

Health & Social Care Staffing Solutions



Prospero Health & Social Care

Prospero Health and Social Care is an APSCO audited Health and Social Care agency, and our awards for excellence are testament to our commitment to high levels of service and best practice.

Prospero Health and Social Care is a specialist, award-winning agency, with offices across the UK, dedicated teams of candidate managers, compliance, and finance supporting our staff.





Office Locations	03
Useful Contacts	04
What sets Prospero apart?	06
Safer Recruitment	08
Prospero Group DSL/DSO's	10
Quality Managers	11
Professional Development	12
Policies	12
Reporting Portal	12
Services we offer	13
Testimonials	15

Our Office Locations



Useful Contacts

General enquiries

info@prosperohealthandsocial.com
020 3319 3619

London Office

London@prosperohealthandsocial.com
020 3319 3619
15 Worship Street, London, EC2A 2DT

Bristol Office

Bristol@prosperohealthandsocial.com
0117 428 0066
Office 1.10 Paintworks, Bath Road, Arnos Vale,
Bristol, BS4 3EH

Birmingham Office

Birmingham@prosperohealthandsocial.com
0121 7269705
20 Colmore Circus, Queensway,
Birmingham, B4 6AT

Cardiff Office

Cardiff@prosperohealthandsocial.com
02920 104020
Fourth Floor, 1 Capital Quarter, Tyndall St,
Cardiff, CF10 4BQ

Chelmsford Office

Chelmsford@prosperohealthandsocial.com
01245208955
Athol House, 65a Duke Street, Chelmsford,
Essex, CM1 1JE

Leeds Office

Leeds@prosperohealthandsocial.com
01133226663
Sterling House, The Bourse, Boar Lane, Leeds, LS1
5EQ

Liverpool Office

Liverpool@prosperohealthandsocial.com
0151 317 7040
9th Floor Horton House, Exchange Flags,
Liverpool, L2 3PF

Manchester Office

Manchester@prosperohealthandsocial.com
0161 470 0999
Boulton House, 17 Chorlton St, Manchester, M1
3HY

Newcastle Office

Newcastle@prosperohealthandsocial.com
01912 508 640
Bank House, East, Pilgrim St, Newcastle upon
Tyne, NE1 6QE

Our Team, 24 Hour On-Call 7 days a week

- Dedicated consultant with in-depth knowledge of the cases currently being supported.
- Monitored team inbox
- Direct access to all local EDT teams

On-Call Number: Please find per office on page 04

Monitored Inbox: Please find per office on page 04

What sets Prospero apart from other staffing suppliers?

Prospero Health & Social Care have over 20 years' experience recruiting, training and supporting health and social care staff throughout the UK and internationally; with 16 offices across England, Wales, Australia and New Zealand.

Our award-winning teams operate within all Nursing and Health and Social Care specialisms, working as a strategic partner to hundreds of clients throughout the UK. We are proud of our reputation for delivering outstanding candidate quality.



Regular external audits of our compliance processes ensure we consistently provide our clients with the highest quality candidate.



Our range of awards and accreditations for excellence provide evidence of our standards and professionalism, giving you comfort and peace of mind that you are working with a reliable, well-established consultancy with the resources and staff in place to help you find the right candidate, each and every time.



Our vision is to change lives, give back and raise standards. Together, we offer services that span the generations.



Our aim is to help people to change their lives for the better, and supporting and helping those in need.



“Overall, I felt staff were very reliable and invested in building a relationship with the young person.

Support staff were great with communicating with me and checking in when unsure about plans etc. I believe staff interacted well with the young person and really went out of their way to support them in a time of crisis.”

- Local Authority Testimonial

Safer Recruitment

Face-to-face registration checks include:

- Registration interview to assess and verify Temporary Worker's employment history, experience, and suitability for work.
- Validation of the Temporary Worker's identity.
- Authentication of the Temporary Worker's original documentation.
- Medical declaration.
- Safeguarding and Disqualification declarations.
- Confidentiality agreement.
- Working Time Directive declaration.

Criminal record, safeguarding and disqualification checks include:

- Enhanced DBS Certificate (relevant workforce checked) either subscribed online with the DBS update service or a new check applied for by Prospero Health & Social Care.
- Enhanced PVG Certificate (relevant workforce checked. Scotland only).
- Fitness to practice checks via Social Care Wales (if applicable).
- Fitness to practice checks via Social Work England (if applicable).
- Fitness to practice checks via Scottish Social Services Council (if applicable).
- If applicable, Overseas Police Clearance or full professional reference from overseas employer (if police clearance unavailable) – where a Temporary Worker has lived or worked outside of the UK (whilst aged 18 and over), for 6 months or more, in the last 5 years.

