



Date: as postmark

Dear applicant,

Thank you for your interest in working for Andover Nursing Services Ltd. Please find enclosed our application form as requested.

Andover Nursing Services Ltd was formed as a nursing agency in February 2000 with the aim of providing registered nurses and healthcare support Workers to NHS hospitals, specialist mental health units, learning disability units and independent nursing homes.

At interview stage candidates will be given further information in regard to the services we provide to our clients, as well as details of mandatory training provided by Andover Nursing Services Ltd.

Our agency staff are paid at hourly rates with additional holiday pay on a pro rata basis. More information and details will be given at interview stage.

Candidates are required to have 6 months experience of working in a nursing or caring environment within a general, mental health or learning disabilities capacity in order to register with Andover Nursing Services Ltd. Other training as required will be provided by Andover Nursing Services Limited.

All appointments are subject to satisfactory references and an enhanced DBS disclosure.

We look forward to receiving your application form which should be returned to the address below.

Yours sincerely

Susan Kelly

**Operational Director**



## Andover Nursing Services Ltd aims to be an Equal Opportunity Employer

In order for us to monitor the effectiveness of the recruitment policy and process, would you please complete the sections below. This information will not be used for any other purpose and will remain confidential.

Completion of this document is optional.

Nationality:
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Please tick boxes, which are most applicable to you:

Ethnic Origin		Marital Status	
Asian (Inc UK)	<input type="checkbox"/>	Maiden Name:	
Afro Caribbean (Inc UK)	<input type="checkbox"/>	Single	<input type="checkbox"/>
European White	<input type="checkbox"/>	Married	<input type="checkbox"/>
North African/Arabic (Inc UK)	<input type="checkbox"/>	Separated	<input type="checkbox"/>
Other:		Divorced	<input type="checkbox"/>
(Please Specify)		Widowed	<input type="checkbox"/>
Decline to comment	<input type="checkbox"/>		<input type="checkbox"/>

Sex

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>



# Andover Nursing Services

Please return this application form within 2 weeks, by .....

Position Applied for: Registered Nurse Care Support Worker		Date sent out:
How did you hear of us:		Date Received:
Title:	Surname:	Forename(s):
Address for further communication:		Telephone Home:
		Mobile Number:
		Email address: please print clearly

## Qualifications

General Education Subject	Level	Year	Grade



# Andover Nursing Services

Further Education Degrees/Professional	Level	Year	Grade

Qualifications being studied for:

Courses Attended	Dates



**Current employer:** If you are employed at present, please give details below.

Name and Address of Present Employer	Post Held.....  Salary.....  Grade.....  Commencement Date.....  Period of Notice Required.....
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**Previous jobs:** Please list below your full employment history, continue on a separate sheet if necessary.

All employment gaps must be explained.

Name and Address of Employer	Job Description	From dd/mm/yyyy	To dd/mm/yyyy	Reason for Leaving



# Andover Nursing Services

**Information in support of your application:** Please give a general account of your experience which will support your application including achievements and/or contributions you have made in your work or outside activities. Continue on a separate sheet if necessary.



**References:** Please provide the name and address of two referees who have agreed to give a reference on your behalf. One must be your present or previous employer. The second reference should be from your recent employment history.

Name:..... Position:..... Company Name..... Address..... ..... Telephone:..... Email:.....  Contact prior to interview: YES      NO	Name:..... Position:..... Company Name..... Address..... ..... Telephone:..... Email:.....  Contact prior to interview: YES      NO
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**Other Information:**

<u>Professional Registration</u>		
Registration Type:.....		
Registration Number.....		
Renewal Date.....		
<u>Driving Details</u>		
Do you hold a current valid Driving Licence?	YES	NO
Are you a car owner?	YES	NO
Is it free from endorsements?	YES	NO
<u>National Insurance</u>		
Number.....		
Where did you see the advertisement for this post? Please specify.		



## Rehabilitation of Offenders Act 1974

The post you are applying for is exempt from the provisions of the above Act.

