

# Andover Newsletter

## Open Day/Fundraiser – Friday 27<sup>th</sup> Sept

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It's here! – the Andover coffee morning/ open day at the Aberdare Offices, Victoria Square on Friday 27<sup>th</sup> September, from 11am to 1.30pm

Please come along to say 'hello', register with us and enjoy a coffee and a cupcake and donate to Macmillan in memory of Stacey Williams and your loved ones at the same time!

If you wish to bring a friend or family member along who may be interested in finding out more about care support work or qualified nursing opportunities then please do so. All are welcome!

Also in aid of this we are selling raffle tickets to win a round of golf for 4 at the Vale of Glamorgan and several other prizes so make sure you get your tickets from the office on the day or in advance.

**Hard work spotlights the character of people: some turn up their sleeves, some turn up their noses, and some don't turn up at all.**

*(Sam Ewing, 1949, professional baseball player)*

## The A Team: put a face to the name



From left to right, back row: Louise, Teresa, Sarah  
From left to right, front row: Dawn, Helen



from Dawn

for all the birthday messages, flowers and cards to celebrate her 50<sup>th</sup> in August.

## Important - need to know information

**Professional Conduct** Your professional conduct at all times is essential to the reputation of Andover and your own reputation, particularly in the workplace setting. Skilled, competent and professional staff are the backbone of our business and we pride ourselves in the quality of our staff. This is also reflected in your appearance, so please ensure you are wearing the correct attire for the setting in which you are working e.g. polo shirt and black trousers in care homes and scrubs in hospital settings. No jeans or trainers are to be worn.

You should have your ID badge with you at all times and ensure that you follow the procedures and policies of the setting where you are assigned.

Needless to say punctuality and attendance is also extremely important as failure in this area reflects badly on you and on Andover to supply reliable staff. We understand that occasionally there are difficulties that may prevent you from getting to work on time or even going to work. In this instance you speak to us immediately (text message is not acceptable) using the Andover main line number which is manned 24/7. You must remain contactable until we have spoken to you.

We must stress that our business is to ensure the safety and care of vulnerable people, therefore reliability and punctuality are of utmost importance in this provision. Last minute no shows by staff seriously impact on the safety and care of patients, damage our reputation and affect future shift assignments. In line with your professional code of conduct, you are required to complete your assigned shift and not leave until the shift is over, ensuring the safety of the vulnerable adult in your care.

Any issues that occur during your assignment should be raised with the line manager/senior nurse in charge or reported to the Andover on call.



### Autumn /winter weather

Technically we are still in summer but autumn and winter are just around the corner and this means a change in driving conditions. We want you to be

safe when driving to assignments so make sure your vehicle is fit for purpose!

It's a good idea to have your vehicle fully serviced before winter starts and have the anti-freeze tested. If you can't have it serviced, then do your own checks. In particular, check:

- > Lights are clean and working
- > Battery is fully charged and brakes in good condition
- > Windscreen, wiper blades and other windows are clean and the washer bottle filled with screen wash
- > Tyre condition, tread depth and pressure (of all the tyres, including the spare) and possibly winter tyres depending on where you live.
- > Fluids are kept topped up, especially windscreen wash (to the correct concentration to prevent it freezing), anti-freeze and oil
- > It's also a good idea to stock up on de-icer, windscreen wash, oil and anti-freeze at the start of winter.
- > Keep an emergency kit in the car, blanket, shovel, food, water, boots, and a fully charged mobile phone.

### Fleece jackets

Andover embossed fleece jackets have arrived – please ask to see a sample or place an order with Sarah and keep warm this winter!

### Next of Kin details

Please remember to send us back the next of kin forms we recently sent out to you. If you have lost it please contact the office for another!



### Flu vaccinations

We want you to be fit, healthy and germ free for work! We therefore request that you book in for your flu jab from October onwards with your GP (the earlier the better). Vaccinations are important to minimise the risk of infection and harm to patients/clients and to reduce absence levels through illness. Should you encounter any difficulty in obtaining the flu jab, please contact the office for advice.

