

## **About Us**

With over **15 years** of experience **Healthcare Direct** specialises in reliable recruitment solutions for the healthcare sector.

We are **REC accredited** so you can rest assured that we will always be working in line with current legislation and guidelines.

We strive for excellence in every aspect of our service, this includes ensuring that we are always fair, honest, and supportive of our temporary staff members, which is why we are a National Living Wage Employer.

We know that our Clients often have a lot on their plate, which is why we pride ourselves on being extremely accommodating:

- √ We can visit you at a time to suit you, to discuss your requirements and our service.
- √ We will give you our client application pack including everything you need to know, to start booking staff from Healthcare Direct we simply need a completed client account form.
- √ We have staff available to work at the drop of a hat-we understand the need for urgency and will make it our mission to try to help you every time.
- √ Our friendly office staff will always be at the end of the phone to deal with your requests; we never outsource to call centres.
- √ We will never leave you waiting and always be honest and realistic in telling you whether we can help.
- √ When you have booked a staff member you will always receive their compliance form, in a format that suits you.
- √ You can choose how frequently and in which format we send you your staff rotas, we will be completely flexible to your needs.
- √ We are always interested in how we could improve; we will regularly review our service and come and visit you when requested.
- √ We will regularly send you monitoring forms so you can quickly and easily pass on your feedback about the staff members we are sending you.

## Our Staff

All our candidates go through a thorough vetting and recruitment process and only ever commence assignments after the following :

- ✓ A face-to-face interview and skills assessment has been undertaken
- ✓ Full employment history has been submitted
- ✓ Right to work has been recorded and verified
- ✓ Fitness to work has been declared
- ✓ Two work related references have been obtained and verified
- ✓ An enhanced DBS Certificate has been provided
- ✓ In date, 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.
- ✓ A shadow shift has been completed if it is a brand new staff member
- ✓ An ID Badge, uniform, and timesheets have been issued



We understand that it is imperative for our clients to only have extremely competent, fully trained staff supporting their existing team. We are proud to cover the standards set within the **Care Certificate** in the training modules that we deliver to our staff.

All training is refreshed on an annual basis and we ensure that up to date certificates are held by all staff at all times.

## **Our Ethos**

### **Healthcare Direct Services Ltd**

#### **H**onesty and Integrity.

We pride ourselves on being direct and straightforward in all our communication with our clients and potential candidates.

#### **D**edication.

Our consultants aim to fully understand the requirements of our clients and candidates in order to find mutually beneficial solutions.

#### **S**ervice Excellence.

We aim to always deliver superior services to help both employers 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.