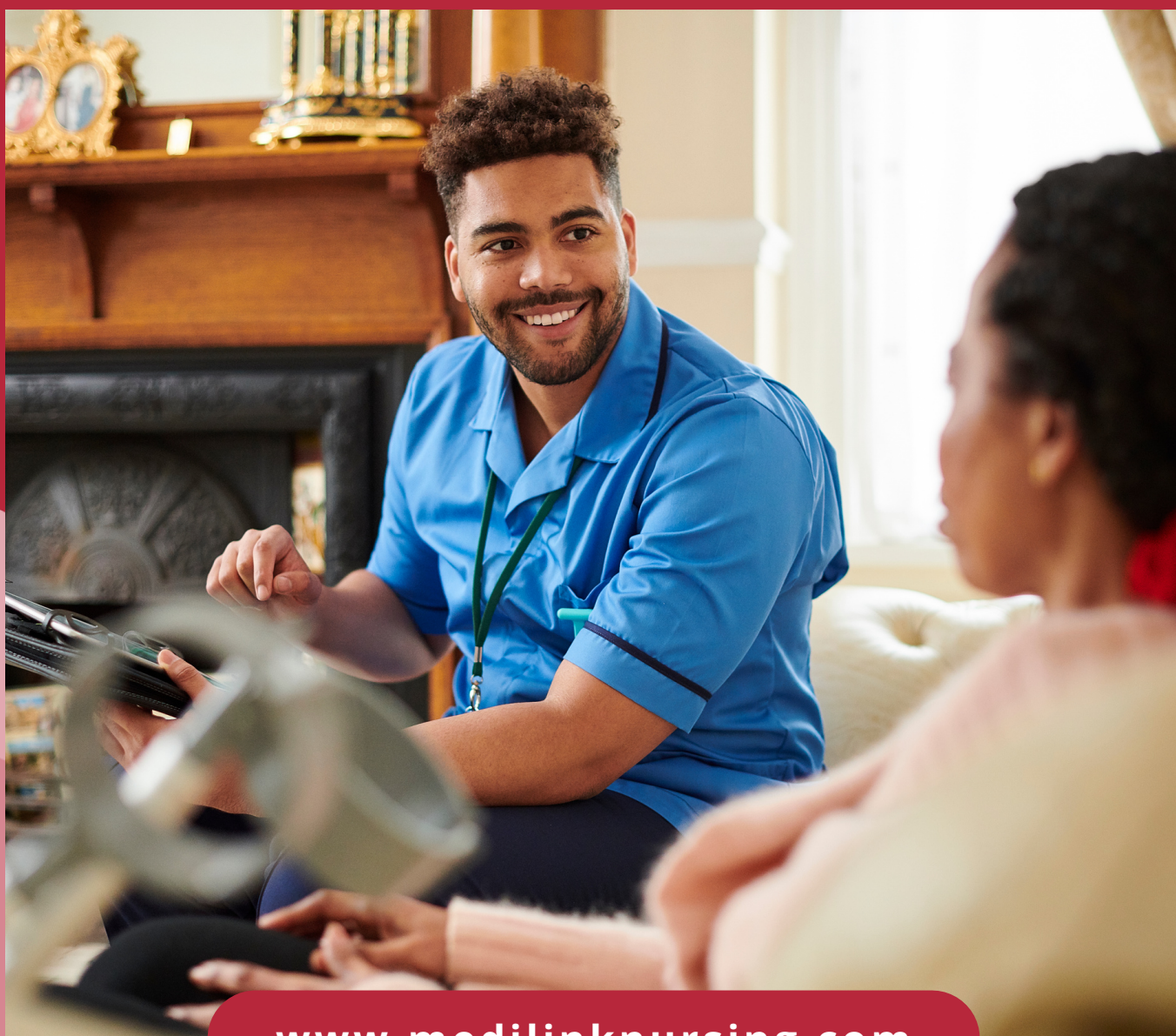




Medilink Nursing

Providing Quality Carers & Nurses
For Over 25 Years



www.medilinknursing.com

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Hi There!

