



<b>Author</b>	Amanda McCully, Sharon Dunn, Kieran McCormick
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# **SERVICE USERS GUIDE**

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## **BACKGROUND**

- Established by a Registered Nurse with 30+ years of nursing experience
- A locally based Healthcare Recruitment Company specialising in nursing
- Combines specialist industry and local health sector knowledge with professionalism, understanding and exemplary service standards
- Licensed by the Department of Health, Social Services and Public Safety
- Balmoral adheres to the RCN's *Guide for Good Practice in Nursing and Care Agencies*
- Northern Ireland's first dedicated Healthcare Agency for Nursing
- Corporate Member of the Recruitment and Employment Confederation
- Investors in People Accreditation
- RQIA Registered – Annual Inspection reports available

## **BALMORAL HEALTHCARE IS COMMITTED TO:**

- Delivery of a high quality service
- Developing long-term relationships
- Delivering the best possible service to both professional healthcare members and clients

## **OUR SERVICES**

- On call service, 7 days a week, 365 days a year
- Rigorous recruitment processes adhering to all legislation
- Specific knowledge of supplying nursing and care staff to the healthcare sector
- Nurse led management
- Comprehensive auditing and monitoring completed

## **OUR CLIENTS**

- Nursing Homes and Residential Homes
- Specialist Care Centres
- Hospices
- Day Care Centres and Health Centres
- Private Hospitals
- Health Trusts
- Private Clients
- Supported Living Services

## **PROVISION OF HEALTHCARE PROFESSIONALS**

- Qualified Nurses – all specialisms and areas
- Nurse Auxiliaries /Care Assistants / Senior Care Assistants
- Registered Paramedics
- Temporary Staff
- Ad hoc shifts, block booking placements, long-term assignments

- Permanent Staff Recruitment

## **RECRUITMENT**

### **Balmoral arranges:**

- Candidate pre-screening in accordance with Balmoral's Policy on Criteria for Applicants (**i.e.** Nursing Auxiliaries and Care Assistants must have a minimum of six months' experience within the last twelve months)
- RN selection interview will always be carried out by a qualified RN
- Assessment of suitability/experience
- Access NI check
- Health Declaration completed and signed by both candidate and their GP
- NMC Live Registration Validation
- References x 2 (must be work related and most recent position)

## **STEP BY STEP PROCESS**

Receipt of application form and registration interview arranged

- When the applicant attends for interview, the following documentation and forms are processed and authenticated:
  - Certificate of Registration NMC Statement of Entry (if applicable)
  - NMC PIN Card (if applicable)
  - National Insurance Number (card or recent pay slip)
  - P45 (if applicable)
  - Proof of Identity i.e. Driving Licence/Passport
  - Bank Details
  - Certification of Mandatory Training according to current legislation requirements
  - Training records and courses completed
  - Evidence of Professional Indemnity Insurance
  - Competency Skills Profile completed
  - Health Declaration completed and signed by applicant and GP
  - Vaccination records confirmed by recognised UK laboratory (Care Assistants for NHS only)
  - Access NI consent forms signed
  - UK work permit (if applicable)
- The interviewer assesses suitability and work area preference according to the skills and experience the applicant holds. Professional Standards, Mandatory Training, booking procedures and Members Guidelines are discussed
- Following the interview, all documentation is entered on the Healthworks database, the two work related references are processed and forwarded to referees, the NMC PIN Registration is verified (where applicable) & Access NI checks processed after payment is made by the applicant

- When all checks have been successfully completed, the applicant is then cleared by a registered nurse as available for shifts according to their individual experience

