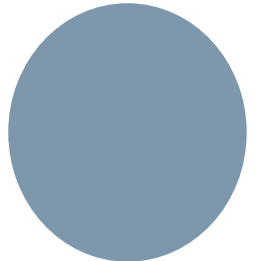
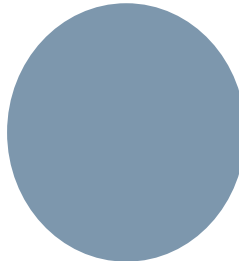
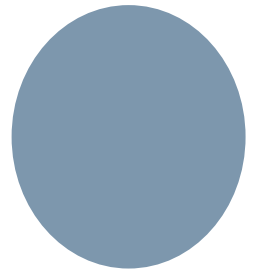
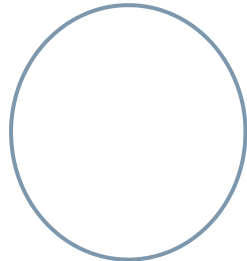


Newsletter



September 2005

Volume 2, Issue 1

Special points of interest:

- NEW Contracts -LAP 3 & East Lancashire NHS Trust!
- Attendance @ the NATN Exhibition!
- CRB Checks and the importance of them!
- NEW website planned for the New Year!
- XMAS is round the corner, who would like a party?
- Management of Conflict & Aggression training booklets.
- Domiciliary Care division to be launched.

Inside this issue:

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London Agency Project (LAP 3) Award

Castlerock Care Services are proud to announce that they have been awarded a place on the London Agency Project (LAP 3) to supply all 4 sectors of care to all NHS Trusts in London.

There are only 45 approved agencies on the contract with only 11 being approved for all 4 sectors of the contract:

- General Nursing
- Midwifery
- Critical Care
- Mental Health

The contract commenced on Monday 15th August 2005 therefore Castlerock have began a rapid & aggressive recruitment campaign for all grades of qualified and unqualified staff.

Over the next few months we will be hoping to secure Service Level Agreements (SLA) with individual trusts in Inner and Outer London.

Therefore the volume of staff required to support a contract of this volume is paramount. If you have any friends, family or colleagues working in the London area or willing to take contracts in the area please pass them our details.

Don't forget for each prospective applicant you introduce, upon their successful registration and completion of 100 hours you will receive **£100** cash so start spreading the word of this new contract or contact the office to re-

quest introduction vouchers.

If any of our current staff are interested in securing agency work in the London area please contact Michelle Buck, Benita Calderbank or Ian Munro.

Castlerock have also recently been awarded a secondary supplier contract to East Lancashire Hospitals NHS Trust for the supply of Acute & Primary Care staff. This includes Blackburn Royal Infirmary & Queen's Park Hospital. Staff are also required to maintain fill levels on this contract.

As we continue to expand we will inform you along the way of any new contracts or developments.

NATN Exhibition!

The 2005 AfPP (NATN) exhibition in Harrogate in October is fast approaching.

Castlerock Care Services will of course be present at the show and our stand number is 154 in Hall M.

It will be represented by Ian Munro (Managing Director), Benita Calderbank

(Nurse Manager) & Michelle Buck (Office Manager).

We would like to see you there, come and have 5 minutes with us and enjoy a glass of wine and dip a marshmallow in our scrumptious chocolate fountain.



We value your support in helping us to become one of the leading suppliers in Healthcare Personnel!

CRB Checks & the importance of them!

As you are all no doubt aware from various forms of correspondence including National press, letters and phone calls from Castlerock. It is a legal requirement for all care agency personnel to have a current enhanced Criminal Records Bureau (CRB) check to enable Castlerock to place you in assignments.

During a review of all files it has come to light that numerous staff have CRB's that have expired or were done through other companies. CRB's issued prior to the 26th July 2004 are not acceptable for the CRB Portability

service.

You will have no doubt been sent a letter recently from Benita Calderbank (Nurse Manager) to ensure you have a CRB which is enhanced, current (POVA Check) and issued through Castlerock Care Services Limited.

