



## **Service Users Guide**

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## **Our Mission Statement**

“To provide a quick, reliable, responsive and cost effective service, allocating suitably qualified staff to the point of need at the moment required in order to meet the needs of all of our service users.”

## **Our Aims and Objectives**

Nurses Friend is always working hard to meet your short term and long term staffing needs. We recognise your need for competent staff at the shortest notice.

Nurses Friend makes these commitments to you:

- We will respond quickly to try and meet your needs.
- We will aim to supply you with the most suitable staff to meet your needs.
- All our staff will be CRB and referenced checked.
- We take your comments and complaints seriously.
- It is your prerogative to cancel staff without reason. In line with our terms and conditions of engagement

You can be confident that Nurses Friend is compliant with Commission for Social Care inspection.

## **Our Staff**

Our nurses are able to work in a variety of settings and we pursue excellence in all our staff. We have experience in supplying nurses to both private and NHS care sectors.

We are experienced in the supply of care staff to organisations that care for those with challenging behaviour.

All Nurses Friend nurses should present to you suitably dressed and ready for work. All our staff have enhanced CRB clearance and will carry Nurses Friend photo identification. If they do not carry identification or you have any other concerns please call us without delay. If you have valid concerns about any member of our staff, please contact us immediately and we will not charge you for the shift.

## **Sickness cover**

If we need to replace one of our nurses for whatever reason, we will endeavour to do this as quickly as possible. Nurses Friend offer telephone support 24 hours, 365 days a year (including Christmas and bank holidays).

## **Time sheets**

We ask that time sheets be completed at the end of each shift worked. To protect you we generally ask that more senior members of your team sign time sheets. Please retain the bottom copy of each time sheet for your records and return the top two copies to the nurse.

## **Policies**

Nurses Friend develops, implements and evolves its policies under the guidance of and in accordance with the regulations as prescribed by the Commission for Social Care Inspection. Please contact us if you would like copies of any of our policy documentation.

## Contacting Nurses Friend

Nurses Friend can be contacted by telephone 24 hours a day, 365 days a year.

Please telephone **01327 831165**

We can also be contacted by fax on 01327 831359, or email at *nursesfriend@btconnect.com*

We welcome your comments and take your complaints seriously. If you have a complaint, please contact us and we will give your concerns our full attention.

## **Complaints Procedure**

This policy recognises the need for a rapid resolution of any complaint against Nurses placed by Nurses Friend to ensure the protection of both Health care staff and service users.

It is Nurses Friend's intention to work in a collaborative manner with all concerned parties.

In the event of a complaint against a Nurses Friend staff member please telephone:

Proprietors - **Trevor/Jane Manning 01327 831165**

or write to : **Nurses Friend  
Church View  
Banbury Lane  
Cold Higham  
Nr. Towcester  
Northants.  
NN12 8LR.**

You will receive written confirmation of your complaint within 48 hours.

In line with your wishes the member of staff will be removed from duty - Nurses Friend will endeavour to replace the staff member for the remainder of the shift.

Nurses Friend will retain a written record of the complaint in a complaints register. This register will be available to the Commission for Social Care Inspection.

The staff member concerned will be interviewed by Nurse Friend management and will be entitled to representation.

If necessary we will request a meeting between yourselves and/or your complainant and ourselves and our staff member, in the event that you or the complainant decline a meeting the complaint will be void.

After full investigation an outcome will be decided upon. You will be informed of this outcome within 14 days.

It is your prerogative, at any time during this process, to contact the Commission for Social Care Inspection at the following address:

C.S.C.I.  
Northampton Area Office  
1st Floor  
Newland House  
Campbell Square  
Northampton  
NN1 3EB

Telephone: 01604 887620

## **Statement of Purpose**

Nurses Friend provides nurses both qualified and unqualified to Nursing and residential care homes and hospital sectors, both NHS and private. We also aim to meet the needs of service users in their own homes. Our qualified nurses to work within the NMC Code of Conduct and we expect all staff to work within our philosophy of excellence in care delivery.

Nurses Friend endeavours to support all staff who work via our agency. We recognise the need for knowledgeable and competent personnel and to this end we regularly review our staff teams skills and mandatory training needs. A full Induction is completed by all staff, this includes manual handling, hoist training and health and safety. We continually update our policies and procedures in line with Commission for Social Care Inspection (C.S.C.I.) recommendations.

Nurses Friend operates using a person centred approach and the needs of the service users are considered on an individual basis. Specialist training may be arranged as necessary.

## **Additional Information**

Nurses Friend registered office is:

**Church View  
Banbury Lane  
Cold Higham  
Nr. Towcester  
Northamptonshire  
NN12 8LR**

**Tel. 01327 831165**

Trevor Manning is the CO-proprietor of Nurses Friend and a business man of some 30 years standing. He has CO-created and run a successful nursing agency for 8 years.

Jane Manning is CO-proprietor of Nurses Friend and has 20 years experience in office management and accounting.

# **NURSES FRIEND**

**HEREAFTER CALLED**

**“NF”**

## **CONDITIONS OF ENGAGEMENT FOR QUALIFIED NURSES AND NURSING ASSISTANTS.**

***These are the conditions under which you accept the services of NF members supplied by NF as agent.***

### **1. Service**

NF's responsibilities to the client are to verify the qualifications and references of NF members and to supply people who are suitable for clients purposes.

### **2. Cancellation**

If you wish to cancel or amend the booked services of an NF member, 24 hours notice must be given by yourselves, otherwise a cancellation fee equal to the agreed shift fee shall be due.

### **3. Liability**

Whilst every effort is made by NF to give satisfaction to the client by ensuring reasonable standards of skills, integrity and reliability from temporary workers and further to provide them in accordance with the Client's booking details, NF is not liable for any error, act, omission, loss, expense, damage or delay arising from the failure to provide any Temporary Worker for all or part of the period of booking or from the negligence, dishonesty, misconduct or lack of skill of the Temporary Worker. The client agrees to be responsible for all liabilities, acts, errors or omissions of Temporary Worker whether wilful, negligent or otherwise as though the Temporary Worker was on payroll of the client, including the provision of adequate Employers and Public Liability insurance cover.

### **4. Remuneration**

You will be charged for work undertaken by NF members. All fees will be paid to NF within 30 days of receipt of invoice. Any outstanding debts after 30 days will be subject to interest on a daily basis at 1% above the banks rate, which currently stands at 7.5%. Duplicate Invoices required will incur a charge of £1.00 per item. No moneys shall be paid direct to any NF member.

### **5. Law**

These Terms of Business are governed by U.K. and English law and are subject to the exclusive jurisdiction of the U.K. and English courts.

None of these terms shall in any way affect your statutory rights as a consumer.