At Medilink Nursing, we're proud to be one of the oldest Healthcare Agencies in the UK, with over 25 years of experience!

In this pack, we'll outline all our services, as well as any additional information you might find useful!

If there is ever anything we can do for you, please feel free to get in touch! Our Head Office is open every single day from 6am until 10.30pm - give us a call on **0113 877 6383**, or email **care@medilinknursing.com**.

Kind regards,

A handwritten signature in black ink, appearing to read 'Michelle Horsfall', written over a white rectangular background.

Michelle Horsfall
Managing Director

SERVICES PROVIDED BY MEDILINK NURSING

We provide trained, experienced cover staff for homes like yours, offering a range of booking options - we'll go over these below:

- ✓ **LAST-MINUTE COVER**
Suddenly found yourself a member of staff down, and need someone to cover at short-notice? Give us a call, tell us what you need, and we'll sort out the rest.
- ✓ **AD HOC COVER**
We can provide Carers and Nurses for you as and when you need them, for single shifts.
- ✓ **SHORT-TERM COVER**
Often required as a result of maternity leave, annual leave or long-term illness, if you require cover for a fixed period of time we can accommodate.
- ✓ **LONG-TERM COVER**
If you're needing something a bit more long-term, we can provide staff on a semi-permanent contractual basis of one year or more.
- ✓ **BLOCK BOOKINGS**
Are you needing specific cover? Maybe you need extra staff every Monday or on every other Friday. No problem! You can make block bookings – we'll arrange the cover so that you don't have to request it each week.
- ✓ **SPECIALISED 1-TO-1 CARE**
Sometimes those under your care need a little extra attention, which is why we offer dedicated 1-to-1 care.

Our Nurses and Carers are trained in areas such as (but not limited to):

- Dementia & Alzheimer's
- Learning and Physical Disabilities
- Sensory Impairments
- Palliative Care
- Overnight Care

MEDILINK NURSING IN NUMBERS

25+

Years of Delivering
Quality Care



800+

Fantastic Nurses &
Carers On Our Team



1000s

Of Shifts Filled Every
Year



365

Available Every Day Of
The Year

HOW WE RECRUIT OUR HCAS & NURSES

When you request an extra pair of hands from us, you don't want to be worrying whether they're the right person for the job.

Our recruitment process involves identifying the right candidates, conducting interviews, and completing the necessary DBS checks. By doing this, alongside our CPD accredited training, we make sure everyone that we supply is at their very best.

EXPERIENCE

We only recruit staff with a minimum of 2 years' worth of UK healthcare experience within the past 5 years. This ensures that all of our agency staff are familiar with working in UK care settings, and are able to get started with minimal assistance when they arrive at your Home.

REGULAR TRAINING

All of our staff undergo a series of training courses prior to starting work with us, and these are taken annually from then on. In an industry like ours, refresher training is important because the stakes can be high when it comes to getting things wrong.

DBS CHECKED

As you would expect, all of our agency staff have undergone an Enhanced DBS check with both barred lists, which is redone yearly.

THE RIGHT SORTS!

We make sure that they are the right sort of character! If we wouldn't want them looking after one of our relatives, they won't be getting shifts with us anytime soon.

Our staff represent everything you could want from your go-to nursing agency, but don't take it from us - read some testimonials from our other satisfied Clients!

MANDATORY TRAINING

Before any member of staff is able to work a shift for us, they must have completed the following training courses:

- Basic Life Support With AED.
- Dementia Care.
- Fire Safety.
- First Aid Awareness.
- Food Hygiene.
- GDPR Awareness.
- Handling Complaints.
- Health & Safety.
- Infection Control.
- IT & Cyber Security For End Users.
- Mental Health & Capacity.
- People Moving & Handling.
- Safeguarding Children.
- Safeguarding Adults.

