**About Us**

**We know you are busy, but if you could spare a couple of minutes to get to know us a little better, we think you’ll really like us;**

* Healthcare Direct is an established and trusted provider of Healthcare Professionals providing flexible temporary Staffing Solutions when its needed most.
* Starting as a small, family run business we have grown with our Clients and now provide support to a vast number of Healthcare Establishments across South East England.
* We can provide Healthcare Assistants, Support Workers and Nurses to cover short and long term assignments on flexible terms to suit your requirements.
* As an REC accredited company, you can rest assured we will always be working in line with current legislation and guidelines, ensuring best practice.
* We really appreciate our Clients and aim to take the stress out of dealing with agencies by providing a service that excels expectations time and time again.

**Our Service**

**Our Clients often have a lot on their plate which is why we pride ourselves on being extremely accommodating, always putting you first:**

* We would welcome the opportunity to speak with you and discuss your Staffing requirements in greater detail should you need support now or in the future.
* Our Client Information Pack contains everything you need to know, including current charge rates, Terms of Business and further information about your Local Branch.
* To begin requesting staff from Healthcare Direct we simply need a completed Client Account Form which can be signed and returned either via email or post.
* We have staff available to work at the drop of a hat and understand the need for urgency which is why we make it our duty to provide you with continued support.
* Our friendly office staff will always be at the end of the phone to deal with your requests; we never outsource to call centres and operate a 24/7 out of hours service.

**Our Promise**

**We work hard to ensure we keep our promises as this creates the foundation for strong and lasting relationships, friendships and business-ships;**

* When allocating your requests, we will always try to do so with local, regular Staff who can provide continuity of care to your Residents.
* Once a booking has been placed, we will always keep you updated with our progress whilst being honest and realistic about whether we can assist.
* Compliance forms will be provided for each Staff member booked which details their relevant worker information.
* Staff Rotas will be provided so you can see exactly who is booked to work allowing you to organise your shift allocations.
* We welcome feedback and regularly review our service by sending Staff monitoring forms and arranging review sessions when convenient.

**Our Staff**

**We understand the importance for our Clients to have competent, fully trained Staff who can support existing teams which is why all Candidates are subject to the following recruitment and compliance checks;**

* Initial Telephone vetting to ensure suitability for working within Healthcare
* Face-to-face or remote interview including skills and knowledge assessment
* Employment history submitted for the last 10 years with gaps explained
* Right to work documentation has been seen, recorded and verified
* Fitness to work documentation has been declared, assessed and authorised
* Two work related references have been obtained from recent Employers
* An enhanced DBS Certificate has been provided or obtained and verified
* Sufficient training certificates have been provided and verified or;
* In house training courses have been attended and certificates have been issued
* Registration with the appropriate bodies has been verified for Registered Nurses.
* Shadow shift(s) completed for Staff members new to providing Care
* Identification Badge, uniform and timesheets have been issued
* COVID-19 Health Declaration or Immunisation Status received and verified

\*Our training modules cover all standards set within the Care Certificate and are refreshed on an annual basis\*

**Our Ethos**

Healthcare Direct Services Ltd

**H**onesty and Integrity

*We pride ourselves on being honest and straightforward in all communication with our Clients and our Staff*

**D**edication

*Our Consultants aim to fully understand the requirements of our Clients and Candidates to find mutually beneficial solutions.*

**S**ervice Excellence

*We aim to always deliver a superior service to help both Clients and Candidates achieve their goals.*

**L**eadership

*Our purpose is to become leaders in the Healthcare Recruitment Sector, raising the bar for the entire industry.*

**What Our Clients Say**

**Nursing Home – Sittingbourne**

*“Healthcare Direct is the first choice. We use you first as from the beginning you responded quicker and better than all the other agencies.”*

**Elderly Care Home – Herne Bay**

*“Gary, Holly and Anna, are a fantastic team and have been nothing but amazing especially during our Covid outbreak in December. We have been using Healthcare Direct for over two years, they promptly cover shifts and on the rare occasions when they are unable to, they will let us know so we can seek alternative cover elsewhere. If we have any problems or concerns with staffing it has been quickly resolved.”*

**Residential Care Home – Whitstable**

*“Covid was a really difficult time especially over Christmas, all staff we had were very good and Anna especially on call was an angel and tried her hardest to help us especially when we needed staff at short notice*.”

**Support Service – Tonbridge**

*“We have been using agency staff on and off for a number of years now and I can honestly say your service is the best. Continuity is so important for our residents and the staff you send regularly are amazing.”*

***Contact Us***

***W:*** [***www.healthcaredirectservices.co.uk/work-with-us***](http://www.healthcaredirectservices.co.uk/work-with-us)

***F:*** [***www.facebook.com/HealthcareDirectServices***](http://www.facebook.com/HealthcareDirectServices)

***I:*** [***www.instagram.com/healthcare\_direct\_services***](http://www.instagram.com/healthcare_direct_services)

***L:*** [***www.linkedin.com/company/healthcare-direct-services-ltd***](http://www.linkedin.com/company/healthcare-direct-services-ltd)***.***

Ashford - [ashford@healthcaredirectservices.co.uk](mailto:ashford@healthcaredirectservices.co.uk) / 01223227810

Dartford - [dartford@healthcaredirectservices.co.uk](mailto:dartford@healthcaredirectservices.co.uk) / 01322470160

Maidstone - [maidstone@healthcaredirectservices.co.uk](mailto:maidstone@healthcaredirectservices.co.uk) / 01622752633

Tonbridge - [tonbridge@healthcaredirectservices.co.uk](mailto:tonbridge@healthcaredirectservices.co.uk) / 01732449795

General - [info@healthcaredirectservices.co.uk](mailto:info@healthcaredirectservices.co.uk) / 01622688171