

OUR BOOKING CONTACT DETAILS

LONDON BRANCH

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SOUTHAMPTON BRANCH.

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WE ARE PROVIDERS OF QUALITY/QUALIFIED HEALTHCARE STAFF

FOR
NURSING HOMES AND CARE HOMES



TOP SOLUTIONS RECRUITMENT AGENCY LTD
Company Number 10354367



TOP SOLUTIONS
RECRUITMENT AGENCY LTD

Make the Most of Better!

WE ARE PROVIDERS OF QUALITY/QUALIFIED HEALTHCARE STAFF FOR NURSING HOMES AND CARE HOMES

The Company has been established for many years providing temporary and permanent staff to support clients staffing needs, whether short-term to cover sickness, adhoc or for fixed term assignments.

Our teams background is Healthcare, and we only recruit staff who have the right experience, can evidence a strong work ethic, and show empathy and understanding, as expected when supporting vulnerable adults and children in any care environment.

We have successfully placed over 100s staff in the last few years, and clients continually coming back to us to help them find additional staff.

Client references can be provided on request.

Our Team have a deep understanding of the market and work tirelessly to exceed expectations.

Our mission is to deliver to client's quality healthcare professionals 24/7, and ensure all candidates are thoroughly vetted, and recruitment processes are quick and painless, and provides immediate value.

TOP SOLUTIONS AND THE CLIENT.

- The contract is between Top Solutions Recruitment Agency Ltd and you the Client.
- Timesheets should be completed end of the shift/weekly and signed by an agreed authorised person, including confirmation of hours worked.
- We will invoice either weekly or monthly for services provided with payments due within 30 days.
- Where you require staff to be under a contract of employment, we will support the recruitment process only, and contracts will be agreed by you. We will provide a separate fee for this type of recruitment support.
- All candidates must follow and be made aware of the organisation Health & Safety Policies and Procedures and protected whilst completing work assignments.
- We would recommend that all candidates have access and be made aware of relevant organisations Policies and Procedures, and included in any relevant training or meetings, as required by the governing bodies and legislation.



HOW THE RECRUITMENT PROCESS WORKS

- We visit you (or discuss via email) to understand your requirements, including the type of staff you need, the skills required, the term you need them for, and agree the market rate for the hire.
- As part of this process we aim to understand the culture and the team dynamics of your organisations to ensure a good fit. This also includes taking time to understanding the needs and wishes of your patients/service users, to ensure our placements meet your Personal Centred Care ethos.
- We search for available candidates within our database, or if need be, go out into the marketplace to search on your behalf.
- Initial screening of CV's and interviewing is completed by us, so that you can be confident that the staff are of the right quality and experience to meet your needs. This includes an immediate check on Rights to Work in the UK.
- If required, we can provide a shortlist of candidates for you to meet personally.
- All vetting, including obtaining an update DBS certificate, verification of qualifications and interviewing to ensure the placements have the right empathy and work ethics, is completed by us.
- Our placements are encouraged to be members of professional bodies and show evidence of continuous professional development.
- Once placements meet your requirements, we will manage all timesheets, once agreed with you, and manage payments to them directly, and will invoice you each month for their costs.
- We will visit you on a regular basis to ensure our services and placements are meeting your needs.

THE SERVICES WE PROVIDE TO YOU

- We supply well trained, qualified, and experienced temporary and permanent Healthcare staffing.
- We are on call 24 hours a day and provides services to Care Homes both nursing and private.
- We have a reputation for providing value and confidence.
- If required, we provide transport staff to your sites for staff who live remotely or where your sites are not close to public transport.
- All placements are checked each week to ensure they are meeting your expectations, and we resolve any queries quickly.
- Feedback and ways to improve our services is actively encouraged.

THE TYPE OF STAFF WE CAN RECRUIT FOR

- **Nursing Staff at all levels**
- **Support Workers**
- **Health Care Assistants**
- **Chef/Cook**
- **Domestic/Cleaner**
- **Kitchen Assistants**

EXAMPLES OF SOME THE DAILY TASK THAT THE STAFF COULD COMPLETE

- General Nursing or Care Assistant duties as set out in your requirements
- Complete diagnosis of the patients Dementia and agree and complete Care Plans
- Manage and support sleeping and hygiene practices with service users
- Supporting personal care including toilet and how to use a commode
- Preparation of meals, feeding and in case of need shopping
- Washing showering and oral care grooming
- Maintaining and updating Personal Care Plans
- Assist with medication and prescribed drugs as agreed with the medical teams
- Helping the mobility including moving and handling and transfers
- Support service users with daily activities including walking
- Follow the ethics and standards set out by the Healthcare legislation and policies
- This is not a definite list and only as an example

THE OPERATIONAL AREAS WE COVER

We have two branches, London and Southampton and currently cover the following boroughs:

- Greater London
- Hampshire
- Sussex
- Dorset
- Essex
- Kent
- Berkshire
- Hertfordshire.

POLICY AND PROCEDURES

All Our candidates understand and receive a copy of our own Company Policy & Procedures, which are in line with CQC (Care Quality Commission) Standards. This include:

- Health & Safety
- Safe Care & Treatment
- Nutrition & Hydration
- Good Governance,
- Fit & Proper Persons Employed
- Need for Consent
- Duty of Candour
- Person Centred Care
- Complaint Handling
- Safeguarding
- Dignity & Respect
- Staffing

WHAT MAKES US UNIQUE.

- ❖ We talk to our staff each week to see how they are getting along, and to manage any issues they may have.
- ❖ We encourage all our staff to actively improve themselves through Continuous Professional Development and actively take part in any training you provide.
- ❖ We provide transport to our staff to places with no public or quickest means of transport
- ❖ Our candidates and identifies by wearing company uniform and personal badges
- ❖ We send a summary of candidate profile to a client before a shift starts for the first time.