



**Pride
Community
Healthcare**

Quality Staffing Solutions

About Us

Pride Community Healthcare Care is a domiciliary care company providing a wide range of services to clients, with the key aim of supporting them to remain independent within their own homes. We offer a bespoke service, delivered in a manner that respects the wishes, privacy, feelings, and preferences of the service user and upholds their rights and dignity. Our priority is to ensure our services safeguard and promote our service users' health, independence, and quality of life.

Our Objectives:

At Pride Community Healthcare Care, our objectives are:

- To ensure our services are personalised and have positive outcomes for each service user.
- To deliver the highest standard of care from a very experienced care and management team.
- To ensure that all service users have a right to their independence, privacy, dignity, and fulfilment.
- To ensure all service users values are respected in relation to race, age, religion, disability, sex, and sexual orientation.
- To ensure our service is well led and acts on feedback from service users.
- To provide a flexible and efficient care service.
- To assist the service users in remaining in their own homes and preventing hospital admissions.



Pride Community Care staff database

We have a huge number of staff in our database, which include the following:

- Social Workers
- Registered General Nurses
- Senior Support Workers
- Home Care Managers
- Healthcare Assistants
- Support Workers
- Senior Carers
- Carers
- Specialist Registered Nurses

Pride Community Care staff specialities

We have a huge number of staff in our database covering a variety of specialities including the following:

- Social Care
- Spinal Injury
- Specialist Care
- Down Syndrome
- Elderly Care
- Learning Disability
- End of Life Care
- Mental Health
- Physical Disability
- Acquired Brain Injury

Leadership:

Pride Community Care is led by experienced and professional management.

- Tracy Britcher, co-director, has vast experience working in the Health and Social Care sector, including working as an NVQ assessor supporting care staff to achieve their qualifications. Tracy has an NVQ Level 3 in Team Leading and Customer Service and a Level 5 Diploma in Leadership for Health and Social Care. Tracy also has a Level 3 in Health and Social Care, a Level 4 in Leadership and Management and many years experience as a registered manager.
- Lucy Britcher, co-director, has been working in the care sector since 2001 and is richly experienced in domiciliary care, supporting clients with their independence within the home. Lucy also worked for the South East Coast Ambulance Service in patient transport and procurement, a role that saw her support staff and ensure that all work was expertly delivered to deadlines. Lucy was also a team leader within the service, and has a GNVQ in Health and Social Care.

Complaints Procedure:

All complaints will be dealt with in confidence and will be taken seriously. We encourage the involvement of service users in every aspect of their care and actively seek feedback to further enhance our service. In addition to this, we will conduct regular quality checks, and service user questionnaires will allow us to further act on feedback. In the event of a complaint, you will receive a verbal response within 24-hours and a final reply in writing within 28 days. You will be kept informed during the whole process."





What Makes Us Different?

Owned and managed by people who have years of experience within the healthcare sector, Pride Community Healthcare knows what it takes to match the right staff with clients needs. Using our insights into what is required for each situation, we provide a service with professionals trained for each and every scenario.

With access to a broad network of available staff, we can find the right person for the assignment. Pride Community Healthcare will make sure you gain access to the reliability, flexibility and experience that you need to support your own clients. We know how critical these are to you.

Our recruitment process is very discerning. We only take on staff who have appropriate and verifiable references. It is important to us that we provide professional and competent staff which clients can have confidence in with regards to screening, assessment and training.

Although our quality of service and professionalism is of utmost importance to us, it is also vital that we provide affordable solutions. By offering attractive packages to both employees and clients, we keep a balance that does not affect the quality of staff nor your ability to use our services. Our initial trial period delivers the most attractive rates that beat most agencies.

Our Recruitment Standards

What we have always done better than anybody else is to provide the highest quality care staff. We apply internal Quality Assurance Systems, that are continually being improved, during our rigorous hiring process. It is essential to us and our clients that our staff are compliant.

Every candidate that we screen attends a face-to-face interview with our recruitment specialist. This means that only those with the right care experience, local knowledge and awareness are hired. Our staff are handpicked to match the services they need to provide. They have the right qualifications and experience, with many of them having achieved QCF Level 2 or 3.

Your Business Is Our Business

Each candidate or employee needs to go through Disclosure Barring Services (DBS), POCA, SOVA, work history, experience and qualification checks. Pride Community Healthcare also verifies references and health declarations, so that we know exactly who is capable of what and to what level of competence. Ongoing training needs are regularly assessed by us to ensure a high standard of service:

Pride Community Healthcare complies with:

- The Care Act 2014
- The Regulation of Care Act 2001 (Scotland)
- Department of Health Code of Practice of NHS Employers
- All NHS National Framework Guidelines





Care Staffing Services

We are a leading supplier of comprehensive healthcare staffing solutions to care, residential and nursing homes, hospitals, medical facilities and establishments that need person-centred personnel.

By providing staffing solutions that are both cost-effective and high-quality, Pride Community Healthcare helps with everything that is required. Our extensive database of experienced Support Workers, Carers, Healthcare Assistants and Nurses of various specialities is available to provide high-quality care on demand to our clients for:

- One-off shifts, staff absence and shortfalls (often at very short notice),
- Establishing a new unit, whilst permanent staff are recruited,
- Emergency cover during very busy periods,
- Temporary or permanent positions,
- Regular support to full-time teams,
- Contract or SLA (Service Level Agreement) arrangements.

Pride Community Healthcare's staff can help with a broad range of specialist services including:

- Elderly and Elderly Mentally Infirm (EMI) care
- Brain and spine injuries
- Complex behaviours
- Mental health conditions
- Learning and physical disabilities
- Equal opportunities
- Adult protection and advocacy
- Citizenship and social inclusion
- Relationships and sexuality
- Communication
- Person-centred planning



Whether you need to cover unplanned absences or larger staffing needs, Pride Community Healthcare can provide solutions that are flexible and tailored to what you require. Our staff are matched by hand to your assignment. Many of our staff also have deep experience in caseloads, live-in care, reviews, assessments and protection. These skills provide an asset to existing care teams.

Knowing that we provide high-quality staff that are experienced and flexible, you can rest assured that we have what it takes for a strong and dependable workforce.

**What do
you need to
do next?**



Have you identified any staffing requirements we can help you with?

Would you like a non-obligation discussion or a chat about our staffing services?

If so, please contact our team by telephone or email. They're waiting to help you!



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Email: info@pridecommunityhealthcare.co.uk



Pride Community Healthcare

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