



# MatchOptions

Linking Your Personnel Needs Instantly

We care and more importantly we know what YOU expect from us.

[www.matchoptions.co.uk](http://www.matchoptions.co.uk)

Head Office and Registered Office: 246 Trelawney Avenue, Langley, Slough, Berkshire, SL3 7UD  
Tel: 01753 545 342 Fax: 01753 592 542  
Email: [info@matchoptions.co.uk](mailto:info@matchoptions.co.uk)

## Statement of Purpose

Match Options serves the Social and Health Care sectors by matching and offering options at value for money to the service users of our recruitment services for supply of quality Permanent and Temporary workers.

### Vision

- ✓ To provide the very best Recruitment services as measured by acceptable Key Performance Indicator (KIP) targets so that we are the provider of choice
- ✓ To work towards this vision by securing the following key objectives.

### Objectives

Match Options Key Performance Indicator targets are based at least on the following criteria that guarantees that Quality of service delivered would exceed expectations of Service users:

- Achieved Response times against orders for workers to be within 20 minutes, with or without a confirmed named temp staff.
- Objectively measure performance, and providing feedback which continuously improve the overall effective attendance, punctuality, and continuity, to exceed expectations
- Fill rates for Vacancies issued versus Vacancies filled to exceed 90 percent
- Ensure that service delivery is in line with overall risk assessment for service users who also include our workers.
- Work to accounting and financial procedures that safeguard Service user's interests. This includes protection of service users' possessions and prompt delivery of accurate statements of account for service delivered.

In securing these objectives we adhere to the following principles:

### Our Principles

We recognise that every prospective Service user should have the opportunity to choose an employment agency which suits their needs and abilities. To facilitate that choice and to ensure that our Service users know precisely what services we offer, we will do the following:

- Comply with the minimum Care Standards for Nurses Agencies as stipulated in the Nurses agencies Regulations 2002 and other statutory, operational and Regulatory frameworks in force from time to time.
- provide detailed information on the agency by publishing a statement of purpose and a detailed
- service user guide.
  - Give each service user a contract or a statement of Terms and Conditions specifying the details of
- the relationship.
  - Ensure that every prospective Service user has their needs professionally assessed before a
- decision to engage our services is taken.
  - Demonstrate to every Service user about to enter into a contract with us that we are confident that we can meet their needs as assessed.

### **Right of Choice of agency**

We recognise that every prospective Service user should have the opportunity to choose from various options, an agency which satisfies their needs, abilities and affordability. To facilitate that choice and to ensure that our Service users know precisely what services we offer, we will do the following:

- provide detailed information on the agency by publishing a statement of purpose and a detailed service user guide.
- Give each Service user a contract or a statement of Terms and Conditions specifying the details of the relationship, as approved by the REC. These Terms and Conditions are also published on all Timesheets.
- Ensure that every prospective Service user has their needs professionally assessed before a decision to engage our services is taken.
- Demonstrate to every Service user about to enter into a contract with us that we are confident that we can meet their needs as assessed.

### **Concerns, complaints and protection**

We aim to get things right first time, but. If a service user believes we got something wrong, please tell us and we will try to sort things out quickly. To mitigate against such unfortunate circumstances, we will:

- Treat all complaints seriously, ensuring an appropriate level of confidentiality when taking action as appropriate.

-Recognise that ours is a service users' driven operation and treat all complaints as an opportunity to continually improve the level of service delivered Service users.

Our detailed Complaints Policy:

- clearly states the policy and procedures that are followed when dealing with complaints from Service Users who also include staff. It is of paramount importance that complaints are Quickly raised and made easily and clearly understandable.
- Requires that the Match Options investigates and resolve a complaints in accordance with defined levels of accountability and with strict timescales by which key actions must be completed.

Match Options will investigate every complaint that it receives from service users or staff, regardless of the initial apparent severity.

Match Options will investigate the details of a complaint as far as possible and will, at all times and at appropriate stages of the investigation take the appropriate action.

Match Options will make it clear to all involved in a complaint exactly what the appropriate policies are and what the intended actions are.