## **BALMORAL HEALTHCARE STAFF**

**Managing Director / Responsible / Registered Person: Kieran McCormick**

**Nurse Manager: Sharon Dunn**

**Recruitment Co-ordinators: Ciara Ashton, Paul Ziajkowski, Conor Joyce, Amy Campbell  
Lauren Ziajkowski (temp)**

**Recruitment/Admin Co-ordinators: Marie Conliffe, Amanda Leckie, Matthew Connolly**

**Business Support and Compliance Admin: Danielle Irvine, John Lundy**

**Head of Accounts & Payroll: Cathy Kelly**

**Accounts Administrators: Shannon O'Rawe, Tegan Whiye**

**Associate Staff: Accounts, Human Resources, Training Assessors**

## **Summary of the Statement of Purpose and Services – Appendix 1**

### **Range of qualifications and skills of Nurses (Entry Codes as per NMC Register)**

#### **Registration and qualification codes**

##### **Nurses part of the register Sub part 1**

RN1: Adult nurse, level 1

RNA: Adult nurse, level 1

RN3: Mental health nurse, level 1

RNMH: Mental health nurse, level 1

RN5: Learning disabilities nurse, level 1

RNLD: Learning disabilities nurse, level 1

RN8: Children's nurse, level 1

RNC: Children's nurse, level 1

##### **Nurses part of the register Sub part 2**

RN2: Adult nurse, level 2

RN4: Mental health nurse, level 2

RN6: Learning disabilities nurse, level 2

RN7: General nurse, level 2

RN9: Fever nurse, level 2

**Settings to which they may be supplied:**

- **Public Sector (NHS)**

NHS Trust Hospitals – all specialisms and associated NHS sites e.g. Treatment Rooms, Schools, Prisons and Community Nursing

- **Private Sector**

Private Nursing and Care Homes  
Private Clinics  
Private Hospitals  
Hospices  
Specialist Care Centres  
Private Patients  
Supported Living Services

**Procedures for supply and placement of nurses**

See appendix 2

**Arrangements for obtaining client views who use Balmoral Healthcare services**

- Questionnaires sent annually to clients and members
- Results audited and report compiled for annual RQIA/ISO Inspections
- Regular phone contact and visits by senior Agency staff to clients

**Results of patient and service user satisfaction surveys**

- Data from client and member appraisal questionnaires recorded and analysed
- Appropriate corrective action to improve services implemented
- Any involved staff will be informed regarding negative findings
- Findings from RQIA inspection visits
- Any reports devised that reflect patient and service user feedback will be made available to all stakeholders

**Confidentiality: Extract from Members Terms & Conditions**

- *“During the course of your Assignments through the Agency you will be made aware of information concerning patients, clients or staff. All such information must be treated as confidential, during or after any Assignments. Breach of confidentiality will be regarded as grounds for termination of the Assignment and/or further legal proceedings”*

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## **RQIA Inspection Arrangements and how to access RQIA Reports**

- According to legislation, the Regulation and Quality Improvement Authority (RQIA) will inspect the Agency annually. Balmoral Healthcare will facilitate these inspections and have readily available any documents, policies and procedures that the RQIA wish to inspect. All Inspection reports are available to view on the RQIA website or by request from Balmoral Healthcare.

## **Arrangements in the event of sickness/absence of a nurse**

- As soon as sickness or other absence is notified to the agency either by the Member or the Client, immediate attempts will be made to allocate an alternative nurse to cover the shift. The client will be kept up to date of progress and advised of the name of alternative nurse who will cover shift.

## **How to access services provided by Balmoral Healthcare**

See appendix 3

## **Terms and Conditions for services provided by Balmoral Healthcare**

See appendix 4

## **RQIA Contact Information**

7th Floor Victoria House  
15-27 Gloucester Street  
BELFAST  
BT1 4LS

Telephone: 028 9536 1111  
E-mail: [info@rqia.org.uk](mailto:info@rqia.org.uk)

## **Patient and Client Council Northern Ireland**

5th floor  
14-16 Great Victoria Street  
Belfast  
BT2 7BA

Telephone: 0800 917 0222  
E- mail: [info.pcc@pcc-ni.net](mailto:info.pcc@pcc-ni.net)

