



Nurseplus

Better together

Your Local Healthcare Agency



Where to find us

Nurseplus offer national coverage with a local service; our Branch Managers build relationships with our clients to ensure we understand their requirements and how we can help meet them.

Nurseplus is a national company with more than 50 offices throughout the UK.



About us

Nurseplus is a leading provider of nursing and care services offering flexible staff to the health and social care sectors.

We supply staff to service users in a variety of settings and in their own homes from more than 50 branches across the UK.

We currently support approximately 1,250 establishment clients (care homes, nursing homes, hospitals etc.) with an average of 80,000 hours a week staff cover. We also support around 800 clients with personalised homecare packages.

We are able to offer staff to cover one-off shifts for last minute absence or long-term planned leave.

Nurseplus provide care and support for:

- Children and younger people
- Older adults
- Mental health needs
- Physical and sensory impairments
- Learning disabilities
- Acquired brain injury
- Spinal injury
- Complex health needs

At Nurseplus we pride ourselves on being friendly, approachable and flexible. We believe in building strong, long-term partnerships and tailoring our approach to suit our clients' needs.

We always ask the question; would I trust Nurseplus to look after my parents, grandparents or children.



Our values

We are proud of our experienced care staff who share our passion for delivering the highest standard of care; enabling us to continue to make a positive difference to peoples' lives.

From companionship and nursing to complex care services, our clients trust us to provide exceptional staff to the care sector. Through a process of rigorous recruitment, training and supervision, we aim to provide experiences which are consistently delivered with passion and professionalism, ensuring they reflect our high standards.

Caring

"We are compassionate, dedicated, considerate and supportive."

- It sounds obvious, but it's what we do and why we do it.

Trustworthy

"We are reliable, safe and diligent."

- We deliver a high standard of care, with integrity, through people who are passionate about what they do.

Positive

"We are pragmatic, tenacious, willing and conscientious."

- We endeavour to encourage optimism and positive outcomes because we are enthusiastic about what we do.

Nurseplus – Better together.

"As the partnership continues to develop we have been able to significantly reduce our agency spend and number of agencies in use. The efficiency of processes and consistency of quality workers provided by Nurseplus enable us to focus on delivering quality care to the people we support."

Nicola Little, Head of Resourcing, Voyage Care

Management Team



Josh Collins - MBA B.Pty
CEO

Josh has worked in all sectors of healthcare recruitment for over 15 years both domestically and internationally. He joined Nurseplus in June 2018 and has driven our strategic direction with new service lines such as Mental Health Services, further branch openings throughout England and the recruitment of more nurses. Josh originally trained as a physiotherapist and this background ensures that trusted care is at the heart of our philosophy and values.



Mark Gidalla
Operations Director, South

Mark joined Nurseplus in 2008 as Manager of the Canterbury branch. After a number of years in this role, he was promoted to Area Manager for a further three years before becoming Head of Operations. In June 2016, Mark became Operations Director, overseeing the day to day running of the branch network, working closely with Area Managers to aid great performance across the region.



Janette Malham
Operations Director, North

Janette joined Nurseplus in June 2018. She is a registered nurse who has worked in the independent healthcare sector for over 25 years, later as Managing Director with The Priory Group. During her career Janette has gained extensive operational knowledge including business start-up, service commissioning and business recovery, together with considerable recruitment experience within the private healthcare sector.



Gareth Stewart
Finance Director

Gareth joined Nurseplus in 2019 as Finance Director. His passion for the sector and extensive experience is underpinning the company's values of working 'Better Together'. Gareth joined BDO in 2008 and qualified as a Chartered Accountant. In 2013 he trained as an Auditor with a diverse range of clients including NHS Trusts, football clubs, construction companies and hotels. He then worked in a well established healthcare recruitment agency and managed service provider for five years.



Victoria Gidalla
Clinical Compliance & Training Director

Vicki joined Nurseplus in 2015 and is responsible for Clinical Compliance, Nursing and Training. Having trained at Guy's and St. Thomas' NHS Foundation Trust, Vicki worked as a Registered Nurse within Critical Care before moving into Clinical Research. Vicki holds a Master's Degree in Advancing Healthcare Practice and has experience of working both in the private and public healthcare sectors. Vicki and her team work across the company to ensure Nurseplus meet the requirements of the Care Quality Commission and deliver a high quality service to our clients.



Pamela Bruce
Corporate Director

Pamela is one of the original founders of Nurseplus, and has spearheaded the company's steady growth whilst personally progressing from Branch Manager to Operations Director and onward to Managing Director. For over 20 years she has built a wealth of knowledge and experience in the healthcare recruitment sector. Pamela plays a leading role in the Nurseplus culture and ethos. Her passion for quality and best practice ensures that these principles are at the forefront of all we do and stand for. Pamela now heads up relationships and bespoke partnerships with key client groups. Her hands on, customer-focussed leadership and expertise in the sector have proved to be a unique selling point for many large, national client groups. Pamela's open, honest and trustworthy approach has been key to securing successful and lasting contracts and relationships with Nurseplus' clients.

