Care101

Frequently Asked Questions

for staff

About the job, before I join

How might agency work differ from my day job?

If you already work for one or more agencies, or have done in the past, you'll know what it's all about. If not, agency work can be very interesting in that you get to see many different places and work with many different people, in a variety of locations and situations.

Flexibility is key, as planning can be more difficult with agency work. That being said, planning of course helps us too, so we do our best to prepare well in advance.

What skills do I need?

You need to be a registered nurse (RGN or RMN) or a healthcare assistant (HCA) with the appropriate qualifications to back this up. You will also need to already have experience in this role – typically within a nursing, care or residential home, which we will verify through your training and references. You must have a good level of English, written and spoken.

Beyond this, but equally importantly you must be able to work within a team, be capable of thinking for yourself and be flexible.

Lastly, you must remember to leave your phone on! The agency world moves quickly and so being able to get in touch with you might be the difference between you getting the shift, and it going to someone else.

How do you choose if someone's suitable to work with you?

We based this on a number of factors, including...

- Your proven skills
- What you're like as a person
- How we believe you would cope with agency work
- Your references
- Any legal issues - limited hours of work, visa restrictions for non UK citizens etc.

Do I need to provide references?

Yes, we ask for two references, one to help verify your healthcare skills, the other your personality. These do not need to relate directly to your current job or manager, a suitable colleague will suffice.

What information will I need to provide with my application?

Apart from personal & contact details you'll need ...

- Your PIN number (for nurses)
- Your national insurance details
- Proofs of ID, used as part of your DBS check - e.g. a passport, driving licence, bank statement, official government documents etc.
- Proof of your eligibility to work in the UK, your “right to work”
- Proof of current address
- Proof of your current DBS status – either through the DBS Update service, or through a new DBS certificate
- Proof of mandatory training attendance (this can be provided if needed)
- 2 references
- An up to date photo for your ID badge

Although we don't think of it as an interview, we will also meet with you to discuss our company, how it works and answer any questions you may have. During this time our staff will assess whether they believe you are suited to working in an agency environment and how you would fit in with our team and our clients.

Why is the application process so long – I didn’t have to provide all these details to my other agency?

We can’t answer for anyone else, but as you’ll appreciate healthcare involves dealing with other, sometimes frail or vulnerable people. We must therefore be confident of you and your ability. We are also bound by statutory recruitment and other care standards designed to ensure our clients get the people they need with the experience they expect.

The application process can be completed online or on paper and doesn’t actually take that long. With either, if you get stuck or need any advice, please contact the office.

What happens after I submit my application?

We will review it to see if we think you would fit in with our group based on the skills you would bring. We will then set you up on our online CMS system and give you access to it. You can then track your application at any time through that.

Any application requires a number of checks and we’ll email/contact you as these checks progress. Sometimes you may need to provide additional information and we’ll ask you for those as well, if anything extra is needed.

I need work now, can I just start?

We will always try to accommodate different circumstances as much as we can, but no, until all the checks & regulations are met, we would be putting you in danger, as well as us and our clients if we allowed you to work.

If you are ready to start though, please let the office know and we will do our best to prioritise your application and complete everything as soon as we can.

Do I need to attend an interview?

Yes, anyone joining out team must attend a face-to-face meeting – but we think of it as more of a chat than a formal interview. This enables us to meet you, see what you'd be like with others and verify any documents we legally need to see the originals for (e.g. right to work).

What happens if one of my document lapses & is out of date without me realising?

Depending on the document you would be unable to work with us until the problem is resolved.

However, your compliance is monitored through our CMS system and you'll be notified when a key date is approaching, giving you time to resolve it beforehand. You can check your current status by logging on to CMS online or through Team101 at any time.

The office are also available to help as necessary, so there's usually no need to worry.

Do I need to drive or have access to a car?

No. Although some clients are more easily reached by car, many are accessible using public transport. If you need information for a particular client, please refer to the information sheet online, or contact the office.

Can you help me get to a client?

In most cases, clients can be accessed by public transport. However, for those that can't, or on public holidays where transport is limited, we can sometimes provide assistance to you, through our "in house cars" service.

