



**Great Britannia Care Ltd**

**Welcome Pack**



## **Welcome to Great Britannia Care Ltd**

Please find enclosed with our complements, our brochure for Nursing and Care staff which are available 24 hours a day, 7 days a week. We are rather a new agency and very family orientated.

### **About us**

Having worked within the care sector for many years I recognized that agency staff were travelling outside of their catchment areas.

Thus presenting a host of complications and negative outcomes.

Being based in the North East we are able to provide, "local homes with local staff!".

This of course presents a variety of positives, such as, perfect time keeping/management, fully qualified and friendly staff with up to date training and knowledge. Flat rates irrespective of public holidays.

Employment of local people, generating a much needed boost to our community and local economy.

These are just a few of the positives and we are very confident that if you put your trust in our agency, we shall deliver an impeccable, first rate, friendly and loyal service, achieving your highest expectations!

We look forwards to hearing from you in the near future, and please do not hesitate to contact wither myself or my business partner if you would like an informal chat regarding information and so on.



## **Our Promise to You**

Our staff shall be all appropriately trained and experienced to meet your specific requirements and individual needs.

Our equal opportunities policy ensures all our staff treat everyone as equal, regardless of age, disability, sex, marital status, orientation, race, colour, religion, and ethnic or national origin.

Feel reassured, secure and satisfied that our staff and you, have the right to tell us of anything causing concern or dissatisfaction.

Our comprehensive complaints procedure ensures that any complaint is dealt with the uppermost sensitivity and confidence.

Our staff will protect your dignity and privacy, maintaining confidentiality at all times.

Our staff will be of smart appearance, wearing the company allocated uniform. This will show the Great Britannia Care name and logo, while staff will identify themselves with their company name badge. All staff shall attend their assignments complete with hand sanitisers to help promote effective infection control.

Our staff will respect your premises, belongings and everyone's individual preferences.

Our staff will ensure all allocated tasks are carried out within the specified time.

We aim to promote client independence and will work with you to maximise this.

## **Staff Information**

Staff information shall be provided on or before their assignment for your records. This shall show their photo ID, DBS references, PIN number (if applicable), mandatory training, and all qualifications up to date.



## Client Conditions

### Hourly Fees

	Carer	Senior	Nurse RGN RMN	Chef Cook	Kitchen Assistant
Mon-Fri 8am-8pm	£13.50	£14.50	£28.00	£18.00	£13.50
Mon-Thurs 8pm-8am	£14.50	£15.50	£30.00	N/A	N/A
Fri evening 8pm-8am	£17.00	£18.00	£31.00	N/A	N/A
Saturday 8am-8pm	£17.50	£18.50	£32.00	£20.00	£17.50
Sat evening 8pm-8am	£18.00	£19.00	£35.00	N/A	N/A
Sunday 8am-8pm	£17.50	£18.50	£32.00	£20.00	£17.50
Sun evening 8pm-8am	£18.00	£19.00	£35.00	N/A	N/A
Bank Holiday	£23.00	£29.00	£43.00	£25.00	£23.00

### Billing

A company invoice will be sent out following receipt of the bank workers time sheet to the company office. Payment to be made no later than 30 days after receipt of company invoice.

We are a small family run business and currently do not operate above the VAT threshold, which reduces fees. We do not charge any other fees unlike other agencies.

### Cancellation

To cancel a shift booked through the agency 24 hours notice must be given to cancel the shift, failure to give notice of cancellation will result in the home being charged for the service.



## **Contact Details**

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Northumberland

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