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Appendices

**Appendix 1 Summary of Statement of Purpose**

**Appendix 2 Supply and Placement of Staff**

**Appendix 3 How to access services provided by Balmoral Healthcare**

**Appendix 4 Terms and Conditions**

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**Appendix 1:**



**Summary of Statement of Purpose**

**Qualifications and Experience of the Managing Director – Kieran McCormick**

- 14 years as a Registered Nurse on the Nursing and Midwifery Council (NMC) Register
- 10 years as a Registered Social Worker on the Northern Ireland Social Care Council (NISCC) register
- 6 years of senior management and lead nurse experience in both the private and public sector
- A combined 3 years as a nursing inspector in the Regulation and Quality Improvement Authority (RQIA)
- Registrant Member of NIPEC Council since January 2022
- 3 years experience as Director of Operations and from January 2022 Managing Director of Balmoral Healthcare

**Qualifications and Experience of the Nurse Manager – Sharon Dunn**

- 44 years experience as a Registered Nurse on the NMC Register
- 19 years as a Ward sister in various specialties in an Acute Trust
- 3 years in nurse post graduate education
- 12 years experience as Lead Nurse responsible for Division of Acute Medicine in an acute Trust
- 11 years experience in Balmoral Healthcare as Nurse Manager



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## **The Status and Constitution of the Agency**

Balmoral Healthcare Agency is a Limited Company. Registered in Northern Ireland NU37901. Kieran McCormick is the Managing Director and sole owner.

## **The Aims and Objectives of the Agency**

As a nursing and healthcare provider, Balmoral Healthcare Agency Limited is dedicated to excellence in providing an exemplary service and one that represents good value to our customers. It is our aim to be the first choice in nursing care and to deliver high quality patient care at a reasonable cost. The achievement of high quality and consistency calls for a systematic and disciplined approach by all staff in all activities associated with the delivery of the customer's specific requirements.

The company is committed to the ongoing improvement of the quality management system through the establishment and ongoing review of specific measurable quality objectives, and the involvement of staff in meeting these objectives.

## **The Philosophy of Care**

Our ultimate aim is to always achieve excellence in nursing care provision so that patients and their carers' are afforded the quality of care that they expect and deserve.

## **The Services provided by the Agency**

Temporary nurses are supplied to the Public Sector (NHS) and Private Sector (e.g. Private Nursing Homes).

We assist Private Healthcare Providers recruit permanent staff.

Balmoral Healthcare provides an On Call service, 7 days a week, 365 days a year.

## **Types of settings in which agency nurses are supplied to work**

- **Public Sector (NHS)**

NHS Trust Hospitals – all specialisms and associated NHS sites e.g. Treatment Rooms, Schools, Prisons and Community Nursing

- **Private Sector**

Private Nursing and Care Homes  
Private Clinics  
Private Hospitals  
Hospices  
Specialist Care Centres

**Appendix 2:**

**Supply and placement of nurses – NHS or PNH**

- When a booking is taken by phone or is not clear by email request, the client will be asked if the Nurse or Care Assistant requires any particular experience or knowledge. This information is logged on HealthWorks in the Client Request Section
- The request will then be matched to an available and suitably qualified/experienced member
- The booking will be confirmed with both the client and member

**Supply and placement of nurses – PRIVATE CLIENTS AT HOME (RN's only)**

- The Nurse Manager will visit the patient in their own home and complete a detailed assessment of the patients' needs prior to the acceptance of a new client. All associated information will be documented in the appropriate paperwork required for the patient care plan
- Patient and next of kin are provided with the Service Users' guide
- The Service Contract must be signed and a copy kept by both the client and the Agency
- The request will then be matched to an available and suitably qualified/experienced member
- Ongoing patient care will be reviewed regularly by the Nurse Manager and regular contact maintained with the patient and next of kin
- Agency members providing patient care will be supported by the Nursing Team in Balmoral Healthcare and offered Appraisal and Clinical Supervision according to policy

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### **Appendix 3:**

#### **How to access services provided by Balmoral Healthcare**

All calls during office hours (Monday to Friday, 8.00am to 5pm) will be made through the main office number at 02890 380808 or received by email.

All out of hours calls will automatically transfer to the on call person on duty who will deal with any requests at this time.

You may alternatively wish to email the agency with any queries – info@balmoral.healthcare

**Healthcare arrangements** - are reported to the Recruitment or Admin Co-ordinators or the Nurse Managers.

These enquiries can be made by phone, email or via social media sites used by Balmoral Healthcare. For example: -

- Staff requests or shift changes
- New client enquiries
- New member enquiries

**Finance Arrangements** are reported to the Accounts Administrator for processing and forwarded onto the Managing Director. For example: -

- Debtors
- Payment processing
- Invoicing
- Invoice/payment queries

**Interviews** are organised by the Recruitment/Admin Co-ordinators in response to the submission of an online application form or a telephone request. All RN interviews are conducted by the Nurse Manager or other suitably qualified senior nurse.

**Complaints** are forwarded to the Nurse Manager as soon as possible. All verbal and written complaints are fully investigated, recorded and reported to the Management Team. All serious complaints will be escalated appropriately to the relevant Authority.

**Training** is offered on site for all members to meet mandatory training requirements. All trainers are fully qualified and experienced to provide this service.

Appendix 4:

# Terms & Conditions of Business

## For the supply and introduction of Nursing Staff and Care Assistants

### Definitions

"**The Agency**" means **Balmoral Healthcare Agency Limited** of 146 Malone Road, Belfast BT9 5LH acting in its capacity as an employment agency within the meaning of the Conduct of Employment Agencies and Employment Businesses Regulations (Northern Ireland) 2005 (as amended) for the introduction or supply of Permanent Staff to Clients.

"**The Assignment**" means the assignment for which a Temporary Worker is supplied to a Client

"**Associated Employer**" has the same meaning as in Article 4 of the Employment Rights (Northern Ireland) Order 1996

"**Candidate**" means the person introduced by the Agency to the Client for an Engagement

"**The Client**" means the person, firm or corporate body using the services of Qualified Nurses or Care Assistants.

"**The Employment Business**" means Balmoral Healthcare Agency Limited of 146 Malone Road, Belfast BT9 5LH in its capacity as an employment business within the meaning of the Conduct of Employment Agencies and Employment Businesses Regulations (Northern Ireland) 2005 (as amended) for the supply of Temporary Workers to Clients.

"**Engagement**" means the engagement, employment or use of any person directly by the Client or any third party or through any other employment business on a permanent or temporary basis and whether under a contract of service or for services and "engage", "engages" and "engaged" shall be construed accordingly.

"**Relevant Period**" means the longer period of either 8 weeks from the day after the Temporary Worker was last supplied by the Employment Business to the Client or 14 weeks from the first day on which the Temporary Worker worked for the Client pursuant to supply by the Employment Business. In determining "the first day", no account shall be taken of any supply by the Employment Business prior to a period of more than 42 days during which the Temporary Worker was not supplied by the Employment Business to the Client.

"**The Nurse**" means the Qualified Nurse, Midwife or other Qualified Person currently registered with the United Nursing and Midwifery Council (NMC) introduced or supplied by the Agency or the Employment Business (as appropriate) and engaged by the Client.

"**The Care Assistant**" means the person introduced or supplied by the Agency or the Employment Business (as appropriate) and engaged by the Client.

"**Temporary Worker**" or "**Permanent Staff**" means the Nurses or Care Assistants or both and "person" or "persons" shall be construed accordingly.

