



Statement of Purpose England



The A24Group is a privately-owned medical staffing agency. We have traded successfully since 1996 and now operate on two continents, supplying locum doctors, agency nurses, AHPs and HCA care assistants to healthcare service organisations, including hospitals and primary care providers, prisons and care homes, insurance and other companies.

The A24Group of medical staffing agencies, is a supplier of nursing and care personnel to providers and individual Service Users throughout England.

The A24Group has a large team of local nursing and care managers who carry out a wide range of duties on behalf of the agency. This includes the management of Service User case work, resolving and dealing with issues or conflicts, and supervising and ensuring that our staff at all times provide a high quality Service to end users.

THE A24GROUP IS ABLE TO PROVIDE SERVICES TO THE FOLLOWING CLIENT TYPES AND GROUPS:

- NHS Trusts
- Private Hospitals
- Nursing Homes
- Learning Disability & Dementia
- Mental Health
- Paediatric Care
- The Elderly
- Young Adults
- Drug or Alcohol Misuse
- Eating Disorders
- Complex Care

Recruitment

All of our nurses and care staff are recruited by qualified nurses and are thoroughly vetted to ensure their suitability for the positions available. Our recruitment policies and procedures are robust and we are able to evidence all recruitment checks upon request.

Our Services

Our service is a people led service and we will ensure that we always take into account the views and wishes of the purchaser of our services. We will ensure that we communicate with you effectively and provide suitable staff and services at all times. We will ensure in the case of Service Users who require care at home, that our services are supervised and our staff are accessible at all times.

Payment for our Services

All Service Users will be provided with a detailed quotation prior to commencement of any care package. This will only be supplied upon approval by the Service User, the advocate or any organisation involved in their care. Mayfair aims to be transparent in its charging structure and to deliver a best-value service.

Review of our Services

We will undertake to review our services on an ongoing basis to ensure that the care provision is sufficient to meet needs in full. If we find shortcomings we will make appropriate recommendations to Service Users, advocates or organisations involved in the care package in order to meet needs fully.

Compliments, Concerns, Comments and Complaints

We take complaints very seriously and will respond to any complaint in the timescales detailed in our complaints procedures; we will investigate and will where necessary instigate referrals to relevant professional and regulatory bodies where there is an obligation to do so.

At any stage of the complaints process you may contact the Care Quality Commission (CQC), Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA

Internal Audit

The A24Group is subject to audit by relevant external bodies including the Care Quality Commission. In addition to these external audits we have our own internal audit teams who independently inspect our processes and services to ensure that the delivery is in accordance with statutory regulations and our own service ethos and standards.

THE MANAGEMENT OF THE A24GROUP

Registered Provider and Nominated Individual:

- **Penny Streeter OBE:** A24Group Ltd, Group House, 92-96 Lind Road, Sutton, Surrey SM1 4PL
- **Sally Page:** Registered Manager, Group House, 92-96 Lind Road, Sutton, Surrey SM1 4PL

Sally Page qualified as an ENG in December 1986 and as an RGN in September 1992. Post Registration courses gained are ENB 998 Teaching and Assessing, ENB 941 Working with the Older Person, ENB 931 Care of the Dying and their Families. Sally holds City & Guilds 7307-1 teaching qualification and D32 as well as being trained in First Aid at Work (which is updated every three years). In addition to these courses Sally is qualified to deliver Train the Trainer and Moving and Handling Courses (updated annually) and she has completed courses in Child Protection and Vulnerable Adults. Sally holds BETEC level 7 advanced professional certificate in Management Studies.

Experience – Sally has been a qualified nurse for over 24 years and has worked in both the NHS and the private sector. For the past 12 years Sally has worked for the A24Group and has extensive experience in the operation and management of both nursing and domiciliary care agencies.