

# Andover Newsletter

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## Andover overview

Since our last newsletter at the start of this year there have been several events in Andover's timeline. Here follows an overview and within these pages we will tell you more about the events.

- February – we successfully moved to better, more visible and more accessible premises at the start of the town centre
- March – we enlisted some new training agencies to deliver Emergency First Aid and Vital Signs training
- April – we compiled and produced our new corporate brochure
- May – we held an Open Day at the new premises and invited all staff, purchasers, stakeholders and the Mayor
- June – we launched our new website [www.andovernursing.com](http://www.andovernursing.com)
- July – pension auto enrolment commenced
- August - we appointed Insight Health Screening as our occupational health advisors (they are advisors to some of the NHS trusts).
- September – we became members of the Care Forum Wales, a body representing independent social care providers in Wales and gives us access to current thinking, action, legislation and seminars and exhibitions in our industry.

*"It's what difference we have made to the lives of others that will determine the significance of the life we lead"*

(Nelson Mandela)

*"What some folks call impossible is just stuff they haven't seen before"* (Robin Williams)

## Andover Open Days in May

Thank you to everyone who attended our Open Days in May to celebrate our new premises and the chance to have a get together. It was great to see some existing staff, some new faces, suppliers, trainers, the bank manager and the then Mayor, Cllr Ann Crimmings altogether in one place!



Andover staff talking to guests



Dawn Chivers, the Mayor Cllr Ann Crimmings, Helen Jones



Candy Duncan, Honor and Kevin Grav

## Agency news



### Candy Duncan – trekking the Great Wall of China in memory of Stacey Williams and to raise money for Pancreatic Cancer UK.

Since June, Candy, one of Andover's most loyal and longest serving agency workers has been training and fundraising to raise money for pancreatic cancer UK in memory of Stacey Williams, former owner and founder of Andover Nursing who sadly passed away in 2013.

In return she is walking a section of the Great Wall of China with her sister Jacky. They have funded the cost of the trek themselves so all money donated goes entirely to Pancreatic Cancer UK which is fantastic.

#### Go Candy and Jacky!

In a short space of time they have raised over £4,000 but if you would like to help Candy and Jacky achieve more funds for this charity please visit her Just Giving page: [www.justgiving.com/make-that-difference](http://www.justgiving.com/make-that-difference) and make a difference to the lives of others.

On the page you can read about how you can donate for various activities she planned before her trek at the end of October. These include shaving the back of her head and dying it purple with the above logo. We wish her all the luck in the world for her trek and that she also has a great time whilst doing something so worthwhile.

On 20th September we held a charity sale outside at the offices to raise funds in support of Candy and the charity and raised over £500, so a BIG thank you to everyone who supported this. We will post some pics next newsletter.

### [www.andovernursing.com](http://www.andovernursing.com)

In June we launched our new website which has proved a big hit in terms of recruitment and people getting to know about us. If you haven't visited our website then please take 5 minutes to take a look. If anyone you know wants to join the agency they can download an application pack directly off the website which speeds up the process considerably. Let us know what you think!

### CSSIW latest inspection report

We are delighted to report that once again Andover has received a high standard report as a result of its recent unannounced inspection. The report is viewable online on the CSSIW website. Thank you to everyone who helps us to maintain our high standards of service and therefore to achieve such a good report. Also, a special thank you to those agency staff / purchasers who were contacted directly by the inspectors for your feedback on Andover.

### Agency staff / alternative therapies

Some of our agency staff are trained in holistic therapies such as Reiki, Reflexology and Indian Head Massage. If you require more information please contact the office for details and contacts.

### New Office members – welcome aboard!

Since our last newsletter we have 2 new members of staff – Karyl who is temporary Office Manager and Kirsty who is Bookings and Admin Assistant. They both work full time with us. Sarah McCowan is still on secondment to our sister company.



