



England

Statement of Purpose

Effective: 6 May 2016

Mayfair Nurses is the trading name and a division within A24 Group Ltd, a member of the A24 Group of medical staffing agencies. Mayfair Nurses is a supplier of nursing and care personnel to providers and individual Service Users throughout England.

Mayfair has a large team of local nursing and care managers who carry out a wide range of duties on behalf of the agency. This includes the management of Service User case work; resolving and dealing with issues or conflicts; and supervising and ensuring that our staff at all times provide a high quality service to end users.

Mayfair is seeking registration under the following regulated activities in accordance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010:

- Personal Care
- Treatment of disease, disorder or injury
- Diagnostic and screening procedures

Mayfair Nurses is able to provide services to the following client types and groups:

- NHS Trusts
- Private Hospitals
- Nursing Homes
- Learning disability or mental health
- Children who require nursing care
- Individuals with physical disabilities
- Dementia
- Elderly
- Young adults
- Individuals who misuse drugs or alcohol
- Individuals who have eating disorders

Quality Assurance

All of our members are subject to rigorous screening and vetting procedures prior to placement with Service Users. In addition to this, where allowed by the data protection act, we are able to evidence this to you upon request.

Using our Service

Mayfair has a dedicated team of recruitment consultants who are trained in the delivery of a high quality service to our end users. They will ensure that the correct level of care is provided at all times; that it is within the budget of the Service User and is in accordance with the wishes of the Service User and/or their advocates where relevant.

Payment for our Services

All Service Users will be provided with a detailed quotation prior to commencement of any care package. This will only be supplied upon approval by the Service User, the advocate or any organisation involved in their care. Mayfair aims to be transparent in its charging structure and to deliver a best-value service.

Review of our Services

We will undertake to review our services on an ongoing basis to ensure that the care provision is sufficient to meet needs in full. If we find shortcomings we will make appropriate recommendations to Service Users, advocates or organisations involved in the care package in order to meet needs fully.

Internal Audit

Mayfair is subject to audit by relevant external bodies including the Care Quality Commission. In addition to these external audits we have our own internal audit teams who independently inspect our processes and services to ensure that the delivery is in accordance with statutory regulations and our own service ethos and standards.

The Management of Mayfair Nurses

Registered Provider and Nominated Individual

Penny Streeter OBE, Arabella Health Staffing Ltd, Group House, 92-96 Lind Road, Sutton, Surrey SM1 4PL

Registered Manager

Sally Page

Group House, 92-96 Lind Road, Sutton, Surrey SM1 4PL

Sally Page qualified as an ENG in December 1986 and as an RGN in September 1992. Post Registration courses gained are ENB 998 Teaching and Assessing, ENB 941 Working with the Older Person, ENB 931 Care of the Dying and their Families. Sally holds City & Guilds 7307-1 teaching qualification and D32 as well as being trained in First Aid at Work (which is updated every three years). In addition to these courses Sally is qualified to deliver Train the Trainer, Moving and Handling courses (updated annually) and she has completed courses in Child Protection and Vulnerable Adults. Sally holds BETEC level 7 advanced professional certificate in Management Studies.

Experience – Sally has been a qualified nurse for over 24 years and has worked in both the NHS and the private sector. For the past 12 years Sally has worked for the A24 Group and has extensive experience in the operation and management of both nursing and domiciliary care agencies.

Compliments, Concerns, Comments and Complaints

Mayfair will seek the feedback from our Service Users, their advocates or organisations that have commissioned our services. We will acknowledge and respond to feedback both positive and negative and use it constructively to resolve any issues and to help us plan and manage our future services.

We take complaints very seriously and will respond to any complaint in the timescales detailed in our complaints procedures; we will investigate and will where necessary instigate referrals to relevant professional and regulatory bodies where there is an obligation to do so.

At any stage of the complaints process you may contact the Care Quality Commission (CQC), Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA.