

## Statement of Purpose

Effective: 1st May 2016

Ambition 24hours is the trading name and division of The A24 Group Ltd. Ambition 24hours was established as a nurse's agency in 1996. We ensure complete compliance with all the regulations set down by the Care Inspectorate and the National minimum standards. Our aim is to meet the needs of our clients as they require our services and we are particularly proficient at dealing with last minute requirements.

We are registered in Scotland to provide nursing agency services.

### Aims and Objectives of the organisation

- To deliver a fast first class service to all our clients.
- To provide highly vetted and professional nurses who are able to complement the services of our clients and assist them to deliver the highest standards of patient care.
- To ensure that all nurses deliver services to the standards laid out by the organisation and its regulatory bodies.
- To ensure that the service is delivered flexibly, attentively and in a non discriminatory fashion.
- To ensure that our clients' needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, age, parenthood and disabilities or impairments.
- To manage and implement an ongoing process of continual investment and improvement throughout the organisation with particular emphasis on the selection, recruitment, training and personal development of agency nurses.
- To ensure that all clients receive written information of the organisations procedures for handling complaints, comments and compliments and how to use it.

### The nature of services Ambition 24hours provides

- Through its recruitment and selection criteria Ambition 24hours will fulfill its obligations in the provision of skilled and experienced nurses committed to seeking the best professional opportunities, who can demonstrate a high level of competency and a desire to assist the service user in achieving their goals.
- Ambition 24hours operates 24/7 therefore ensuring that we are accessible to both nursing staff and clients alike. In the event that a worker cannot fulfill a booked assignment Ambition 24hours will endeavour to provide an alternative Nurse or alert the client in adequate time to make alternative arrangements.
- The charging structure for the agency is set out in our client booklets together with our terms and conditions of business. The agency will provide all clients with at least 30 days notice of any increase in charges.

### Our client base

We are experienced in supply to the following types of organisations:

*NHS Trusts*

*Primary Care Trusts*

*Private Hospitals*

*Nursing Homes*

*Private and voluntary organisations*

*Insurance companies*

*Immunisation campaigns*

*Provision of nursing at home*

### Geographical locations served by the organisation

The agency can provide staff across the whole of Scotland, England and Wales.

## Management of the agency:

### **Registered Provider:**

A24 Group Ltd t/a Ambition 24hours  
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 since 1986 and has worked in both the NHS and the private sector. Sally has worked for the A24 Group and has extensive experience in the operation and management of both nursing and domiciliary care agencies. Sally has been the Nurse Manager for Ambition for the last 8 years.

### **Compliments, Concerns, Comments and Complaints**

Ambition 24hours will at all times seek your feedback and comments regarding our services. These feedback forms are used to actively improve our services to our end users. In the event of a complaint the agency has a formal complaints procedure which we follow, we will ensure that all complaints are dealt with promptly and all actions will be recorded and where necessary professional bodies will be informed.

At any stage of the complaints procedure any party is entitled to contact the Care Inspectorate, Compass House, 11 Riverside Drive, Dundee DD1 4NY for advice and further information.

### **Contacting Us**

Tel: **0871 87 33 333** or email **info@ambition24hours.co.uk**

**Ambition**  **hours**

**t: 0871 87 333 33**

**e: info@ambition24hours.co.uk**

**www.ambition24hours.co.uk**

  
THE STAFFING COMPANY