You are not entitled to withhold any information about any convictions you may have had, including any spent convictions. Any such information will be kept in strict confidence and used only in consideration of your suitability for the post for which you are applying. In any event, failure to disclose such convictions may result the end of your contract of engagement with us.

Do you have anything to disclose?      YES      NO

Details.....  
.....  
.....  
.....  
.....

Any appointment will be made on the basis that the information on this form is true and correct. Failure to disclose, or being incorrect, may result in an offer of employment being withdrawn, or in disciplinary action or dismissal at a later date.

Please note, the offer of this post is subject to the receipt of two satisfactory employer references, medical screening and a DBS (Disclosure and Barring Service) Enhanced check at a cost of £51.00 per application, payable by you.

I certify that I have read and understand the above and that the information I have given is true and correct.

Signature.....

Date.....





## Frequently Asked Questions

As a company we recognise that our biggest asset and core strength is our agency staff team who we value highly.

Andover Nursing Services has been operational since 2000 with great success. During this time Andover Nursing Services Ltd has developed a very high profile amongst its purchasers and a first class reputation for providing a quality service via its large bank of experienced and high calibre staff.

Andover is a market leader providing Specialist Nurses and Healthcare Support Workers in the areas of mental health, learning disabilities and general health (adults) within the NHS Trusts and Local Health Boards via the All Wales Agency Contract. Andover also works in close partnership with several independent sector providers throughout South Wales.

The Company has achieved "Investors in People" in October 2005, October 2009 and October 2011.

Andover Nursing Services Ltd prides itself on delivering a high standard of care and this is achieved by recruiting high calibre individuals. Staff registered with our company can expect comprehensive training and continuing professional development through our training programme and supervision sessions.

We offer very competitive rates of pay, holiday pay, clinical supervision, appraisal system, induction programme, free uniform, staff mentoring and a 24 hour on-call support system.

Please read the FAQ's below which will answer many of your initial questions.

Andover is keen to talk to anyone who wants further information or is interested in joining the agency. You are more than welcome to send in your CV, but you need to complete our application form also.

### **1. I haven't got any care experience; can I still apply to be a care support worker?**

We prefer that you have require 6 months care experience within the health and social care sector, either paid or voluntary. If you have experience as a carer within a professional setting for children, young adults and/or the elderly we would like to hear from you.

### **2. I have another job, can I still work for you?**

Yes you can. If you already work in the NHS we cannot supply you into the same Trust via the Agency but we can provide you with work elsewhere. We supply both to the NHS and the private sector throughout Wales, so you can fit in the shifts and locations that best suit you. We have different shifts that you can fit in around your substantive post. We can advise you if you



have any concerns and work with you to find shifts that suit your working pattern whilst being mindful of the working time regulations.

### **3. I can't drive, can I still apply?**

Yes, however, it would be advantage for you to drive as we place in various locations throughout South Wales and relying on public transport can often limit where you are placed, especially at short notice. If you rely on public transport you must be aware that work placements will be limited due to location and early starts. All interviews and the majority of training is held in Aberdare, in Rhondda Cynon Taff or within the locality.

### **4. Do I need to fill out a DBS form?**

Yes. All individuals need to have a DBS Check. The cost of the DBS is £51.00, payable by you. However, if you are registered with the update service, we will need to see the DBS Certificate and do an online check with the DBS.

### **5. How many references do I need to supply?**

We require 2 references. 1 reference must be from your current or most recent employer.

### **6. Where will I be placed?**

We place throughout South Wales within the NHS trust and Independent sector-Nursing Homes, Residential Homes and Secure Units. Placements are predominantly within the areas of Cardiff, Newport, Swansea, Bridgend, Abergavenny and Rhondda Cynon Taff. The level of care experience and current training you have will determine where we will place you. We will never place you in a setting that we feel is above your skill level. If you are already working for the NHS and hold a substantive post, we cannot place you there but we can place you in many other settings.

### **7. What training do I need and will you provide it?**

We have an extensive Induction Programme in place to ensure you meet all of our training requirements. Individuals will not be placed until all training is completely. Induction training is free at present and this covers POVA, Infection Control, Fire Safety, Food Hygiene, Cossh, Health and Safety, Mental Capacity, DOLS etc. Emergency First Aid and Manual Handling is also free.

Non mandatory training like Management of Violence and Aggression does have carry a small fee.

The majority of training is either held at our premises, within the Cynon Valley or at our external trainers in Neath Port Talbot (Manual Handling).

Please ask for our full Training Programme



## **8. Do I get a free uniform?**

The first issue uniform is free and there is a small charge for subsequent uniforms.

## **9. How long does the application process take?**

Andover Nursing has a robust recruitment procedure and training programme in place. This is to ensure that all checks and training is satisfied to our high standard before we offer any individual placements. If all runs smoothly; we expect to have completed the whole process within within 3-5 weeks.

## **10. How many hours a week will I get once I'm registered?**

We have plenty of hours but we cannot guarantee any hours – full or part time. If we have the placements available we will offer them to all registered individuals. The more flexible you are the more work is available to you.

## **11. What are the pay rates?**

Pay rates will vary from placement to placement. However, they are above minimum wage rising to £17ph for care support workers depending on type of placement, shift times and whether it is in the weekday or weekend.

Registered Nurses pay rates will be discussed at interview stage. Full pay details will be discussed at interview stage if successful.

## **12. When will I be paid?**

You will be paid weekly, commencing 2 weeks in arrears. We deduct tax and national insurance at source on your behalf.

## **13. Do I get mileage paid?**

We do not pay mileage unless otherwise stated when we offer you the placement.

## **14. Do you have a pension scheme?**

We operate auto-enrolment into the People's Pension scheme as of April 2014, full details of which will be enclosed with your welcome pack once registered.



## **Core Job Description: Care Support Workers**

### **1. Role**

The post holder carries out assigned tasks involving direct care in support of, and supervised by a Registered Nurse.

### **2. Organisational Relationships**

The post holder is accountable to the Agency Nurse Manager, and reports to the Senior Nurse on duty.

### **3. Core Functions**

- To undertake identified allocated tasks in relation to the care environment, and in relation to the direct care of the patient/client group as identified by a Senior Nurse in accordance with engagement of employment policies and procedures.
- To perform tasks within the framework of a plan of care as set and reassured by a qualified practitioner at appropriate levels.
- To do everything possible to ensure the comfort and consideration of the patient/client and his/her family or friends, and to relate with kindness and sympathy to all concerned.
- To work within the policies and procedures as laid down within the care settings to observe the safety of patients/clients.
- To undertake other tasks as required by a Senior Nurse.
- To maintain confidentiality of information regarding patients and clients at all times.
- To record patients information and report patients condition to a Registered Nurse
- To undertake a full range of Manual housekeeping and clerical duties as required

### **4. Health & Safety**

All employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Agency to meet its own legal duties to report any hazardous situations of defective equipment.

The duties of the post may change from time to time and other duties may be undertaken which are consistent with the overall role and grade of the post.

The post holder will be subject to appraisal.



## **Person Specification:**

### *Education/Qualifications:*

- Good general education
- NVQ Level 3 in Mental Health Care or equivalent experience
- Evidence of mandatory training in Moving and Handling of patients, e.g. Using lifting aids

### *Skills/Abilities:*

- Ability to communicate clearly and effectively (to understand and be understood)
- Punctual and reliable
- Ability to work with people, treating them with dignity and respectfully
- Ability to follow a clear instruction and feed back to senior staff
- Able to prioritise and meet deadlines
- Ability to work as part of a team, as well as on own initiatives

### *Experience:*

- Minimum 6 months previous experience in a hospital or care environment within Mental Health Housekeeping experienced

### *Knowledge & Understanding:*

- Ensures that own actions support equality, diversity, and human rights
- Understanding of customer care and complaints handling
- Knowledge of good basic hygiene skills (e.g. Food handling, hand washing etc.)
- Basic Life Support
- Violence and Aggression Training
- Understanding of Mental Health Act
- Understanding of Protection of Vulnerable Adults