Some of you still do not hold one we must therefore insist that you complete a new CRB application form. This must be returned with 3 forms of original identification (which will be returned to you by recorded delivery) and payment of £34 made



It is a legal requirement that all healthcare staff have a current enhanced CRB!

payable to **IM Recruitment Limited.**

If urgent attention is not given to completion of this form Castlerock may be unable to offer you any future work until a valid CRB certificate is received.

'Castlerock are growing & developing daily through awards such as LAP 3 and new contracts in the North West'

NEW Website planned for the New Year!

Castlerock are developing there 'well out of date' website and hope to launch their new portal in the New Year.

Areas planned for development of the site will include a news page which will be updated regularly with new contract awards & developments within Castlerock.

A jobs page with current short or long term contracts available.

There will be staff & client links to our day to day rostering system where you can login to your record and see your daily rosters, weekly rosters, view payroll & invoicing details and up date any personal information. To log in to this system a user name and login is required if you do not yet have any login details please e-mail info@castlerockcareservices.co.uk

Introduce a friend, family or

colleague & availability submission to name a few.

Existing staff can already enter online application area and complete up to date Nursing Skills Checklist, Theatre Specialties and Immunisation & Vaccination forms and submit them directly to Castlerock.

Web Address

www.castlerockcareservices.co.uk

Staff incentives for introducing colleagues!

As always this section will always be included due to the constant requirement for recruitment of staff.

Castlerock are continuously endeavoring to recruit all grades of staff:

- HCA's
- Support Workers
- Community Carer's
- RMN's
- RGN's, RSCN's
- Theatre Nurses
- ODP's

• ITU & Specialist Nurses

As an incentive for you to introduce your friends, family or colleagues, Castlerock are offering all staff the chance to earn an extra **£100** for each friend or colleague they introduce.

All you need to do is ask them to call us for an application pack and mention your name. Upon successful registration with Castlerock and the completion of 100 hours work we will



Get some extra cash for telling all your friends or colleagues of the benefits of being with Castlerock!

pay you **£100 net** for each successful person you introduce.

XMAS just around the corner, party time!

Yes, you may not believe it but there is only about **15 weeks** until the festive season is upon us.

You may want to think about starting to plan your Christmas including parties, presents and most of all your availability.

As you know Castlerock like to be on the ball so if you already know or have an indication of what your availability may be over the Christmas period please contact one of your team at the office and let them know.

Don't worry availability forms will be sent out to you nearer the time for you to complete and return.

This year Castlerock would like to put forward to all staff the possibility of having a company party, your ideas, comments or rejections would be much appreciated please e-mail your thoughts to info@castlerockcareservices.co.uk and we will inform you a little nearer to the time of the uptake and any plans we have to arrange such a party.

As always the week prior to Christmas staff are more than welcome to come into the office and have a mince pie & a drink with the staff @ Castlerock.

We will once again be visiting clients with some Xmas goodies in the run up to Christmas.



An early Merry Christmas everybody and a prosperous New Year.

Conflict Resolution Workbook

We recently invested in a distance learning training course for all current staff of Castlerock Care Services in Conflict Resolution.

This was in the form of a workbook to be completed at home which should take no longer than a couple of hours.

This workbook should then have been sent back to us at which point it will be as-

sessed and you will receive a certificate from St John's Ambulance.

This was sent out to all staff in July 05 and to date we are disappointed to have received only 3 workbooks back.

Could you please complete this workbook at your earliest convenience and return it to the office immediately.

This workbook is one of

many training opportunities Castlerock will be investing in over the next 6 to 12 months for all current staff, which will include:

- Health & Safety
- Fire Safety
- Intermediate Life Support & Advanced Life Support
- Food Hygiene

*'NEW Division
launching soon.
Castlerock will
soon be
launching a
Domiciliary Care*

Domiciliary Care Division!

Castlerock Care Services are currently in the process of registering with the Commission for Social Care Inspection (CSCI) as a Domiciliary Care Provider.

Upon successful registration Castlerock will concentrate mainly on support for Mental Health & Learning Disabilities clients through supported living packages as oppose to traditional domiciliary packages i.e. 15 minute or 30 minute calls.



Domiciliary Care Division coming soon for supported living.

Castlerock already have selected supported living contracts with specific clients such as Autism Initiatives, Macintyre Care, War-

ington Community Living & Warrington Community Care providing support for Mental Health & Learning Disability clients.