On top of this, any Registered Mental Nurses or Registered General Nurse must also undertake and complete a Medication Administration course.

All training must **be completed in full** before any shift can be worked.

Once the training, it is then required to be **completed on a yearly basis** to ensure all our staff feel comfortable and confident in work.

Training is done online, and has been **CPD accredited**.

TESTIMONIALS

"Just want to let you know you have some really lovely staff. They are punctual, kind to residents, and listen to our seniors. A special mention, Francis has (twice now) come in at short notice for a night shift, and we couldn't be more grateful to him.

You run a great service, thank you for your support."

"The staff Medilink Nursing supply are of an extremely high calibre, hard-working and conscientious.

The telephone staff are always polite, courteous and eager to help where they can. I have full confidence in Medilink knowing they will always supply the best staff and always deal with all my needs"

"I have used Medilink for several years to provide temporary staff. I have always found them to be reliable and provide quality staff"

I have used Medilink for some time now, and they offer a very good reliable service. I am lucky to receive the same staff which helps us to maintain continuity for our residents.

This is the only agency I need use as I know I can depend on them for quality and consistency.

CPD ACCREDITED TRAINING FOR YOUR STAFF

Medilink Nursing has helped create a range of online, CPD accredited training courses used by our agency staff, which can be provided to your staff too!

These courses can be taken on any device, from any location, at any time, removing the hassle of traditional in-person training. Each online training course is officially CPD-accredited, meaning it has reached the required standards and benchmarks to help learners learn new skills, or reinforce their knowledge.

How Does It Work?

Simply let us know the email addresses of who you want to enrol, and we will do the rest! Each learner is sent an email that will allow them to log in and complete their courses. They can complete a course in one go, or start it and come back and finish it later!

We can offer training for the following:

People Moving & Handling

Dementia Care

Manual Handling

**Basic Life Support
With AED**

Mental Health & Capacity
Training

**Health & Care Age
Verification**

Safeguarding Children

Health & Safety

Handling Complaints

Infection Control

First Aid Awareness

**Record Keeping In
Healthcare**

Medication Administration

**Safeguarding Adults at
Risk**

Equality & Diversity

**Control of Substances
Hazardous to Health**

IT & Cyber Security for
Businesses

**IT & Cyber Security for
End Users**

Food Hygiene

GDPR Awareness

Fire Safety



DBS CHECKS BY AARON'S DEPARTMENT

All of Medilink Nursing's DBS checks are done using our sister company, Aaron's Department.

Since your organisation requires DBS checks for your staff, their services may be of interest to you! We'll give you a run-down of their services here...

- ✓ **FREE FAST-TRACKING**
If you send a check to Aaron's Department before 4:00pm on a weekday, they guarantee to process it and send it on to the DBS the very same day - a lot of DBS Umbrella Bodies charge extra for this privilege.
- ✓ **ERROR-PROOF CHECKS**
Aaron's Department's application system automatically checks for an enormous range of errors while the applicant is filling in their details, meaning silly little mistakes can be sorted on-the-go.
- ✓ **AUTOMATIC UPDATE SERVICE CHECKING**
It's all very well getting your staff on the Update Service to keep their DBS checks renewed, but isn't it a faff regularly checking the government portal to see if there have been any changes to their certificates? Aaron's Department has developed a system that will do this automatically, and notify you as soon as there is a change.
- ✓ **AFFORDABLE CHECKS, NO HIDDEN FEES**
Ideally, you want to be paying as little as possible for your DBS checks - those things can get expensive!

An Enhanced DBS admin fee is just £10.95 per application, which can be reduced to as low as £6.26. There are no subscriptions or hidden charges, it's all transparent, one-time payments.

You can read more at www.aaronsdepartment.com, or get in touch with them by calling 0113 877 0171 or emailing contact@aaronsdepartment.com,



GET IN TOUCH!

We're available every single day of the year from 6am until 10.30pm!

Website

www.medilinknursing.com

Head Office Details

Telephone

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