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## **The Contract**

These Terms and Conditions of Business are between the Agency, the Employment Business and the Client, and are deemed to be accepted by the Client by virtue of:

- The Client's use of the Employment Businesses Temporary Workers, or
- By an interview for the Engagement of applicants for Permanent Staff Appointments introduced by the Agency.

No variation of or alteration to these Terms and Conditions shall be valid unless approved by or on behalf of the Agency, the Employment Business and the Client and confirmed in writing.

All information relating to Temporary Workers, Candidates, the Agency and the Employment Business is confidential unless it is in the public domain. All information relating to Temporary Workers and Candidates is provided solely for the purpose of work-finding services to the Client and must not be used for any other purpose or disclosed to any third party. The Client undertakes to comply with the provisions of the Data Protection Act 1998 in relation to the processing of a Temporary Worker's personal data.

## **Temporary Workers**

1 The Client agrees to pay the Charges as notified to and agreed with the client. The Charges are calculated according to the number of hours worked by the Temporary Worker (to the nearest quarter hour) and comprise the following:

- the Temporary Worker's hourly rate of pay;
- an amount equal to any paid holiday leave to which the Temporary Worker is entitled under the Working Time Regulations and, where applicable, the Agency Workers Regulations and which is accrued during the course of an Assignment;
- any other amounts to which the Temporary Worker is entitled under the Agency Workers Regulations, where applicable;
- Employer's National Insurance contributions (ENRI). Balmoral calculates this for each individual shift and carer/nurse. This process means that the actual ENRI rate is passed through taking the earnings thresholds into account for each shift. This process in many cases results in the client paying less than the headline ENRI rate (rate for 2015/16 is 13.8%). Note: Balmoral's published charges rates do not include ENRI as it would, in practice, be charged up to 13.8% depending on the carer/nurse earnings in any particular week;
- any travel, hotel or other expenses as may have been agreed with the client or, if there is no such agreement, such expenses as are reasonable; and
- the Employment Business' commission, which is calculated as a percentage of the Temporary Worker's hourly rate.

Payment Terms. All invoices are due for payment thirty days after the issue date of the invoice.

2. The Employment Business reserves the right to vary the Charges agreed with the client, by

giving written notice to the client:

- in order to comply with any additional liability imposed by statute or other legal requirement or entitlement, including but not limited to the Agency Workers Regulations; and/or
  - if there is any variation in the Relevant Terms and Conditions.
3. No refunds are payable in respect of the Charges of the Employment Business.
  4. The Employment Business reserves the right to charge interest under The Late Payment of Commercial Debts (Interest) Act 1998 and The Late Payment of Commercial Debts Regulations 2002 on invoiced amounts unpaid by the due date at the rate of 8% per annum above the base rate from time to time of the Bank of England from the due date until the date of payment. Further and in addition, the Employment Business will demand compensation for recovery and any further reasonable costs of said recovery to include but not limited to: 1. Duplication of documentation already forwarded in support of a demand for payment (including photocopying at a rate of £0.10p per page and the costs of staff delegated to produce the same); and 2. The fees of any undertaking engaged to recover the debt.
  5. Charges which largely represent wages paid are invoiced weekly and are payable in accordance with the Employment Business's invoice.
  6. The Employment Business is responsible for payment of remuneration to each Temporary Worker and the deduction and payment of all statutory contributions in respect of National Insurance and PAYE and all other appropriate taxes as required by law
  7. Although persons supplied to the Client are engaged by the Employment Business under contracts for services, they shall be subject to the exclusive direction and control of the Client who:
    - a. shall determine the manner in which the services rendered by such persons are to be carried out,
    - b. shall be responsible for all acts and omissions of any such person whether wilful, negligent or otherwise,
    - c. shall comply with all obligations, duties and regulations (whether statutory or otherwise and without prejudice to the generality of the foregoing, those relating to the place, nature or system of work) in any way arising from or directly or indirectly connected with the services rendered by any persons supplied to the Client, including the provision of adequate Employers' and Public Liability Insurance cover.
  8. The Employment Business shall not be liable under any circumstances for any loss, injury, damage or expense whatsoever, suffered or incurred by the Client arising or in any way connected with supply by the Employment Business to the Client of any person or the use by the Client of the services of any person for all or any part of the period of a booking by the Client.
  9. In addition and without prejudice to the foregoing conditions the Client undertakes to indemnify and at all times to keep indemnified the Employment Business against all liabilities suffered or incurred by the Employment Business arising out of or in connection with the matters raised in Clause 6 herein, including in particular the provision of adequate employers' and public liability insurance but excluding the matters referred to in Clause 5. VAT (where applicable) is charged on any fee due.