Experience, training, and qualification checks include:

- Proof and verification of Temporary Worker's qualifications (if applicable).
- Relevant training renewed annually.
- Verification (annually) of registration with Social Care Wales (if applicable)
- Verification (annually) of registration with Social Work England (if applicable).
- Verification of registration with Scottish Social Services Council (if applicable).
- A minimum of two professional references to cover the last 3 years in full. Where professional references are unavailable, evidence of employment break and/or character references must be provided.

Vehicle Information checks (where applicable to placement) include:

- Proof and verification of Temporary Worker's full, current UK Driving Licence – including restriction, offence, or disqualification checks.
- Proof of vehicle MOT status.
- Proof and verification of in-date motor insurance, covering Temporary Worker for business use.



National Safeguarding Team

Safeguarding is everyone's responsibility. Prospero Group is committed to protecting the welfare of children and adults at risk, in line with statutory guidance and national standards. We have established a nationwide network of safeguarding officers and managers across our social care and education sectors. Please see page 10 for Prospero Health & Social Care's Safeguarding team.

When all checks have been signed off by the Compliance team, the candidate will become active to work shifts, the staff are then passed onto the Quality Assurance Manager, which covers the following areas:

Training

- Compliance audit in training.
- Identify any training needs, including QCG in Children and Young People.
- Employer Led Assessment Route for Social Care Wales Registration.
- PMVA 2-day practical behaviour management training.
- In-house training team, -2-day team teach courses delivered nationally and weekly.

Medical Management

- Medication Competency Assessments
- Weekly Medication Audits

Prospero Group's DSL/DSO's

Designated Safeguarding Lead: Danni Sleet (Prospero Group)

Contact details:

safeguardingteam@prosperogrp.com
020 3319 3619

Designated Safeguarding Officer: Haley Holman (Prospero Group)

Contact details:

safeguardingteam@prosperogrp.com
020 7404 6383

Designated Safeguarding Officer: Heather Brotherton (Prospero Health & Social Care)

Contact details:

safeguardingteam@prosperogrp.com
0161 470 0999

Designated Safeguarding Officer: Rebecca Bennett (Prospero Health & Social Care)

Contact details:

safeguardingteam@prosperogrp.com
0161 470 0999

Designated Safeguarding Officer: Jessica Wade (Prospero Health & Social Care)

Contact details:

safeguardingteam@prosperogrp.com
0292 010 4020

Designated Safeguarding Officer: Hannah Parfitt (Prospero Health & Social Care)

Contact details:

safeguardingteam@prosperogrp.com
0292 010 4020

Reporting Safeguarding & Professional Conduct Concerns

All Clients, Internal Employees and Temporary Workers to report concerns to the appropriate individual / body.

DOLS Support

We can and have supported numerous children on DOLS orders in a variety of placements with different County Councils and London Boroughs. As a last resort, our staff are trained in TMVA (restraint training), however we look to use more therapeutic like approaches, such as the PACE. Also, we have an internal Level 5 Quality Service Manager who oversees these placements daily.

Quality Managers – Leadership & Management

Leadership and Management

Prospero Group recruited its first Service Quality Manager in Cardiff, South Wales and this appointment has transformed the services we offer local authorities in South Wales. Subsequently we have rolled out the recruitment of these positions, nationwide. In the Cardiff office we have Hannah Parfitt, who is a Level 5 Registered Manager, responsible for all the quality assurance of local authority placements based in South Wales. We have now recruited equivalent managers to oversee and supervise all our staff who work with children within each local authority.

On the first day of supplying staff to a placement, Quality Managers will complete the following:

- Ensure all risk assessments, care plans and relevant contact numbers are in place.
- Ensure all recording paperwork such as daily notes, finance logs, medication records and visitors book are escalated to the staff and implemented.
- Ensure the placement has a working mobile phone and the number is set up and given to all relevant parties.
- Email address is set up and shared so updated care plans can be shared.
- Correlate all reports, incidents and any other information needed about the placements for the social work team.
- Make sure all the reports reported through the company portal are quality assured and detailed to the standard required.
- Supervision of staff every 3 months.
- 1:1 discussion as and when required.
- Weekly visits to each Local Authority placements for audit and support.
- Identify any safeguarding issues and report to client and office team

Training & Staff Professional Development & Management

In addition to the provision of recruitment services, we also offer accredited continuing professional development, run by qualified staff, and this has helped us achieve improved standards for our clients across the country. Training includes:



Compliance audit in training.



Identify any training needs, including QCG in Children and Young People.



Employer Led Assessment Route for Social Care Wales Registration.