Every complaint, whether received verbally or in a written format, will be directed and/or routed to the registered Nurse manager who has training on how to handle complaints. If the assessment is that the

complaint requires involvement of a more senior officer, then this will follow the company's chain of command.

As soon as a complaint is received it will be recorded on a complaint register

Each complaint is recorded in detail and in writing. All steps taken and all events relating to the complaint are recorded in the same manner.

When deciding whether the immediate suspension of a staff member is required, Match Options will take the apparent severity of the complaint as well as the wishes of the complainant into consideration.

Match Options will keep all affected parties involved of the progress of the investigation. This will be done in writing.

Match Options will always inform staff of complaints against them, except in the case of a confidential reference or alleged fraud. Match Options' policy on whistle blowing will also be applied in this regard.

Match Options will always provide the subject of the complaint a full and fair opportunity to respond to the complaint. Match Options will follow a detailed process of interview and correspondence with the subject of a complaint to establish the validity and fairness of a complaint.

On the basis of the input from the complaint and Match Options' initial investigation, Match Options will compile a detailed plan of action to provide a remedy for the complainant, prevent the complaint from happening again and , if appropriate, institute suitable action against the subject of the complaint.

Wherever it may be appropriate Match Options will work with the subject of the complaint ( except that involving fraud or confidential references) to establish how the complaint may be resolved and how re-occurrence may be avoided. All agreed demonstrable actions will be monitored appropriately.

If Match Options suspects that a nurse may have breached the requirements of the NMC code of conduct, the complaint will be reported to the NMC in writing. If the NMC suspends the nurse's membership, Match Options will also suspend the nurse from our working staff.

All POVA and POCA complaints will be dealt with strictly according to the requirements of those registers. The company has other policies in place that details these actions.

In the case of domiciliary Service Users, Match Options will inform them, at the outset of complaint, that they have the right to escalate the complaint to the contracting authority if Match Options does not resolve the complaint to their satisfaction within a reasonable time period.

Match Options will provide all involved parties with a written notice of the outcome of a complaint. The personnel department at Match Options will keep a complete record of all events and paperwork in the complaints record register.

Match Options, through the personnel department, reviews the content of resolved and outstanding complaints records on a regular basis to monitor our service quality and to identify any areas of concern.

#### **Timescale:**

Complaints relating to Malpractices of registered Nurses will be reported to NMC/HPC promptly and within 24 Hrs of the complaint being received by Match Options, who has the responsibility for monitoring, reviewing and following up such complaints with NMC/HPC until an outcome is reached.

Match Options aims to respond/ acknowledge to all complaints in writing within 3 working days

Match Options has set itself the target of, wherever possible, resolving the complaint and providing full feedback to all involved parties within 28 working days unless nature of complaint requires further investigation by an external body like the NMC, CSCI, and the Police etc. However, whatever the route taken, the Service user will receive details of how the complaint is to be resolved within 28 calendars days

Irrespective of whatever actions are taken by Match options, every complainant has the right to complain to:

Commission for Social Care Inspection

The Oast, Hermitage court  
Hermitage Lane,  
Maidstone, Kent  
ME16 9NT  
Tel: 016 22724950

### **Management and administration**

The company recognises the role played by effective leadership and management qualities . To provide the necessary and needed leadership in its operations, Match options will:

- Always engage a manager who is qualified, competent and experienced for the task.
- Aim for a management approach which creates an open, positive, innovative and all inclusive atmosphere.
- Install and operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures that safeguard Service user's interests.
- Supervise all staff regularly and carefully.
- Keep up-to-date and accurate records on all aspects of the company and its Service users.
- Ensure that the health, safety and welfare of Service users and staff are promoted and protected.

Match Options Limited is the Registered Provider of the Nurses Agency services.

Miss Lilian Kamau is the Registered Manager for the Agency services.

Lilian is a Qualified and Registered Nurse since 1999 and has been a Senior staff Nurse with the NHS and private establishment that includes the Priory Secure Services. Her responsibilities have included working with junior staff, students and multidisciplinary teams and drug administration.

