

There when you need us

PREPARED BY:

Business Development Manager



Service Information

Why Stellar Care is the Agency for You:

Our main objective is to continue to form strong relationships and work in partnership with all healthcare settings. We aim to develop our services and systems to meet the challenges that they all face in nursing care source management. We have not and will not look to profiteer but look to develop a long-term relationship built upon mutual trust and open dialogue. We are a nurse led agency, with extensive care experience, and look towards developing innovative ways to shape the future of care delivery.

Stellar Care strives to provide care and support of the highest standards. Exceeding the expectations of its clients and using the latest technology to provide a service with low administrative overheads and high professional standards.

Stellar Care ensures that all staff are treated fairly and equally - paid a fair wage with opportunities for training, and professional and personal development.

At Stellar Care, we are committed to expanding our care home and hospital staff resource management service alongside community care and other parts of the business.



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info@stellarcare.co.uk

<http://stellarcare-academy.com>



The Nature of Services Provided by Stellar Care

Stellar Care provides experienced healthcare assistants, general and specialist nurses to a variety of establishments including private hospitals, care homes, specialist care homes, industrial establishments, Schools, Housing Trusts, Learning Disability services, Live-in Care, Community and GP practices.

Hours of Operation:

Stellar Care operates 24/7, 365 support service where staff can call their local office number to gain help and guidance with issues in the work place.

Stellar Care has a business continuity plan and strategies in place to cope with national epidemics, poor weather conditions, and in the event of rare catastrophes.

Arrangements, which will apply during the sickness or other absence of a nurse supplied to a service user.

In the event of sickness, staff will call Stellar Care in the first instance and we will then endeavor to cover them with another staff member of equal grade from our database. Throughout this process, Stellar Care will communicate with the client updating them on the progress. In the event that no replacement can be found, the client will be informed promptly.



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Procedures to Safeguard Nurses and Patients:

Stellar Care takes the required obligations under the Health & Safety at Work Act 1974 very seriously and has within its own offices strict Health and Safety policies.

Many of our workers, however, are employed off-site, within Nursing and Care Homes, hospitals, and Care Centres operated by the Client.

Each of those operators has an obligation to prepare its own health & safety policy and guidance. It is the duty of each of our employees to familiarise themselves with the health and safety policy of any work place they are required to attend. The employee should ensure that he or she strictly observes the health & safety requirements of that operator whilst also keeping in mind the health & safety requirements of Stellar Care.



Stellar Care reminds all our candidates, that the provisions of the Health and Safety at Work Act and the policies implemented under it are for their own benefit and protection. We also remind all our staff that it is their obligation under the regulations to take reasonable care for the safety of themselves and other workers whilst at work and to co-operate with the employer to comply with its statutory obligations.

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Upon attendance at a work placement each employee should ensure that he or she studies the workplace policies, identifies the Health & Safety Officers (if any), observes the smoking policy, safety signs, and reports to a senior employee or manager any concerns.

Stellar Care employees should not use any machinery, equipment or apparatus within the homes unless and until they have received training or guidance in its use.

Our employees are obliged to familiarise themselves with the fire/emergency procedures within the homes and to be aware of exit routes. Finally, employees are reminded of the training received under the manual handling regulations. Employees are required to strictly observe those regulations, and to carry out an assessment prior to undertaking any manual handling procedures and, where regulation requires two staff to perform the operation, this must be adhered to.



Security

All Stellar Care staff are issued with personal identification badges. These are valid for 12 months and incorporate a digital photograph of the individual. We also send our clients a "staff profile" form (on their first visit) prior to staff arrival, which includes their photo and key training and vetting information

Uniforms

Stellar Care staff wear custom made uniforms which have the embroidered Stellar Care logo on it. They will be expected to dress smartly and always have their badge on view. Should you have any questions at this stage, please do not hesitate to contact us for further information. Stellar Care wish to assure you of our commitment to the Regulations and look forward to working with you to ensure that we are achieving mutual compliance.

Data Protection

Stellar Care complies with all Data Protection legislation. Our ICO registration number is **ZA254915**.

Details of our Insurance Cover:

Stellar Care has Employers Liability Insurance of £10 million and Public Liability Insurance of £5 Million.

Financial Fitness

Stellar Care have experienced rapid expansion that has been self-funded. Due to our growth, it has been necessary for us to engage in external payroll and invoicing services managed by a bespoke company.

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