If you would need to use this, please confirm that someone would be available to help before accepting a shift as assistance cannot always be guaranteed. There is a charge for this service, but this would typically be to cover petrol and would be payable to the driver, not Care101.

Do I need to provide a name badge?

No. We will arrange this for you.

Do I need a uniform?

It depends on the client. Some clients don't wish staff to wear uniforms as such, whereas others do. We will provide your first uniform – others can be purchased directly or at cost through us. However, you must carry Care101 ID badge at all times when at a client site.

Where will I be working?

The majority of our clients are based in one of 2 areas…

- In and around Kingston, Surbiton, Epsom and north Surrey and southwest London
- In and around Guildford, Basingstoke and the Surrey borders.

Do you guarantee work?

No. As with most agencies, we work to a “zero hours” contract and there is no guarantee of work on a given day or week, because work to us is ultimately determined by each client’s need, which we can’t unfortunately predict. For this reason many agency workers have either a separate part time/full time job or work for multiple agencies.

However, it’s obviously in our interests to give you work whenever we can so our staff often have the option of keeping busy.

How many hours must I sign up to a week?

None. With a zero hours contract you too have the ultimate flexibility. We offer you work when we can and you can accept it if/when you're free and if/when you wish to. In other words, you also don't guarantee to accept a job in the same way we don't guarantee to always have work for you when you're free.

Before we accept a job on your behalf, we will always contact you to confirm your availability and whether you wish to work the particular shift. The only stipulation is that once a job is accepted, we would expect you to cover it, unless legitimate unforeseen circumstances, such as illness arose beforehand.

Can I accept a new booking from a client direct?

Yes. As the manager gets to know you, you may find that they ask if you are available to cover a particular shift direct. In these cases, if you are available and want to work the shift, please feel free to accept it.

However, at the same time, please remember that you are accepting the shift on Care101’s behalf and so you must notify us as soon as you can.

- Do not assume the client will tell us they’ve booked you; please tell us yourself.
- If f we don’t know about the shift, we can’t invoice for it and you won’t get paid, or payment will be delayed.

How do you contact me?

We can contact you in a variety of ways including …

- By phone (a mobile number of usually better)
- By SMS/text message
- By e-mail

The trick with agency work is speed as we're often competing with other companies to fill a client’s shifts. Before we accept a job on your behalf, we will always contact you to …

- Confirm your availability
- Confirm you wish to do it.

With this in mind, please keep your mobile phone handy when you can!

How do you advertise work?

When a client requests one or more shifts we look to see who's marked themselves as "possibly available" – or has given availability on the required days. We then contact these people first in order to see if they are still free and wish to take the shift.

For shifts we can't directly cover this way, we advertise them on-line & through our mobile app. Team101. From there you can also request to accept the shift and we'll then get back to you to confirm.

How much notice will I get of a shift?

It very much depends. You'll effectively get almost as much as we do. Some jobs are scheduled a week or more in advance while others might be last minute, in order to cover staff illness etc.

If a shift comes in after it should have started, what will I get paid?

Within reason, a "last-minute" call will pay you for the entire shift, regardless of what time you arrive.

I work fixed shifts every week? Can you work round my hours?

Yes. We always work round you so this isn't a problem.

If you work fixed shifts, please let us know your typical work hours so we won't disturb you by asking you to possibly cover shifts you'll never be able to do.

Our system allows us or you to easily define any fixed shifts you may have. These are then carried forward to your schedule each week automatically. You can also override or update these at any time.

I can only work nights. Is that OK?

Yes of course. Some people prefer to work, or can only work nights to fit round their other jobs & tasks. Just let us know when you prefer to work so we can contact you about suitable shifts etc.

I don't have a fixed schedule but can often do extra shifts a week? Is that any good?

Yes, definitely. Even if you can only work one shift a week, or ad-hoc shifts, the key thing is to let us know as soon as you know your schedule. We can then prioritise work for you as and when they arise on these occasions.

How do you know if I'm free?

