



**Supporting you to  
provide the best care**

Safeguarding you with high-quality  
healthcare professionals




# Contents

Who are Servoca Nursing and Care	4
Delivering excellence in care	
Our nurses and carers	
Central recruitment and compliance	
Quality and reliable staffing	7
Our healthcare professionals	
Fully compliant professionals	
Who do we serve?	
Training	
Specialist services	8
Why choose us?	10
Employment process	
Contact your local branch	12



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Speak to one of our friendly team. Find your local branch number on the back page, we look forward to speaking with you.



“Since using Servoca we have not used any other agency. I feel that we have the perfect working relationship, communication is excellent. Any hiccup is dealt with immediately. We find you very helpful, always willing to help. The staff are polite, smart and professional. You listen to our concerns and act on them immediately. The rates are reasonable, and we wouldn’t consider using anyone else. I promote Servoca with ease”



# Who are Servoca Nursing and Care

Servoca Nursing and Care are healthcare recruitment specialist within the Servoca Plc.

## Delivering excellence in care

We focus entirely on providing trained, high-quality staff for nursing homes, residential care and supported living environments. Our focus on continuity of care and professional service to clients and candidates alike has helped build a reputation for quality and reliable temporary care staffing. We service a broad range of national and local care clients, enabling us to offer our care workers regular opportunities within a varied range of surroundings.

## Our nurses and carers

We recruit, develop and support our nurses, healthcare assistants and support workers so they meet the most appropriate, recent and relevant experience for the field in which they wish to practice. We understand that our reputation is built on the competence and conduct of the staff members we supply to clients, and therefore recruit candidates based on their professionalism and work ethic. We offer on-going support through continued professional development courses across a wide range of disciplines.

## Central recruitment and compliance

We have dedicated Central Recruitment and Compliance teams who rapidly expedite new candidates through a rigorous vetting process which includes:

- ✔ Interviews with a Registered Nurse of a higher grade
- ✔ Reference checks
- ✔ Fully enhanced DBS (formerly known as CRB)
- ✔ Right to Work and NMC Register check
- ✔ Occupational health screening

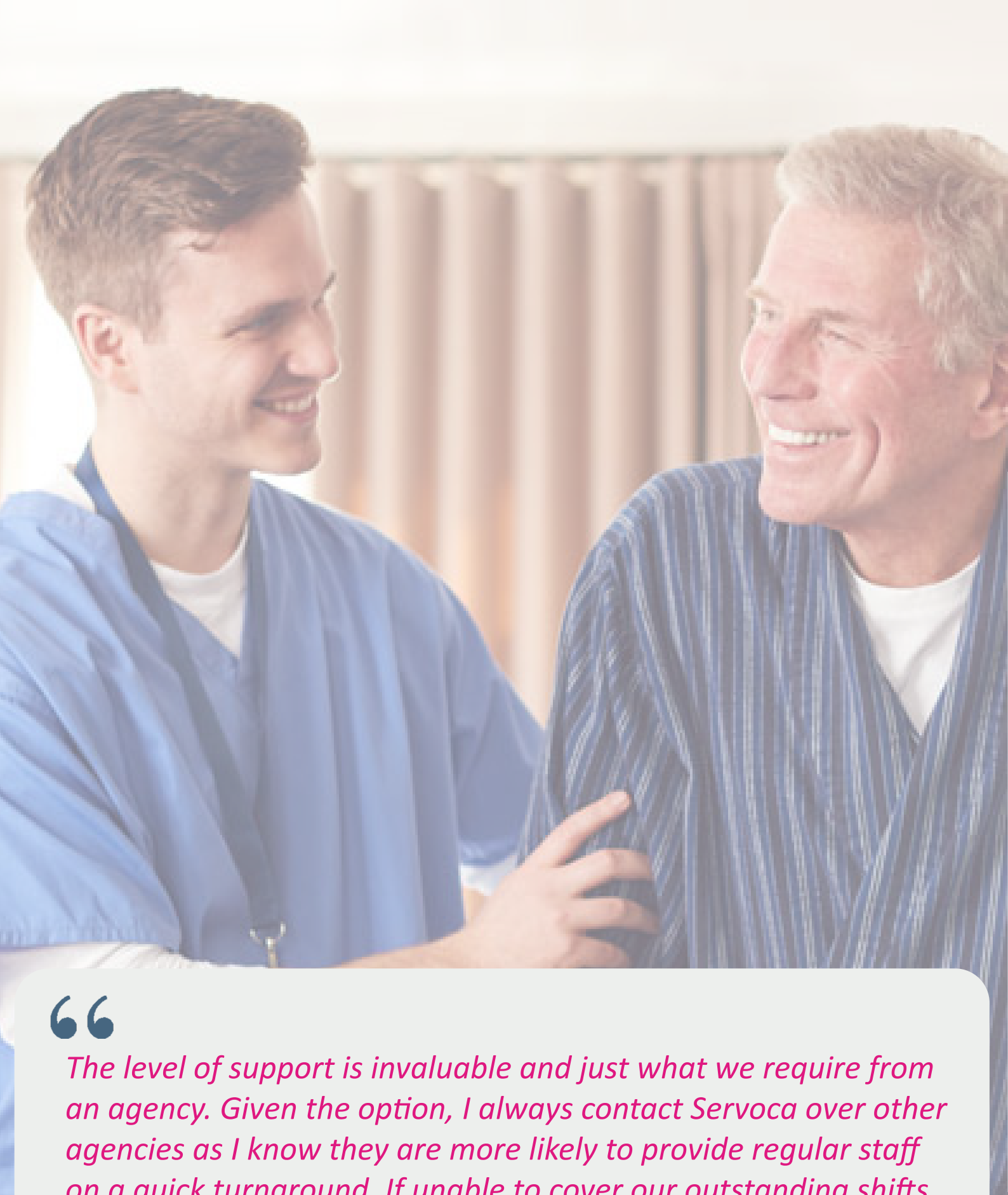
When you partner with us, you can be confident that we will place only the highest quality healthcare professionals