What does this mean for you?
Our compliance process supports you to achieve or maintain a positive CQC rating. Our systems allow for staff continuity, ensuring regular staff who know your requirements.

Quality and Compliance

At Nurseplus, we use a number of different measures to ensure we are able to maintain a consistent standard of service. Our monitoring and review processes support our business assurances and highlight any gaps in performance.

Nurseplus has an internal auditing team, who are responsible for ensuring the branches are compliant in all aspects of the business. This includes the Disclosure and Barring Service (DBS) & right to work, staff training and CQC outcomes and branch audits every three months. Area Managers and Operations Directors are responsible for regular performance appraisals with Branch Managers.

Our computer software tracks and alerts us when supervisions and performance monitoring are due, with the information used as part of the workers' annual appraisal. Our effective booking system is fundamental to ensuring we provide our services on time, for the correct duration and to the highest standard.


Nurseplus is a member of the REC (Recruitment & Employment Confederation) and has REC Accredited status. Nurseplus is also proud to have achieved the CHAS (Contractors Health & Safety Assessment Scheme) accreditation, which certifies our sound management of current health and safety legislation.

"I have been using Nurseplus across the country for the past three years and have found them consistently among the best providers on our Preferred Supplier List. They are very quick to respond to any concerns and deal with them effectively. There are very few errors in the ad-hoc shift cover provided and on the whole the staff provided are excellent."

Alex Hunter, Team Leader, Creative Support

Awards





“Very happy with the quality of staff and ability to cater for our specific needs. Any problems with staff experience is dealt with by office staff appropriately.”

“Very helpful and a pleasure to work with, especially when we require out of hours response. Excellent service, especially at short notice times of need.”

Training

Our in-house training programme has come a long way since Nurseplus was established in 2005. We are proud to provide quality CPD accredited training to all of our staff, from our newest members to those who have been with us for years.

Our training is provided by accredited trainers who have knowledge of the care industry and understand the importance of equality, diversity and the provision of person-centred care. All of our workers attend mandatory induction training prior to starting work with us and receive annual refresher courses to ensure we are providing up to date support in line with current legislation and training practice.

Our successful training model ensures both new and existing staff are highly motivated. We use a variety of training techniques including classroom, practical and online systems to suit all learning styles with the outcomes checked by the use of competency assessments.

Nurseplus is a member of the Association of Healthcare Trainers (AoHT). We have agreed to abide by the AoHT Code of Ethics, ensuring all healthcare training is to the highest possible standard. In addition, all of our training meets the 15 standards set out by the Care Certificate (officially launched in March 2015), with the aim of equipping health and social care staff with the knowledge and skills they need to provide safe, compassionate, quality care and support.

This currently includes but is not limited to;

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|-------------------------------------|---------------------------------------|
| ✓ Health & safety/fire | ✓ Medication management |
| ✓ Infection control | ✓ Personal care |
| ✓ Managing violence & aggression | ✓ Equality & diversity |
| ✓ Moving and handling | ✓ Lone working |
| ✓ Safeguarding of vulnerable people | ✓ GDPR |
| ✓ Mental Capacity Act (DoLS) | ✓ Food hygiene |
| ✓ First aid awareness | ✓ Nutrition & hydration |
| ✓ Basic life support | ✓ Catheter, stoma & incontinence care |

We also offer a variety of specialist training courses, including but not limited to;

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|------------------------|--------------------------------|
| ✓ Brain injury | ✓ Learning disabilities |
| ✓ Autism awareness | ✓ Death, dying and bereavement |
| ✓ Dementia awareness | ✓ Epilepsy awareness |
| ✓ Huntington's disease | ✓ Mental Health |

More information can be found on our website: nurseplusuk.com/join-nurseplus/training



“We have dealt with Nurseplus since they started and find them to be very reliable, also the quality of their care staff is to a very high standard. The office staff are extremely friendly and professional, always trying their best to find available staff for us as quickly as possible and keeping us updated. We would recommend their services to anyone.” **Nursing Home Client**

Our Staff

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Nurses

At Nurseplus, we understand the struggle when it comes to recruiting quality Nurses. Our specialist Nursing team has been created to support our Nurse recruitment. This includes local and national advertising campaigns, investment in online advertising, cash incentives, and a dedicated nurse section on our website.

In addition to aiding recruitment, the Nursing team focus on supporting our nurses, providing an on-call nurse, help with the revalidation process and a friendly local branch network.