Mr. Stevie Ibbs is the registered responsible person. He holds a Bachelor of Administration Degree and is currently completing a BSC degree in Substance use and misuse. Not only has he worked as a Social and Healthcare support worker, but he has also been in senior management positions with companies in Social and Healthcare industry.

## **Our Healthcare workers**

The ranges of qualification of nurses who are employed by Match Options are:-

- Registered General Nurses (RGNs)
- Midwives
- Registered Mental Health (RMNs)
- Critical Nurses - A&E ITU, PADU, PIDU, Theatres, Recovery
- Health care assistants

Those qualified in Nursing but not registered with the NMC are placed as Healthcare support workers.

## **Staff, Recruitment, procedures and training**

To achieve the above stated Key performance indicator Targets as relates to staffing, Match options will:

- Employ staff in sufficient and appropriate numbers and with the relevant mix of skills to meet Service users' social and Healthcare needs.
- Effect recruitment policies and practices that promote respect for equal opportunities, Non-discrimination, independence and autonomy, safety and welfare of service users.
- Effect Recruitment practices that take account of eligibility to work in the UK, security and vetting in line with CRB guidance, as to Identity documents and proof of address and references besides face to face interviews during the registration process.
- Offer workers a range of relevant induction and training courses that recognises their experience and need for further development.

### **Match Options has a robust and detailed Recruitment Policy That covers these areas:**

**Candidate attraction, Eligibility to work, Security and Vetting, documented experience, references, training and qualifications, Registration and interview.**

**Every recruited worker is issued with a staff Handbook and a contract of employment that specifies their relationship with the company and the types of settings in which they are supplied to work.**

The company is committed to the highest standards throughout the recruitment process. Recruitment of high calibre and competent staff is critical in the provision of quality service our Service users. The Recruitment policy demonstrates the agency's commitment to the highest standards of vigorous assessment of all prospective applicants through a fair and equitable process of selection.

Candidate attraction-the company uses effective and sector relevant advertising platforms that include, the press, websites and word of mouth

- Recruiting staff are properly trained and equipped to satisfy all their statutory and operational obligations.
- Open and fair processes of selection
- Assessment of skills against clearly defined criteria
- Feedback to candidates
- Rigorous professional and statutory checks applied to all staff selected for registration with the agency
- NMC pin number and date of expiry
- CRB Checks are carried out for all staff who are likely to come into contact with Vulnerable adults and children.

The recruitment process stipulates that all candidates will have a face to face interview by our senior nurse manager.

It is a requirement that all candidates must have at least a years related Social and healthcare experience and two references are required with one of these coming from a present or most recent employer.

### **Quality Management System**

To ensure delivery of a high quality service, the company has a comprehensive self-assessment system, which requires that all operating policies, guidelines and work practices are audited annually.

Any "non-conforming" areas of activity are reviewed for further action that may be needed to rectify or avoid a reoccurrence of the shortcoming(s) in the future.

Through regular review meetings and a 24hr contact to service users for comments, compliments or complaints, the company is enabled to formulate relevant feedback questionnaires as a demonstration to a commitment to high quality service.

### **Our Cessation of service**

Match Options Recruitment may cease to provide service if our staff feels in any way threatened or abused and or in the case of unsafe practices or breaches of our policies not limited to discrimination and equal opportunities policy.

### **Insurance**

We have adequate insurance cover for Professional Indemnity (£2m), Public Liability (£5m) and Employer's Liability (£10m). Copies of the certificates are available on request.

### **Company policies and Operational guidelines**

Match Options Recruitment has detailed and documented operational policies and guidelines that comply with various supervisory and regulatory requirements governing operations of a Nurses Agency in the United Kingdom.

Should you require a copy in any area of your interest, please do not hesitate to contact us at the address below .

Thanks for reading through our statement of purpose and should you require any clarifications or further information, please contact either/or our Registered person or the Registered manager at:

**Match Options,  
246 Trelawney avenue,  
Langley,  
Slough,  
Berkshire.  
SL3 7UD : Tel: 01753 545342 or  
Email: [info@matchoptions.co.uk](mailto:info@matchoptions.co.uk)**