“

*You and the staff you have supplied have been dedicated, reliable and a pleasure to work with. During staffing difficulties having a support network like yourself that reduces the need to continue to chase shift times and staffing has been an absolute God send. I would recommend Servoca as an exceptionally good agency and would also say that you have been the icing on the cake. Once again thank you for the work you have done and the support you have been.*

”



“

*The level of support is invaluable and just what we require from an agency. Given the option, I always contact Servoca over other agencies as I know they are more likely to provide regular staff on a quick turnaround. If unable to cover our outstanding shifts they inform us as soon as possible and always keep us informed, using open professional communication. In my experience they are a reliable agency with professional staff and are a pleasure to work with.*

”

## Quality and reliable staffing

Servoca Nursing and Care is a UK provider of temporary and permanent nursing, care and support workers. We have over 20 years' experience of providing nurses, healthcare assistants and support workers throughout the UK, with an excellent reputation and proven track record in swiftly providing experienced, qualified and well trained staff. We understand clients often require temporary staffing solutions at short notice. Our ability to respond quickly to urgent requirements is a cornerstone of our service. We know that healthcare can be fast paced and unpredictable and understand that there will always be last minute emergencies that require the supply of healthcare professionals. Our team is available 24 hours a day, 7 days a week to provide both planned and emergency staffing solutions.

### Our healthcare professionals

- ✓ Registered general nurses
- ✓ Mental health nurses
- ✓ Healthcare assistants
- ✓ Support workers
- ✓ 1-2-1 care
- ✓ Senior carers

### Who do we serve?

- ✓ Nursing homes
- ✓ Care homes
- ✓ Residential homes
- ✓ Support settings include learning disabilities, autism and complex needs.
- ✓ Mental health units

### Fully compliant professionals

- ✓ Training
- ✓ Annual occupational health check
- ✓ Proof of eligibility to work in the UK
- ✓ Full employment history
- ✓ Annual enhanced DBS check
- ✓ Clinical references & proof of qualifications

### Training

We pride ourselves on providing comprehensive training and continued professional development to ensure our clients receive a professional, efficient and empathetic service delivered with respect, dignity and compassion. Our mandatory training exists to ensure that all workers are qualified to the appropriate level, to protect and safeguard all people receiving such care and support.



# Specialist services

We provide high quality staff to our clients who support adults and children with learning disabilities, autism, mental health needs, emotional behavioural needs, CSE risk, addiction and substance missuses. Please speak to your local branch using the number on the back to find out more about the services they provide.

Our internal compliance team help us to manage new and annual candidate compliance, this allows us to support our clients with external and internal audits as well as working to CQC, Ofsted (reg 32 standards) and Local Authorities audits.

