



# Statement of Purpose Scotland



**A24Group** is the trading name of the A24Group of medical staffing agencies. **A24Group is regulated by the Care Inspectorate as a provider of nurses throughout Scotland.**

A24Group has built a good reputation for supplying all levels of trained specialist nurses to hospitals, industry, specialist home nursing and care provision. A24Group operates 24 hours a day, 7 days a week, 365 days of the year.

Our aim is to provide a high-quality service to all our Service Users and to ensure that our staff is on hand immediately to resolve issues and provide services as required. We carefully monitor our workforce via ongoing feedback and management of our services as well as operating continual internal audits to ensure that our service meets the quality care standards set by the Care Inspectorate – Scotland.

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

- NHS Trusts
- Private Hospitals
- Nursing Homes
- Learning disability or mental health
- Children who require nursing care
- Individuals with physical disabilities
- Dementia
- The Elderly
- Young adults
- Individuals who misuse drugs or alcohol
- Individuals who have eating disorders
- Complex Care

## Recruitment

All of our nurses 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. The A24Group 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.

## Complaints and Compliments

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 point in this process you may contact the Care Inspectorate, Compass House, 11 Riverside Drive, Dundee DD1 4NY.
- All feedback will be responded to whether positive or negative.

## Internal Audit

The A24Group is subject to audit by relevant external bodies including the Care Inspectorate Scotland. 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 A24GROUP

The A24Group has a strong management team which supports all of our functions for purposes of registration.

### The registered provider is:

- **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, 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.

Sally Page joined the A24Group in 1999 and has extensive experience in both operation and management of both nursing and domiciliary care agencies.