



Frequently Asked Questions *by clients*

What healthcare services do Care101 provide?

We provide both registered nurses (RGNs and RMNs) and healthcare assistants (HCAs) on a temporary basis to care, residential & nursing homes, either as one-off ad-hoc jobs, periodic support or as part of an ongoing contract.

Do you provide any other services?

In addition to the above, we can also assist you with IT technical support and administration functions, either on or off site. These can be booked in advance on a daily basis, or hourly for technical issues.

Where are you based?

We are based in Worcester Park, Surrey but our main office operates out of Guildford.

Where do you work?

We work with clients in & around Kingston, Epsom, North Surrey & South West London.

What makes you different from other agencies?

We are different in a few ways ...

- Foremost we're local and only work in our defined area. Many of our staff are also based in these locations, meaning we don't bus people in from a long way away.
- We know our staff. We're not a body shop and we don't sign up 100s of staff and send just send someone to you who we don't really know to make up the numbers when you need them. We have a select team of extremely well qualified, friendly and team-focussed people.

This helps ensure the quality of staff you'll be getting, not just in terms of skills but in their ability to work as part of your own team.

However, as a local company we have finite resources and have to operate within those restrictions. This unfortunately means we don't have staff sitting waiting to come out at a moment's notice. We sometimes wish we did, but people of this calibre are usually in high demand.

Of course, you can rest assured we will always endeavour to provide the best possible service, even at short notice.

- In terms of cost we are extremely competitive. But this has to be weighed up against the staff we employ. As with many professions, you often get what you pay for and so we pay our staff well to ensure you get the best.
- We like to get to know you and your key staff – e.g. the manager, deputy, administrator etc. as these are the people the company will come in contact with from time to time. By doing this, you put a face to a voice and so when you're calling – for whatever reason, you know who you're talking to.

Likewise, for continuity, we try to keep the same core group of staff with the same client wherever possible, once sufficient numbers are established.

Why do clients choose to work with you?

We hope for one or more of these reasons...

- We're friendly – from the office through to the healthcare provided.
- We employ the best staff who we think you'll like.
- We aim to keep the same group of staff with you, so you don't have to repeat inductions each time.
- We're local, as are a lot of our staff.
- All our staff are well trained and compliant – something that you therefore don't need to worry about.
- Our rates are extremely competitive in the area.
- We've been doing this since 2013.

Are you a big company?

No, not really. We are a local agency and operate within well-defined areas using a smaller, select group of staff.

To maintain the high levels of service our clients have come to expect, we only employ people we can trust to do a good job, people we believe you and your own staff will like and only work within our local area.

How experienced are your staff?

Our staff are all fully trained and experienced in the job they do. Typically, they will have many years of experience working within care or nursing homes. We use them not only because of their skills, but also how they'll be able to work & fit in with our clients.

How are they trained?

At application and regularly thereafter, staff undergo mandatory training – a series of core modules we believe are required to do the job effectively. This includes moving and handling, safeguarding and medication awareness, where appropriate.

How often is their training refreshed?

We operate a compliance scheme where each staff member is given 2 compliance numbers – one for DBS verification, the other for mandatory training. Clients too are given a number to indicate how often staff going there should be verified. Depending on these numbers, which can be 1, 2 or 3 years will indicate when training is required. As a client you can change this number as needed.

What if my home has a specific need?

If you require more specific training – for example because of the type of residents you look after, please let us know. We will try to find suitable staff or provide additional training as appropriate.

How do you recruit your staff?

Where possible we employ people recommended by those already working for us. For these or others, we will carry out the appropriate checks – e.g. visa, ID, qualifications and history. We also verify all healthcare worker's DBS – either using the DBS Update Service or by requesting a new enhanced DBS certificate.

Aside from this, we interview our staff before they join. What we're typically looking for here is not just their documented skills, but how they present themselves and communicate with others to help determine how they will get on in a team (potentially your team). Interpersonal skills are one of the keys to our success, so we take the interview extremely seriously.

How do you know they're eligible to work in the UK?

As part of our application process, an applicant's eligibility to work status and any restrictions on it are verified and documented. These are proven by documentation and/or additional checks with the Home Office.

How do I book staff with you?

