

Statement of Purpose

Ambition 24hours is the trading name and division of Ambition Recruitment Services Ltd. Ambition 24hours was established as a nurse's agency in 1996 and has been operating successfully throughout England and Wales as a major provider of agency nurses.

We ensure complete compliance with all the regulations set down in the Care Standards Act 2000 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.

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 entitled North and South Client Rates 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 England and Wales.

Management of the agency:

Registered Provider:

Ambition Recruitment Services Ltd t/a Ambition 24hours
92-96 Lind Road
Sutton, Surrey, SM1 4PL

Registered Manager:

Sally Page
92-96 Lind Road
Sutton, Surrey, SM1 4PL

Sally Page qualified as an ENG in December 1986 and as a 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. Holds City & Guilds 7307-1 teaching qualification and D32. Obtained first aid at work (updated every 3 years), train the trainer moving and handling instructors course (updated annually), and 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 23 years and has worked in both the NHS and the private sector. For the last 10 years Sally has worked for Ambition Recruitment Services, within the registration and compliance departments, and for the last 7 years, as the nurse manager for the organisation.

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 Quality Commission in Newcastle for advice and further information.

Contacting Us

Tel: **0871 87 33 333** or email **info@a24group.com**

Ambition **24**hours

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