

Quality Assurance

Our clients expect the best from us & we in turn expect our candidates to behave in a professional manner at all times.

Our compliance team will never compromise on our very strict compliance policies & no one can start working until they are fully satisfied with their right to work documents, DBS (new or update), 17 trainings completed & satisfactory references received.

The Care Management Team regularly monitors the care we provide through our leading Quality Assurance processes. Following a review of responses received, correspondence is sent to Clients detailing any area of improvements planned.

Our Regional Managers and Directors also undertake unannounced quality audits of all branch offices, to ensure each branch is offering the same, consistent standards of care.

Part of this audit is visiting clients using the service to listen to how the service is being delivered and is meeting people's expectations.