As a Care101 client, you can book shifts a number of ways...

- Call the office
- Send us an e-mail or text message
- Go online to your client area and book from there
- Book a staff member directly if they're already working with you. In this case, we ask you to confirm the booking with us, or ask the staff member to.

I'm not currently a Care101 client. Can I book too?

Yes certainly. Give the office a call and we'll do our best to help. We'll also arrange to come and see you, so you get to know us, and we find out more about the home etc.

How will I know who's coming?

When a job is confirmed, we'll pass the staff member's details on to you, as well as a copy of their profile if they haven't worked with you before. This gives photographic ID & contact information for them as well as details of their DBS status & training. You can also access these for any previously booked staff members currently working with us directly online.

How do you know how your staff are performing?

It's important to have – and maintain a high standard. We therefore keep a check on things in a number of ways...

- Above all we have an “open phone/email” policy – meaning we welcome feedback, both good and bad at any time. Any issue is thoroughly investigated and the results sent to you.
- Taking that a step further, by getting to know your key staff, we hope they would inform us of any issues long before they become a problem. We keep in regular contact and will periodically visit the home to speak with the people in charge.
- With your permission, we may periodically make site inspections – day or night. This way we can see for ourselves how our staff are working, their appearance, the attitude etc.

How do you charge?

Shifts are charged at an hourly rate, rounded to the nearest 15 minutes. The agreed rate depends on the role requested, the type of shift and day of the week.

Although we do have standard rates, these are negotiable based on individual circumstances and the amount of work proposed etc. Higher rates on special days such as public & bank holidays, Christmas & Easter may be charged but again, will be agreed up front.

What are your payment terms?

We invoice customers weekly for work performed the previous week. Unless agreed otherwise, our standard terms are net 30 days.

Do I need to pay VAT?

No, we do not charge VAT for healthcare-related work.

How do I pay?

Payment can be made by bank transfer or cheque.

Are you a 24-hour operation?

Care101 provides resources that cover any working shift, day or night, 7 days a week, 365 days a year, including public & bank holidays.

Our office operates during standard working hours – 9am to 5.30pm Monday to Friday. Outside of these times, phone calls, e-mails and on-line messages are forwarded to our out of hour's team. If they're busy, simply leave a message and they'll call you back.

If you contact us overnight, between the hours of 10.30pm and 6am, your call will be forwarded to voicemail and answered in the morning after 6.30am.

On-line access for bookings, existing shifts and profile information is available 24 hours a day.

Why don't you answer the phone at 2am?

Put simply, we need to sleep and we can't contact staff in the middle of the night anyway - they'd either be working somewhere, or asleep at home, in which case we don't want to disturb them.

Instead, we wait until the morning to handle any overnight calls and contact them then as appropriate.

What happens over public holidays such as Easter & Christmas?

Typically, these periods can get very busy for all agencies and we recommend clients book staff early - at least one or two weeks in advance.

Our office is closed on public holidays but calls, messages & e-mails are still forwarded during extended closure times to our out of hour's team, and will continue be answered on these days.

On-line access to your shifts and profile information is available 24 hours a day.

How can I get in touch with you?

You can contact us in a number of ways ...

- For more urgent queries & bookings, you can call the office on 01372 231007.
- For less urgent requests and longer term bookings, please e-mail admin@Care101.co.uk
- On-line at <http://www.Care101.co.uk>.

In addition to sending messages, existing clients can also review manage & request new bookings on-line.

As a client, how do you keep in touch with us?

We aim to work with you to understand and meet your needs. We like to get to know the staff who book shifts so you know who we/you know who you're talking to. When you contact us, you're contacting a person, not a call centre.

Periodically we will arrange to visit you for a quick chat, but outside of those times you can contact us at any time. Alongside this, we sometimes perform spot checks to ensure our staff are meeting our standards. These are arranged with your permission and are typically, though not exclusively performed at night.

How do your staff know they're booked with us?

Our online CMS system is used by our office and our staff. We developed it in house to allow us to track bookings, availability, compliance and payroll etc. As a client you also have access to it, if you wish, to monitor your own bookings, access staff profiles and invoices etc.

The system automatically shows staff their current & future bookings, both online and through our Team101 mobile application.