We will therefore be commencing a large recruitment drive to recruit a mix of qualified and unqualified support staff including RMN's and social workers. So again please inform your friends, family or colleagues of the developments.



Castlerock Care Services

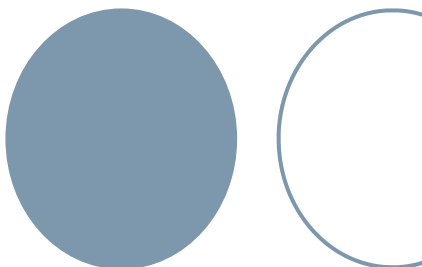
Woodville House
Woodville Street
St Helens
Merseyside
WA10 1ET

T: 07000 785033
F: 07000 785756
M: 07050 604633
M: 07005 340696

info@castlerockcareservices.co.uk
www.castlerockcareservices.co.uk

Castlerock

A DIFFERENT CLASS



Protection of Vulnerable Adults - POVA!

The Protection of Vulnerable Adults is becoming increasingly more important.

The Department of Health (DOH) and the National Assembly for Wales have launched the Protection of Vulnerable Adults (POVA) scheme. The POVA scheme, as set out in the Care Standards Act 2000, it was implemented on a phased basis from the 26th July 2004. At the heart of the scheme is the POVA list. Through referrals to, and checks against the list, care workers who have harmed a vulnerable adult, or placed a vulnerable adult at risk of harm, (whether or not in the course of their employment) will be banned from working in a care position with vulnerable adults. As a result, the POVA scheme will significantly enhance the level of protection for vulnerable adults. This guidance sets out what is required of providers of care, employment agencies and businesses and other stakeholders affected by implementation. It covers both England & Wales, and refers to the care of vulnerable adults aged 18 years or over.

In the first instance, the POVA scheme is implemented with regard to:

- Care workers employed by registered providers of care homes, including workers supplied by employment agencies and businesses to such providers, who are employed in care positions that enable them to have regular contact in the course of their duties with care home residents; and
- Care workers employed by registered providers who carry on domiciliary care agencies, including workers supplied by employment agencies and businesses to such providers, who are employed in care positions concerned with the provision of personal care in their own homes for persons who by reason of illness, infirmity or disability are unable to provide it for themselves without assistance.

Please note that the POVA scheme applies to those adult placement carer's, which, at present, come within current Care Home regulations and are regulated as care homes. The government plans to extend the POVA scheme to adult placement schemes very shortly once such schemes are brought within the regulatory framework of the Care Standards Act 2000 and regulations extending the POVA scheme to them when they come into force.

Phased implementation means that, until further notice, the POVA scheme will not apply to care workers outside the scope of paragraph 2 above. This means that those who work with vulnerable adults in the NHS or independent hospitals, clinics and other facilities, or through an independent medical agency, are excluded from the ambit of the POVA scheme for the time being. However, through sound pre-employment checks, fair and thorough recruitment practice and applications for Criminal Records Bureau (CRB) Disclosures, patients can be afforded high levels of protection from known abusers entering the health care workforce.

Protecting vulnerable people from abuse and promoting their welfare is one of the most important tasks undertaken by agencies on behalf of local communities. To achieve this, we attach a high priority in making sure the whole range of professional and care staff who support vulnerable people, work together effectively.

Most care staff are unaware of the different forms of abuse that can take place in the care environment, it is not just sexual abuse that is classed as abuse but there are 6 main types of abuse as follows:

- Physical Abuse
- Emotional or Psychological Abuse
- Financial Abuse
- Verbal Abuse
- Sexual Abuse
- Neglect

Castlerock are currently developing a small induction training session in line with the POVA scheme to highlight the importance of the Protection of Vulnerable Adults within the care industry, to ensure that all care staff are aware of what is classed as abuse and describe in detail the 6 main types of abuse to name but a few.

If any body has any suggestions or items that wish to be included in this induction training session please do not hesitate to contact Benita Calderbank (Nurse Manager) who will be more than happy to discuss your proposals.

We will contact the relevant staff upon completion of the induction training course to arrange an appropriate date.