10. The Client shall immediately notify the Employment Business in the event of the Client either engaging a Temporary Worker introduced or supplied by the Employment Business to the Client or introducing a Temporary Worker to another employer resulting in an Engagement by that employer either before the first Assignment, during the course of an Assignment or within the Relevant Period.

The notification by the Client shall include either payment of a transfer fee calculated in accordance with the Scale of Fees set out in Clauses 15 to 21 of the terms for Permanent Staff set out below or an election by the Client for an extended hire period of to be agreed between the Employment Business and the Client as part of these Terms and Conditions. Where the Employment Business and the Client fail to reach an agreement an extended period of hire will be 12 weeks.

Under Regulation 10 of the Conduct of Employment Agencies and Employment Businesses Regulations (NI) 2005, the extended hire period option only applies when the Candidate the Employment Business has introduced/supplied to the Client is then engaged by the Client directly (temp to perm) or the Candidate is engaged by the Client by another agency (temp to temp).

11. When an applicant introduced by the Employment Business is employed on a temporary basis, all matters relating to his/her future employment with that Client (or Associated Employers) MUST initially be discussed with the Employment Business.
12. Every effort is made by the Employment Business to give satisfaction to the Client by ensuring reasonable standards of skills, integrity and reliability from any person supplied and to provide that person in accordance with booking details. However, no liability will be accepted by the Employment Business for any loss, expense, damages or delay arising from any failure to provide any particular person for all or any part of an Assignment or from the negligence, dishonesty or misconduct of the person supplied. The Client must verify at the time that the person commences to render services for or on behalf of the Client that they can carry out the service required including the operation of any machinery etc. In the event of the services of any person supplied by the Employment Business failing to satisfy the reasonable standards required by the Client, the charge aforesaid shall not be payable by the Client provided that the Client has both dispensed with that persons services immediately upon such dissatisfaction, and has notified the Employment Business of such dismissal not later than four hours from the time that person began to render services to or on behalf of the Client.
13. At the end of each week of the Assignment (or, where the Assignment is for a period of less than one week or is completed before the end of a week, at the end of the Assignment) the Client shall sign the timesheet of the Employment Business verifying the number of hours worked by the Temporary Worker during that period. Signature of the timesheet by the Client constitutes acceptance that the Temporary Worker's services have been provided for the hours indicated on the timesheet and that such services have been satisfactory.
14. Any of the Client, the Employment Business or the Temporary Worker may terminate an Assignment without prior notice and without liability, except in the case of termination by the Client under clause 12, in which case the Client shall be liable for any charges where the Client has not complied with the proviso in the last sentence of clause 12.

