



Andover
Nursing Services
established 2000

Corporate Resume

Who we are



Andover Nursing Services Ltd
was registered on 1st February 2000.

Since its inception, Andover Nursing Services has developed a high profile amongst purchasers for delivering a reliable quality service through its diverse bank of experienced, skilled, well trained and motivated staff, many of whom have been with us for more than 10 years.

Andover is a market leader in the provision of qualified nurses and health care support in the areas of Mental Health, Learning Disabilities, General nursing (Adults) and Adolescent Services.

The Company achieved its Investors In People award in October 2005, October 2009 and October 2011. Andover has first class CSSIW reports viewable online in the care service directory section at www.cssiw.org.uk

We are contracted into the NHS Trusts and Local Health Boards via the All Wales Agency Contract and we also work in close partnership with several independent sector providers (see page 7 'where we work' for more details)

The following pages illustrate why Andover should be your chosen Agency provider. Our full Service User Guide is available on request.



Core office staff team

to assist with your requirements

Helen Jones, MBA, BA

Managing Director and Responsible Individual

25 years experience working in both the SME private sector, third sector and the public sector within the realms of marketing, business management and HR. Helen has an MBA, BA Joint Hons in Languages, and Chartered Institute of Marketing Diploma. Helen joined Andover in January 2013.

Dawn Chivers, RGN, Cert ED, ENB

Operational Director and Registered Manager

Dawns experience includes being Manager of Chestnuts Nursing Home prior to becoming the Manager of Cedars Neurological Unit in 1992 until June 2004. Dawn joined Andover Nursing in June 2004 as Operational Director. She is RGN qualified and holds a Certificate of Further Education, ENB R15 and NVQ Level 4 in Management. She is registered with the Care Council for Wales.

Sarah McCowan

Bookings Office Manager

Sarah has 15 years experience in the caring profession; she has been manager of a day centre for adults with mental health disorders and learning disabilities and a manager for domiciliary care packages for several years with a South Wales agency. She holds a BSC in Social Care, QCF Level 5 in Management. She is registered with the Care Council for Wales.

Teresa Slocombe

Finance Manager

Teresa has worked with a variety of financial systems and for Andover since 2000. She also assists with the bookings and placements process. NVQ Level 2 in Business Management.

Louise Fairbank

Bookings & Administration Officer

Louise previously worked as a carer and joined the team in 2013 as a trainee. She is a core member of the booking and placements system and provides general office administration support. She is currently studying for NVQ Level 2 in Business Administration.

Kirsty Chivers

Administration support

Kirsty has previously has worked in DWP and is currently studying for her BSC in Forensic Science. She assists in the office with bookings, placement of staff and shift coverage. She also assists with general administrative and marketing duties.

Candy Duncan, RGN, RMN, MBA, MSc

Clinical Advisor

Candy has over 20 years experience in mental health and general nursing. This includes forensic and acute psychiatric settings.

Mark Rees, RGN, RM, MSc, Dip HE in Occupational Health Nursing, Independent Prescriber

Occupational Health & Management

Mark has worked alongside us for several years advising the company on the immunisation status and health matters of our Agency staff. As part of his role he issues fitness to work certificates to enable individuals to work within the health sector.

Agency staff

the right level of support and quality of provision

We have a large and growing database of registered qualified nurses, student nurses and healthcare support workers who among them possess a vast amount of experience within: general nursing, mental health, 1-1 specialing, learning disabilities and adolescent care. This experience encompasses all age groups, from young people to the elderly.

We have robust recruitment procedures in place to recruit only the most dedicated and committed workforce so you can be assured of a quality provision of staff. Many of our key staff have been with us for over 10 years so you can be confident of their commitment to us and to you. See page 5 for the staff we can supply.

Qualified Nurses RMN, RGN, RNLD

All qualified nurses engaged by Andover Nursing Services Ltd provide evidence of their appropriate and recognised qualifications. These are verified on the Nursing/Midwifery Council website pin checking service.

Student Nurses

We actively source student nurses who can bring the latest knowledge and practices and also gain valuable experience with us in different settings and provide you with a high standard of care.

Healthcare Support Workers

Our healthcare staff provide evidence of any certification or achievements and these are retained and produced on request. Staff complete an induction course as minimum as well as specific training where required.

Assessment and Development of Agency staff

Appraisal - All staff complete an annual appraisal.

Clinical Supervision - All grades of staff are offered clinical supervision.

DBS - All staff undergo an enhanced DBS disclosure which is renewed annually, or verified on the DBS update service.

Eligibility to work in the UK - All staff must be eligible to work in the United Kingdom and the eligibility of staff originating from overseas is rigorously checked using online services and the Home Office.

Immunisation - All staff provide evidence of immunisation status. All evidence is reviewed by our Occupational Health Specialist.

Mini CV – we can provide a mini CV of our staff identifying their key areas of interest and specialism.

Training - An extensive staff training programme is planned each year for all staff and the Company promotes continuous professional development for all grades of staff. All staff hold a training passport scheme which identifies training undertaken and this can be forwarded to the purchaser on request. Training courses include: Induction, Management of Violence & Aggression, Manual Handling, Emergency First Aid, Vital Signs, Infection Control, Autism, and Mental Health Awareness.

Areas of work

We cover a broad range of areas. Andover works in partnership with its purchasers to provide the right person with the right skillset for the specified assignment.

We engage staff on both a full time equivalent and part time basis. Many of our full time staff can undertake specific contracts or medium-long term placements upon request.

We provide nursing care and support in many areas including:

- Acute Mental Health
- Adolescent Services
- Care of the Elderly
- CMHTs
- Community Based Services
- Critical Care
- Forensic Services
- General Adult Services
- General Care Settings
- Learning Disability
- Mental Health
- Neuropsychiatry
- Older Adult Services
- Psychiatric Intensive Care Units
- Rehabilitation
- Residential Services
- Substance Misuse
- Womens Services

If its not covered above please ask.



Where we work

Andover Nursing Services assigns nurses and care support staff to a variety of working environments and placements. These include:

- NHS hospitals and facilities
- local authority contracts
- the independent sector
- supported living

After placement our Agency staff are assessed through means of shift evaluation forms for staff and quality assurance questionnaires for purchasers. A service provision questionnaire is also forwarded to purchasers on a regular basis to maintain quality assurance. This enables Andover Nursing Services to maintain its high standards and address any issues promptly, if and when they arise.

We look forward to hearing from you!



Providing you with 24 hour cover

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