Statement of Purpose England

Effective: 6 January 2020

A1 Staffing Ltd is the trading name. A1 Staffing Ltd is a supplier of nursing and care personnel to providers throughout England.

A1 Staffing Ltd has a small team of local nursing and care managers who carry out a wide range of duties on behalf of the agency. This includes resolving and dealing with issues or conflicts, and supervising and ensuring that our staff at all times provide a high quality service to end users.

## A1 Staffing Ltd is able to provide services to the following client types and groups:

* NHS Trusts
* Private Hospitals
* Nursing Homes
* Learning Disability & Dementia
* Mental Health
* The Elderly
* Complex Care

## Recruitment

All of our nurses are recruited by qualified nurses and are thoroughly vetted to ensure their suitability for the positions available. Our recruitment policies and procedures are robust and we are able to evidence all recruitment checks upon request.

## Our Services

Our service is a people led service and we will ensure that we always take into account the views and wishes of the purchaser of our services. We will ensure that we communicate with you effectively and provide suitable staff and services at all times.

## Payment for our Services

A1 Staffing Ltd aims to be transparent in its charging structure and to deliver a best-value service.

## Review of our Services

We will undertake to review our services on an ongoing basis to ensure that the care provision is sufficient to meet needs in full. If we find shortcomings we will make appropriate recommendations to advocates or organisations involved in the care package in order to meet needs fully.

## Compliments, Concerns, Comments and Complaints

We take complaints very seriously and will respond to any complaint in the timescales detailed in our complaints procedures; we will investigate and will where necessary instigate referrals to relevant professional and regulatory bodies where there is an obligation to do so.

At any stage of the complaints process you may contact the Care Quality Commission (CQC), Citygate.

Gallowgate, Newcastle Upon Tyne, NE1 4PA

## Internal Audit

A1 Staffing Ltd is subject to audit by relevant external bodies. In addition to these external audits we have our own internal audit teams who inspect our processes and services to ensure that the delivery is in accordance with statutory regulations and our own service ethos and standards.

# The Management of NSUK

Registered Provider and Nominated Individual:

* **Diane Milner** - Registered Manager

A1 Staffing Ltd, ! Brook Cottage, Hereford Road, Storridge, Malvern. WR13 5EL

**Diane Milner** qualified as an RGN in August 1999 .

Experience – Diane has been a qualified nurse for over 20 years and has worked in both the NHS and the private sector. For the past 13 years Diane has worked for a private healthcare group as an Operating Theatre Nurse and for past 6 years as the Operating Department Manager.and has extensive experience in the operation and management of both nursing and ODP agencies.