Mental Health Nurses

At Nurseplus, we have a specialist Mental Health Services team with over 20 years’ experience, who support our branch network to deliver quality support to their patients

We have highly skilled Registered Mental Health Nurses available to work in a variety of settings such as crisis teams, secure units, prisons, CAMHS units and many more; supporting various client needs including personality disorder, learning disabilities, drug and alcohol misuse, rehabilitation and eating disorders.

For more information, please contact the team directly on 0333 222 4268 or visit our website: nurseplusuk.com/client-services/mental-health-services

Healthcare Assistants & Support Workers

Nurseplus recruit workers who are new to care work and those with previous experience and provide them with free, quality training and support. Shadow shifts are offered to give workers practical experience in real-life environments, allowing them to develop the essential skills required for them to provide the excellent service that Nurseplus expects.

To ensure our high standards are being met, we carry out supervision and spot checks every three months and have annual staff appraisals. Our computer software tracks and alerts us when supervision and performance monitoring is due with the information used as part of the workers’ annual appraisal.

We are registered with the CQC (Care Quality Commission) and our internal compliance systems support our clients to achieve or maintain a positive CQC rating. Our systems allow for staff continuity, ensuring the best quality staff to support the service users requirements.



Corporate Accounts

As a corporate client you will be appointed a dedicated Account Manager, who will support and work with you to ensure you are getting the best possible service from staff delivery to KPI reporting functions.

Nurseplus has invested substantially in a new CRM system which will enhance our client/agency relationship offering clearer visibility of hours, bookings, cancellations etc. The system also has advanced options for candidate and client portals.

Management information will feature prominently within the new system giving accurate data to clients on a regular basis to show trends, areas of concern, enable recruitment strategies as well as report and demonstrate the success of reducing agency spend and other KPIs.

Whilst advanced technology is an enabler, we focus on our service, relationships and maintaining the “personal touch”. We will be at the forefront of understanding our clients and their residents, needs and requirements. Our local branch teams or dedicated staff member will use their experience and knowledge of each client to choose the best solution and ensure continuity and high-quality staff provision is maintained as a priority. Whilst some clients use technology to screen and train their staff, we still feel face to face interaction holds huge value in an ever-changing and challenging market place. Our team takes pride in meeting and training all our temporary staff onsite at our branches and this allows us to deliver a high-quality service.

At Nurseplus we have been successful in securing partnership agreements with various client groups with each vendor solution unique and innovative in its own way.

Contact our team today for more information:
corporateaccounts@nurseplusuk.com
nurseplusuk.com



Service Options

Considerations

- Geographical areas covered
- Current spend, usage and cost per locality
- Options of supply
- Training and specialisms of staff required

Effective communication and working relationships

To ensure effective communication between individual services, senior parties and central services, Nurseplus will identify key people within the organisation to link amongst parties.

Home managers and senior staff will be allocated account managers within the local branches to ensure they have an effective platform to communicate the needs of the service. There will be clear lines to alert concerns, complaints or developments as well as quality feedback on good services provided.

Central services including finance, compliance and training will also have key people involved in the upkeep of the quality provision to ensure services provided meet and exceed expectations.

In keeping with effective communication, Nurseplus will provide a national account manager who will work as a liaison between senior parties, accounts and individual services to ensure services are being provided correctly. Your national account manager will ensure regular reviews of services are attended, will provide key data to required parties and support the objectives set by the group/client in line with the Service Level Agreement.

Value for Money

Nurseplus aim to reduce overall spend of agency use and will support the objective of 'value for money'. Nurseplus will review all spend and work with area managers and individual service managers to identify key areas of need within the services. For example, where a service may have difficulties at the weekend, specific support for staff provision will be provided during this time at an agreed cost.

Reduction in current agency parties used

Implementation of a reduction in agency parties used can be difficult when organisations have more than 10 agencies involved on a national basis. Using your national account manager and key people within local services, Nurseplus will put a transition plan into place which aims to reduce the usage and number of parties involved. This will be agreed with senior parties and rolled out nationally within agreed timescales.



Added Value

To ensure Nurseplus meet our client's expectations we will ensure added value is applied to the agreed contracts to enhance the quality provision.

The following added value will be applied:

- Nurseplus Compliance Team to incorporate additional compliance or training requirements to Nurseplus audits. This will ensure your Ofsted and/or CQC requirements are met by staff provided by Nurseplus.
- Where Nurseplus lacks services in-line with your requirements geographically, Nurseplus will consider opening new services or local branches to support this.
- Nurseplus will offer training, meeting rooms, spot checks and monitoring if required to support additional needs. This can include training for service users' families as well as your own permanent employees.
- Nurseplus will provide bespoke monthly reports and data analysis as required for staffing provisions and cost.
- Nurseplus will have a dedicated out of hours service that will liaise with our branches outside of general office hours for emergency needs and request to be filled if required.
- A one-stop shop; a dedicated individual as well as a dedicated phone number and email address will be set up for the group.

We look forward to working with you.



Nurseplus

Nurseplus

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