KARYL



KIRSTY

## Need to know information

### *Pension Automatic Enrolment has happened*



In line with government legislation we commenced auto enrolment in July and if eligible for auto enrolment we have enrolled you and started making deductions from your salary. This means that certain agency workers (not everyone because there is criteria to fulfil in terms of earnings and age) is enrolled into a workplace pension scheme and will make contributions towards it of 1 % and we will also make a 1% contribution to your pension fund.

You are able to subsequently opt out within a 30 day period and this will be by means of a link to follow directly from the pension website so please look out for your email from the pension company which contains your log in details. Alternatively you can call the **People's Pension on 0300 2000 444** to discuss any requirements you may have or opting out of the scheme.

Should you have any questions, we would prefer you to **email your questions** to Helen on [Helen@andovernursing.co.uk](mailto:Helen@andovernursing.co.uk) who has responsibility for this area.

### **Staff supervisions – calling all agency staff**

In August we recommenced staff supervisions and we are gradually calling in staff for set appointments over the course of the next few months. If you wish to come in in advance of your appointment then please let Dawn know and she will slot you in sooner. Thank you.

### **DBS certificate – we need it!**

Can you PLEASE let us know if you receive your DBS back. The agency is no longer sent a copy as used to happen. We rely on you to tell us that you have received it back and also you must bring it in the office so we can see the original copy. Failure to do so will result in a delay in placement or non-placement on shift. There is an update service for £14 per annum – details from the office or online.



### **Andover's On Call Service**

May we please remind you that you should use the Andover On Call Service between the hours of 6pm and

9 am to advise us of:

- Emergency situations e.g. sickness, failure to get to shift on time
- Critical incidents on duty e.g. accidents, injury, moving of patient

All other information can be relayed to us during normal office hours (09:00 to 18:00 hrs). Thank you.

### **Specialing Shifts**

Please be mindful that if you undertake a specialing shift can you flag this up in the 'notes to office' box on the timesheet so that Teresa is aware to pay you the correct amount for this shift.

**Pay queries – any queries on your pay should be directed to Teresa after 2 pm on a Friday.**  
**Holiday pay – can you please request this 2 weeks in advance and complete a separate timesheet for this request. Thank you!**



### **New healthcare partner appointed – Insight Healthcare Screening**

Andover has appointed a new healthcare screening provider to assist with its occupational health clinics, vaccines, fitness to work advice and supplementary training. The first clinic with our new partner was held on September 2nd and another on September 23<sup>rd</sup> and they are held every 2 months from then onwards. If you need to attend in advance of being called to attend then please call the office.



### **Qualified Nurses – professional indemnity insurance**

We have highlighted to you that you should have this insurance in place personally under new government requirements.

RCN members may have this cover but you should check the scope of cover if self-employed. If you are in any doubt about whether you have relevant insurance you should call the RCN to check. Further information can be found on the NMC website or by calling 0345 772 6100

## Training opportunities 2014 – 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.

We have engaged several new training companies in the last 6 months and introduced several new courses into our training matrix this year, many of which you will see listed below for the Autumn quarter. Please contact Dawn if you specifically wish to participate in any of them. Some of the new courses may be chargeable e.g. Venipuncture, Catheter Care, COPD

November	DVD Mandatory Refresher Training Management of Violence & Aggression Catheter Care & Dietary Nutrition Manual Handling All Wales Passport Scheme Diabetes
December	DVD Mandatory Refresher Training Induction Training NVQ Lv. 2 – Business Admin Manual Handling All Wales Passport Scheme COPD
January	DVD Mandatory Refresher Training Induction Training NVQ Lv. 5 – Business Admin Manual Handling All Wales Passport Scheme Vital Signs
February	DVD Mandatory Refresher Training Induction Training NVQ Lv. 5 – Business Admin Manual Handling All Wales Passport Scheme First Aid

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 at short notice or non-attendance we now charge for some training courses 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 been able to attend. You will be advised if training is to be charged.

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

Please contact us at:

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