CMS provides text-based confirmations & 2-day reminders to staff, email confirmation to clients as well as allowing staff to pick up available shifts when they are free to work.

What will your staff know about us?

As a client you will also be set up on our system, which allows us to book staff on your behalf, or you to book directly. These details also include a client profile – e.g. contact details, address shift times and maps/journey information to help staff who haven't visited you before.

These details are available to staff online or through our mobile Team101 application.

How do I know I've got staff coming?

When you book any Care101 staff, we will try to indicate who may be available during the initial call. Either way though, you will then receive confirmation once we have contacted the staff concerned, either by phone, email, text message or fax, whichever you prefer.

As a client, you can also access our online service directly, for information on booked shifts, staff details etc.

Will I get the same people each time?

Where possible, we try to keep the same "group" of staff with the same client. That works better for you (you know them) and them (they know the home and how you work). Unfortunately we can't guarantee it, but as a general rule, the earlier you book, the familiar people will be free – or we can alter things to free them up.

Can I book your staff direct?

Yes, if you like someone and they're already working with you, by all means ask if they can cover other shifts if you have them. All we ask is that you also inform us, either by phone or email, just to confirm the booking.

I may need cover in the next few weeks. Can I book then cancel later?

Although you are free to book & cancel as needed, for obvious reasons we don't encourage it and keep a note of the number of cancellations made. When staff are confirmed to work with you, they are obviously prevented from accepting other shifts on or near the same time, so cancelling later, especially within 24 hours of the shift means they can't accept anything else and as a result may not work at all at that time.

Do you operate a stand-by service?

No. For someone to effectively be "on-call" they would need to be paid, which simply isn't feasible. However, if you have a need for staff at short notice we will always look to see if anyone is available and send them if we can.

What happens if you can't supply anyone?

As with any "people-based" group, we have finite resources and have to work within certain limits. If no one is available to cover a shift, we will inform you at the earliest opportunity, thus giving you time to source staff elsewhere.

If we may be able to cover a shift but we need additional time to confirm it with our staff member, we will also inform you - again, to allow you to look externally for alternative resources at the same time, should you wish to do so.

I need to cancel a shift – will I need to pay?

That depends on how much notice you give and how often you do it. We realise that resourcing plans & your own staff commitments can change from time to time, sometimes at the very last minute and we therefore try to be as fair as we can. At the same time, you'll understand we have to balance the needs of our staff and the likelihood that they can work elsewhere after a cancellation.

With this in mind, if you cancel a previously confirmed shift more than 24 hours in advance of the shift's start time, no charge will be made. Within 24 hours, we reserve the right to charge for part of the shift. Likewise, if our staff member arrives to find the shift has been cancelled, and you haven't informed the office in time to prevent their arrival, part of the shift will be charged.

How do I cancel a booked shift?

Subject to the above, you can cancel a previously booked shift by phone, e-mail or on-line.

Do you guarantee a shift is covered once booked?

We do as far as we can.

As with your own staff, unexpected events such as illness can occur at any time up to the start, or even during a shift. If our staff cannot attend a job we will attempt, where possible, to find an alternative resource. If this isn't possible, we apologise and will of course inform you at the earliest opportunity we can.

Ultimately in these situations the responsibility of covering the shift will revert back to you, with no liability attributed to Care101.

If I have an issue with the way a job is performed, what should I do?

Our aim is always to ensure you get the best possible service, from your initial call to the office, through to the completion of each shift. If, however, we've got something wrong, or you are not happy with any service we or our staff have provided, please pick up the phone and talk to us. We will then do our best to resolve the problem as quickly and satisfactorily as we can.

Your total satisfaction is paramount and the only way we can improve and/or resolve the issue is if we're made aware of it.

If your staff have an issue, what will you do?

Likewise, we like to operate as a team – after all we are all on the same side. In cases where our staff are unhappy with the way something is done, or someone else within your group, we will of course inform you. It's ultimately in everyone's interest to get issues like this resolved as soon as possible.

I have a different question that's not answered here

If you have any other question, issue or comment, please contact us, either by phone on 01372 231007, by e-mail (admin@Care101.co.uk) or on-line at <http://www.Care101.co.uk>.

We will be happy to answer any question you have.