## Recruitment opportunities



# WE WANT YOU!

We are always keen to welcome back previous Andover agency staff. If you are interested in re-registering with us, please call the office on: 01685 884762 or email: [Sarah@andovernursing.co.uk](mailto:Sarah@andovernursing.co.uk) and we will be happy to send you an up to date application pack.

Don't forget that DBS certs are now portable so if you have an enhanced DBS from a child and adult workforce environment and you have subscribed to the update service, you do not need to pay for another with us! For more details contact Sarah.

### Swansea University Careers & Employability Annual Fair 2013, Swansea

Andover is present at the above job fair to be held on Thursday 03 October. The Fair offers students the chance to find out more about possible career options, and approximately 2,000 students attended this event in 2012. We are particularly keen to recruit staff to cover the Swansea areas. We have a high volume of shifts in these areas on a weekly basis and welcome applications from suitably experienced care support workers and qualified nurses.

### Careers Job Fair at the Faculty of Life Sciences and Education (the old University of Glamorgan)

Andover will also be present at this fair on Friday, November 22nd 2013 at the Aneurin Bevan Building in the lower Glyntaff Campus. This job fair is specifically for graduating students so if you know of anyone graduating this year please ask them to pop along and see us.

## Agency matters

### News by email

We are currently building our email database to enable us to contact you quicker with shift allocations, news as it happens and any other need to know information. The teams are in the process of collecting email addresses – if you do not wish to be contacted in this way, then please let us know when we call you.

**Request** We have an extremely high volume of shifts to cover each week in a variety of placement settings and locations (NHS and independent). Your flexibility and approach in helping us to cover the shifts is much appreciated. It also gives you valuable varied experience in your career path. **Availability, Flexibility and Reliability** are the important elements and then we are all winners!

### Excellent report!

A recent spot check of uniforms on the wards in POW by the nursing workforce manager at ABM revealed that the only Agency staff in correct uniform and with full ID were.....you guessed it - Andover!! Thank you, well done and keep it up!

### Refer a Friend £25.00 voucher scheme

We have received several referrals for new staff since we launched the scheme earlier in the summer. We have plenty of vouchers available, so if you need any, please ask and earn yourself an extra £25.00 (conditions apply)

CONGRATULATIONS

*to Rebecca McCarthy on her recent wedding and also to Kathryn Williams on the birth of her baby boy Levi.*

THANK YOU

Thank you to all the agency staff who kindly donated to the Sunny Days charity for children with disabilities. We raised almost £74.00 which has contributed greatly to the overall fundraising effort to buy an iPad for Tyler which is much appreciated.

## Training opportunities – dates for the diary

We will monitor your training requirements and expiry dates but please be mindful that you have a duty under your code of conduct to advise us if you think your training in any specific area is due to expire.

<b>September</b>	<i>DVD Refresher Training Manual Handling All Wales Passport Scheme Record Keeping and Communication</i>
<b>October</b>	<i>DVD Refresher Training First Aid Training Observations Training</i>
<b>November</b>	<i>DVD Refresher Training Management of Violence and Agression Catheter Care and Dietary Nutrition</i>
<b>December</b>	<i>DVD Refresher Training Manual Handling All Wales Passport Scheme</i>

DVD Training and Induction Training include – SOVA/POVA, Infection Control, Fire Awareness, Health and Safety, Complaints Handling, Lone Worker Policy, DOLS, Equality and Diversity, Child Protection, Mental Capacity Act, Mental Health Act, Riddor, role of the care worker, death and dying.

**Note:** Unfortunately, due to cancellations by staff of Obs and/or Induction training, we now charge for this training if you do not attend, once you have agreed to attend. I am sure you understand that non-attendance causes inconvenience on the trainer, the office admin process and other staff who may have wished to have taken the place.

**Copies of certificates:** From time to time we are asked to provide copies of training certificates to agency staff. Please note that there is a £5 charge for each certificate or a copy of your current training record on Andover letterhead costs £20.00

### Contact us at:

**Andover Nursing Services,  
Floors 1 & 2, Victoria Square,  
Aberdare, CF44 7LA**

**Tel: 01685 884762 Fax: 01685 378723**

**Email: [andovernursing@btconnect.com](mailto:andovernursing@btconnect.com)  
[Sarah@andovernursing.co.uk](mailto:Sarah@andovernursing.co.uk)  
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