

# Andover Newsletter

March 2013

## From all the team at Andover

### Inside This Issue

- 1 Thank you
- 1 Message from Helen Jones
- 2 New materials/clothing
- 2 Information request
- 2 Industry/Legislative News
- 2 Quality questionnaires
- 3 Health Clinics
- 3 The appraisal system
- 3 Payroll matters
- 3 Recruitment drive
- 4 Upcoming training dates

We would like to thank everyone for their kind condolences and messages of sympathy on the recent passing of Stacey, Director, friend and colleague at Andover.

This has been an extremely sad and difficult time for everyone, especially for the family.

Stacey's funeral was held at St Winifred's Church, Penrhiwceiber, Mountain Ash on Thursday 28 Feb and we also thank everyone who attended the service.

Stacey will be greatly missed and she has left a huge void in the lives of so many but all her hard work and legacy at Andover will continue.

## Message from Helen Jones

My name is Helen Jones and I am the new MD at Andover. I have already had the pleasure of meeting some of you. I would like to say thank you for your support and the excellent work you do on behalf of Andover and we acknowledge that you are a great part of our success to date. Over the next twelve months and beyond I will endeavor to capitalise on Andover's first class reputation in the field and enhance it.

There are several strategic plans in the pipeline in the areas of marketing and recruitment and these will be implemented gradually. The revival of the newsletter is one of them. If you have any suggestions for the newsletter and topics you would like to see covered, please email me direct on:  
Helen@andovernursing.co.uk

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**Act as if what  
you do makes  
a difference. It  
does.** (William  
James, American  
philosopher)

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## New clothing, gizmos and gadgets

Due to comments about ill-fitting scrub tops by some ladies, we are trying to source a more female fit scrub top and we will keep you posted on the arrival of this more flattering fit.

We are also looking at an 'Andover' personalized black fleece zipper – see opposite @ £15.00. Sample due in any day now.

Also, we have been sourcing some other items like barrier gel and trouser clips for the gel, items which we think you might find useful while you work.



**Please contact Sarah in the office should you wish to purchase any of these items.**



**Speedier news! If you would like to be kept up to date of any news, events, training and receive newsletters etc. by email, then please let us have your email address. Email Helen at: [Helen@andovernursing.co.uk](mailto:Helen@andovernursing.co.uk) and I will ensure you are added to our contacts database.**



**Old CRB form    New DBS form**

## Legislative news – CRB to DBS

As of 28<sup>th</sup> Feb, the CRB form has changed to a DBS form. Also functions previously carried out by the CRB (Criminal Records Bureau) have now transferred to the DBS (Disclosure and Barring Service).

As an agency worker, there is no change for you apart from the form.

The change is mainly an administrative one for us.

## Quality questionnaires – thank you

We would like to thank you for completing and returning the quality questionnaires. We had an excellent return rate from you for the last quarter (Dec-Feb). The questionnaire is your opportunity to feed back with regard to the service we provide, to let us know the support you require and to make any recommendations that you feel could improve company performance. **THANK YOU** again!



## Health Clinics

We hold regular health clinics at the offices in Aberdare. Mark Rees is our resident healthcare practitioner and is qualified to undertake full occupational health services. This includes: screening, immunisations, counselling and stress management. All our staff are obliged to undertake screenings and be immunised accordingly in order to be able to work for us. These are renewed on an annual basis or as and when required. Renewal dates are monitored very carefully by the office.



## The Appraisal system

The importance of the appraisal system should not be overlooked, both by the employer and the employee. At Andover we conduct an annual appraisal of all our staff. Annual performance appraisals enable management and monitoring of standards, agreeing expectations and objectives, and the delegation of responsibilities and tasks. Performance appraisals also establish individual training needs for development.

We will ensure that you are informed of a time and place for the appraisal 2 weeks in advance. This gives you the chance to assemble data and your relevant performance and achievement evidence.

Remember that the appraisal process is as much for your benefit as well as ours.

### Easter Bank Holiday pay rates

Please note the holiday pay rates for the NHS and HC1 homes are effective from midnight on 28/3 to midnight 29/3 and from midnight on 31/3 to midnight on 01 April.

For all other homes, the holiday pay rates are from midnight on 28/3 to 7.30 am on 30/3 and from 7.30 pm on 31/3 to 7.30 am on 02/04.

### Payroll reminders

Timesheets – these need to be with us promptly by mid-day every Tuesday.

Holiday Pay - Teresa also requires 2 working weeks to analyse any holiday pay requested.



**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.**

**We are particularly keen to recruit staff to cover the Gwent and Swansea areas.**

## Training opportunities – dates for the diary

January	DVD Refresher Training Induction Training
February	DVD Refresher Training Management of Violence and Agression Observations Training
March	DVD Refresher Training Manual Handling All Wales Passport Scheme
April	DVD Refresher Training Observations Training First Aid Training
May	DVD Refresher Training Management of Violence and Agression
June	DVD Refresher Training Manual Handling All Wales Passport Scheme Catheter Care and Dietary Nutrition
July	DVD Refresher Training First Aid Training Record Keeping and Communication
August	DVD Refresher Training Management of Violence and Agression Observations Training
September	DVD Refresher Training Manual Handling All Wales Passport Scheme Record Keeping and Communication
October	DVD Refresher Training First Aid Training Observations Training
November	DVD Refresher Training Management of Violence and Agression Catheter Care and Dietary Nutrition
December	DVD Refresher Training Manual Handling All Wales Passport Scheme

**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 are going to commence charging 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 attend and used the place. Charging for this training will commence from 01 May 2013.

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

**Tel: 01685 884762 Fax: 01685 378723 email: andovernursing@btconnect.com**