## Below is a list of the services we currently work with;

- ✓ Supported living schemes
- ✓ Residential services (CQC regulated)
- ✓ Children residential services (Ofsted Regulated)
- ✓ Leaving care children services
- ✓ Mother & Baby homes
- ✓ Rehabilitation services
- ✓ Drug & Alcohol services (outreach and residential)
- ✓ Crash pad/Emergency referral services
- ✓ Solo placements (Adult and Children services)



“

*Heartwood Care Group has been working with Servoca for several years now. The team are very professional, friendly, supportive and very reliable. I would recommend any employer to Servoca. They work very well with emergency requests for shift covers and I would highly recommend them.*

”



# Why choose us?

With a successful history of offering quality and reliable staffing we have been able to build an extensive bank of highly skilled and experienced candidates who are available to meet your requirements

- ✓ Each healthcare professional is recruited, inducted and trained in line with the most stringent standards from our clients, Skills for Care and the NHS
- ✓ An approved preferred supplier across most national care providers including all of the top four
- ✓ A proven preferred supplier to numerous local authority and private sector establishments
- ✓ Service available 24 hours a day, 7 days a week (branch dependent)
- ✓ Rigorous vetting process, ensuring candidates are compliant and safe to work
- ✓ Continuity in staff provided and strong candidate retention
- ✓ Extensive bank of qualified healthcare professionals
- ✓ Our specialist teams have expertise in the local healthcare labour market

## Employment process

Our recruitment process exceeds all the regulatory requirements necessary to comply with legislation, mitigating the risk of legal exposure for our clients, providing assurance and peace of mind. We value diversity and inclusion and comply with equal employment policies and procedures to ensure recruitment for our clients is equal and fair. Our candidate registration process follows strict guidelines, which are periodically audited by our compliance team and independent external partners.

- |  |                                |
|--|--------------------------------|
| ✓ Equality act 2010                                | ✓ Disclosure & Barring Service |
| ✓ National minimum wage                            | ✓ Agency Workers Regulations   |
| ✓ Rehabilitation of Offenders Act 1974             | ✓ Data Protection Act 1998     |
| ✓ Working Time Regulations (Holiday)               | ✓ Employment Agencies Act 1973 |
| ✓ The Immigration, Asylum and Nationality Act 2006 |                                |



“

*Amazing service, meeting the needs of our clients. You have been fantastic in supporting our Management team managing shifts, last minute shift covers with agency staff who are vital to keeping the home running day to day.*

”

# Contact your local branch

We love putting a face to the name so are more than happy to arrange a visit with you. Alternatively we know it can get busy, so if you'd prefer to contact us via phone or email, then please contact your local branch using the information below. Our team are on hand to help you with any queries you may have, we look forward to speaking with you.

Cambridgeshire	01223 643 700	<a href="mailto:cambridge@servocahealth.com">cambridge@servocahealth.com</a>
Chester	01244 560282	<a href="mailto:chester@servocahealth.com">chester@servocahealth.com</a>
Colchester	0120 663 5533	<a href="mailto:colchester@servocahealth.com">colchester@servocahealth.com</a>
Darlington	01325 366 488	<a href="mailto:darlington@servocahealth.com">darlington@servocahealth.com</a>
Derby & Staffordshire	01332 321 888	<a href="mailto:derby@servocahealth.com">derby@servocahealth.com</a>
Hertfordshire	01707 682 944	<a href="mailto:herts@servocahealth.com">herts@servocahealth.com</a>
Leeds	0113 331 5010	<a href="mailto:leeds@servocahealth.com">leeds@servocahealth.com</a>
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Lincoln	01522 458 700	<a href="mailto:lincoln@servocahealth.com">lincoln@servocahealth.com</a>
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Preston & Lancashire	01772 281 049	<a href="mailto:lancashire@servocahealth.com">lancashire@servocahealth.com</a>
Sheffield & Chesterfield	0114 387 8288	<a href="mailto:sheffield@servocahealth.com">sheffield@servocahealth.com</a>
Southport	01704 337 102	<a href="mailto:southport@servocahealth.com">southport@servocahealth.com</a>
Stoke-on-Trent	01782 376 800	<a href="mailto:stoke@servocahealth.com">stoke@servocahealth.com</a>
Wales	01745 776016	<a href="mailto:wales@servocahealth.com">wales@servocahealth.com</a>

