



Organisational Update

Many of you will be aware that the Company has undergone a restructure. Below are some of the main changes that have occurred:

Rachael Allen is now Head of Complex Care Division

Sherry Pickering is now Head of Standard Care Division

Harvey Kynaston is now Head of ABI Services

Jenny Whittall is now Head of Complete Case Management

We wish all appointees the best of luck in their new roles.

Staff News

We wish Mark Barr who has been working in our Finance Department since 2003 all the best as he is leaving us for pastures new.

Congratulations to Liann Barnett and her partner Steve who had a baby girl on the 21st March. We wish them all the best with the new arrival.

Personnel

As part of our NVQ programme we will shortly require an NVQ assessor to operate in the South of England. I am looking for someone who is experienced in all aspects of care (high dependency, personal care etc) and who ideally is familiar with the NVQ process. This person must be prepared to travel and have their own vehicle. If anyone is interested in this, please contact me for an informal chat in the first instance.

Sharon Withers
Personnel Officer

Rotas

Recently the Rota Department have been very busy with a total of 76 shifts being covered during a 2 week period. In light of this:

Please can anyone who is looking for work or available to work please let us know

This will hopefully help us to resolve the cover issues in a shorter time frame.

Due to the heavy workload in the department, the rolling rota project has been put on hold but will be resuming towards the end of April. Once this takes shape, it will help to identify and solve the cover issues.

Dave Joslin
Deputy Rota Manager

Training

Traning Courses for May:

8th High Dependency
9th – 12th UK Induction Course
16th – 19th UK Induction Course
23rd – 26th UK Induction Course





RECRUITMENT

Who are the CRB?

CRB stands for Criminal Records Bureau. The Complete Group work closely with the CRB to ensure an efficient and safe service to our clients. We obtain police checks for every employee in line with the CRB and the Commission for Social Care Inspection who inspect and report on care services to improve social care.

What is an Enhanced Disclosure?

An Enhanced Disclosure is simply a police check. This document must be completed in full and cannot be sent to the CRB without the correct identification i.e. Passport, drivers licence, 2 utility bills, and birth/marriage certificate. An Enhanced Disclosure can take anything between 2-8 weeks to be returned and will show a record of any cautions and convictions even if spent.

What is POVA?

POVA stands for Protection of Vulnerable adults. The CRB consider adults to be 19 years +. It will provide further protection to the pre-employment processes, including Criminal Records Bureau checks, which already take place and stop known abusers from entering the care workforce. We obtain POVA for any candidate who will be working with an adult. Exactly seven days following the date that the enhanced disclosure is sent, we can obtain POVA. POVA is sent and returned via email so generally takes no longer than 48 hours to obtain. Providing a candidate has two satisfactory references, POVA can be utilised as sufficient police clearance until the enhanced disclosure is received.

What is POCA?

POCA stands for Protection of Children Act. This act establishes a register that is kept with the names of all people who have been convicted of an offence under the Protection of Children Act. The CRB consider children to be 0-18 years. We have to obtain POCA clearance for any candidate who will be working with children to ensure they are not on the register. Exactly seven days following the date that the enhanced disclosure was sent we can obtain POCA. POCA is sent via email, but is returned in the post and generally takes up to 2 weeks to be returned. Providing a candidate has 2 satisfactory references, POCA can be utilised as sufficient police clearance until the enhanced disclosure is received.

Sarah Mullinder
Recruitment Manager

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