## **Permanent Staff**

15. The Client will notify the Agency immediately a Candidate, introduced by the Agency, is engaged and pay the fee due in accordance with Clause 15 hereof within 7 days of the receipt of the invoice. By agreeing to engage or make use of a Candidate the Client will be liable for the appropriate introduction fee.
16. The fee payable by the Client for the introduction of a Candidate resulting in an Engagement is based upon the commencing staff grading pay structure, as agreed to be paid by the Client to the Candidate applicant engaged in accordance with the Scale of Fees set out below. VAT (where applicable) is charged on all fees due.
17. Should the Engagement cease before the beginning of the 13th week, refunds will be made in accordance with the Standard Scale of Refunds set out below, provided that the Client notifies the Agency in writing within 14 days of the cessation of employment of the Candidate applicant. Clause 10 refers to the fees applicable to the Engagement of a Temporary Worker to the Client's permanent staff. If the Client fails to pay the Agency's invoice within 30 days, the Standard Scale of Refunds shall no longer apply.
18. If the Client or a member of the Client's staff refers a Candidate introduced by the Agency to some other person or body and that other person or body engages the Candidate in any capacity whether temporary, permanent or self employed, the Client will be liable for an introduction fee in accordance with the Scale of Fees set out in the Agency's Terms and Conditions of Business for the supply of Nursing Staff and Care Assistants at the date of notification or discovery by the Agency if not notified.
19. Should the Client engage the services of an Agency Candidate applicant in any capacity after an initial introduction by the Agency, be it on a permanent or temporary basis, through a direct or indirect approach, or indeed through the Candidate applicant approaching the Client through whatever method, then a fee (in accordance with the Scale of Fees set out below) is payable to the Agency.
20. The Agency endeavours to ensure the suitability of any Candidate applicant introduced to the Client but does not warrant his or her suitability of any applicant and shall take up any references provided by a Candidate. The Agency accepts no liability whatsoever for any loss or damage of whatever nature arising directly or indirectly from any act or omission of any Candidate applicant introduced by the Agency even if such act or omission is negligent or fraudulent or reveals any dishonesty.
21. When a Candidate is introduced by the Agency and thereafter engaged by the Client under conditions other than PAYE then a minimum fee of £1,000 (non-refundable) will be payable to the Agency. Should the Scale of Fees set out below not apply then a minimum fee of £600 is payable to the Agency by the Client for the introduction of any type of staff unless agreed to the contrary by the Agency in writing.



## **Scale of Fees**

The fee payable to the Agency by the Client for an Introduction resulting in an Engagement is the amount equal to a fee of 15% of the salary applicable during the first 12 months of the Engagement.

## **Standard Scale of Refunds**

Engagements terminating during or at the end of:

Week 1 and 2	100% refund
Week 3 and 4	50% refund
Week 5 and 6	40% refund
Week 7 and 8	30% refund
Week 9 and 10	20% refund
Week 11 and 12	10% refund

## **Cancellation Policy**

Once a shift has been confirmed it is our policy to charge for any cancellation of that shift. If the shift is cancelled within 24 hours of its start time the charge levied will be £50.00. If a shift is cancelled within 4 hours of its starting time or is not cancelled until a Nurse/Care Assistant arrives on site the charge levied will be half of the cost of the shift cancelled.

**Signature:** \_\_\_\_\_ **(Client)**

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **(for the Agency and the Employment Business)**

**Date:** \_\_\_\_\_

***CLIENT – PLEASE ENSURE YOU INFORM THE AGENCY AS SOON AS POSSIBLE IF ANY CONTACT DETAILS CHANGE***

**CLIENT NAME/HOME**.....

**ADDRESS**.....

.....

.....

**POSTCODE**.....

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TEL NO.....

EMAIL.....

**Balmoral Healthcare Agency Limited,  
146 Malone Road, Belfast, BT9 5LH  
Telephone: 028 9038 0808**

***Licensed by the Department of Health, Social Services & Public Safety -  
No. 16/04***

**Costs of Services**

- A full list and breakdown of all current charges can be obtained from speaking with a member of the management team. Individual bespoke quotes can also be obtained on request.

**Response times to requests for services**

- Recruitment co-ordinators aim to answer telephone calls within 3 rings
- Shift details logged on HealthWorks either manually or automatically by bespoke booking system
- Member availability checked and booked
- Client phoned with staff name for allocated shift
- Shift confirmed with member
- Recruitment co-ordinators aim to address any outstanding need or request within 24-48 hours