Staff Acknowledgement of Policies

All staff will read and acknowledge the following policies:

- Behaviour Management
- Mobile Phone
- Confidentiality Agreement and Record Keeping
- Lone Working
- Medication
- Prevent Duty
- Safeguarding
- Safe Use of Social Media

Reporting, Recording & Secure Reporting Portal

Reporting and Recording:

- Implement placement packs into each Local Authority placements – audit during weekly visits.
- Daily audits on Prospero platform – feedback during supervisions.

Prospero Online Reporting Portal:

Prospero Group have recognised the need to offer a secure platform to send secure data between ourselves and our clients, giving our staff the ability to complete reports, incident reports, report any safeguarding incidents in real time and fully secure through our platform direct to your inbox. This gives everyone the added security when working in partnership on cases.

We have just launched our online reporting portal and have been testing it with various local authorities. The feedback about the portals usability and security has been very positive.

The benefits of the portal are:

- Secure reports that are sent straight to the social worker/team.
- Care and support plans can be viewed via the portal.
- Reports can be exported from the service user's record.
- You can send a message to the support worker via the portal.
- Staff Profiles and staff compliance packs can be uploaded for the end User to view in real time.



Different types of services we offer Local authorities

CES –Education to children not in mainstream education

Prospero's Children's Education Services department offer education solutions to young people out of school/unable to access school. Prospero is committed to supporting local authorities and schools to engage pupils, overcome barriers and provide high-impact intervention services through specific programmes tailored to the young person's individual needs. As a provider, we can offer education and care packages for EOTAS, to ensure a cost effective and consistent offering for your young people.

Crisis Support Staffing

Prospero offer Interim last-minute wrap around support for young people (Crisis Support) who are displaced and basically homeless. We can mobilise staff immediately anywhere in the UK and can offer solid staffing solutions until regulated placements can be sourced for young people. This support can be from 4 hours as a minimum, up to 24/7 as well.

Family Contacts & Contact Supervision

Prospero Group can facilitate family contacts in the community and supervise all forms of contact supervisions. Full observational reports are provided that can be readily made available to the court system.

Community Respite Fostering Support

If you have fostering placements that have children presenting challenging behaviours which could potentially be putting that foster placement at risk of breaking down, we can mobilise staff to support the foster parents. This can involve daily support around morning and bedtime routines, transporting the young person to education etc. This enables the foster parents some respite and hopefully stop the foster placement breaking down, which is all part of the preventative work we do with local authorities.

Transport Services

Prospero Group provides safe, short-notice transport for young people across the UK, based on local authority risk assessments.

We also offer interim community staffing for young adults transitioning from residential care to independent living. Our teams support with education, life skills, and money management to help them settle into their new environment.

Travel training

Teaching young people how to access and use public transport safely both to and from school/college to promote community independence and safety.

Residential staffing

If you have any residential homes that are struggling for cover within their internal rota's, Prospero can help cover staff sickness and holiday absence to ensure your staffing ratios never drop, all in line with your young people and residential care plan.

Family Supervision (Mother & baby) and community safeguarding services

We provide family supervision and safeguarding support for local authorities, working closely with courts, judges, and barristers. Our services offer protection for young people in families known to authorities, including 24-hour rapid-response supervision teams deployable within 60 minutes across the UK.

We also deliver bedside supervision during newborn removal processes, with all work fully documented and reports shared with the courts. These services form a key part of our preventative safeguarding efforts to keep young people safe.



"Prospero Care Agency has been a great partner in providing **excellent support**. They are incredibly easy to engage with and **always accessible when needed**. Their competitive pricing ensures **excellent value for money**. I've developed a strong relationship with the team, making it a pleasure to collaborate with them. Highly recommend!"

- Newport Council

"As a Service Manager I have worked with Prospero as our 'go to' agency for several months. The agency staff that has been provided have all been **polite and professional** and any issues that have arisen, has been supported quickly to ensure all agency staff are working to the rules, boundaries and guidelines needed for specific homes and children.

When ever we needed agency cover this has always been provided irrespective of the short notice provided. One benefit of the agency is they **provide 24-hour help line**, that spans over the weekend. If we have needed to swap agency workers, this has all been supported and any queries have been answered quickly to ensure **we are all working on the same page**.

I would say this is the **best agency** I have worked with in my extensive management career!"

- Charlotte

"Prospero have provided us with **great service** in the short time we have worked in partnership. Prospero have sent us **multiple high quality staff** that have built positive relationships with the YP's we support. The YP's benefit from this consistency and the agency workers have also brought in to the ethos of the home which is brilliant. **I couldn't recommend Prospero enough** and any staffing issues we may have are supported promptly and efficiently with effective communication across the board"

- Ashleigh

**“We care for
you, so you can
care for others!”**

– Prospero Health & Social Care





PROSPERO
HEALTH & SOCIAL CARE