The short answer is we don't unless you tell us! Telling us your availability though is easy …

- Tell us through our mobile application Team101.
- Tell us on-line by logging on to your home area and selecting "My Availability". You can define available and non-available timeslots for the coming weeks; any fixed shifts (shifts that are often available/not available) here too.
- Text your availability to 07495 067343.
- E-mail your availability to admin@Care101.co.uk.
- Call the office and tell us.

Is my availability treated as a firm commitment?

No. Availability is treated merely an indication that you might be free (or might not be). This helps us determine who to call first when a suitable shift is requested.

We will never confirm your ability to cover a shift based on this availability alone – we will always contact you to confirm first. What it does do however, is allows us to contact those who are likely to be available first – rather than needing to contact everyone for each individual job in order to locate available resources.

Can you tell me about the job before I go?

Yes of course. Full details of the shift and the client are available on-line, or on request from the office.

If I have an issue working somewhere, what can I do?

Please talk to us. We will always listen, handle any concern sensitively and take any action necessary.

What information does the client get about me?

Before any shift, a client typically requests details of any new workers. We do this in the form of a profile which is e-mail to them. This includes …

- Your ID photo
- Basic personal & contact information
- Details of your DBS status
- Details of your mandatory training

DBS checks

Do I need a DBS check?

Yes, it is a legal requirement that all healthcare staff undergo an enhanced disclosure check for each employer that they work for. This determines your current DBS status when you join and at intervals thereafter.

- If you're registered with the government's DBS Update service, we can usually use that, free of charge.
- If not, we will need to run an enhanced DBS check for adults & children.

  Although we ask you to pay for this, the money can be deducted from your wages when you start work (or after 3 months, whichever is sooner). You don't have to pay any money up front.

Is the DBS check a one off?

No. Your DBS status will need to be verified periodically, typically for most clients annually or after a prolonged period of absence from working with us. To do this you can…

- Pay for a new check each time
- Or subscribe to the government's DBS Update service (recommended)

  To do this you must join the service within 19 days of receiving a new DBS certificate and pay a small subscription fee directly to the service each year.

  By doing this, the subscribed certificate is automatically kept up to date and made available for all current & future employers.

Training

Do I need mandatory training?

Yes. All healthcare professionals require an up to date mandatory training record. This includes things like infection control & manual handling and medication (where appropriate). *It is a requirement that this training is both in date and remains in date while working with Care101.*

- Many employers provide this training and so there's no need to repeat it, as long you have proof that your training is up to date – e.g. through a certificate or other documented proof.
- If you can't provide proof, or your training has lapsed or is about to, you will need to attend one or more refresher courses, or complete them online.

My current employer doesn't require all this training, why do you?

Mandatory training is strange in that its left to the provider to determine which training is appropriate for you and how often you must complete it. As we work with many clients, we have to have a somewhat broad spectrum of training to meet their needs.

We therefore require each module to be complete as necessary but remember, if you have proof its already been done within the timeframe needed, you can simply use that.

Can you provide mandatory training courses?

Yes. We can provide you with either on-line or classroom based training courses.

We partner with Social-Care.tv, the Healthier Business Group and the Health & Safety Group to provide the appropriate training for you. In general, if booked through us, we part-subsidise these courses and pay half the fees for you.

Payment

What do you pay?

Our pay rates are very competitive within the market and reviewed every 6 months. The rate itself will vary based on the job requirement and the client you are working for. We will always inform you of the particular rate before you accept the shift.

Do you pay expenses?

Ordinarily we don't, simply because all our clients are within the local area. You may however, be able to claim any mileage or other travel expenses back against tax. To do this you must keep a record of such expenses and submit them to HMRC at the appropriate time.

When will I get paid?

This depends on payment method…

- For those paid through PAYE, wages are paid every two weeks, typically on a Saturday for the previous completed two weeks worked.
- For those paid directly (through a UTR or private limited company account), wages are paid weekly, again on a Saturday for the previous completed full week worked.

Do you operate through an umbrella payment company?

We do not operate an umbrella company but we can pay through a 3rd party umbrella if you belong to one.

How will I get paid?

Payment is made by bank transfer, directly into your account. Payslips/remittance is provided on-line. Payment notifications are given by e-mail.

What's the difference between PAYE, UTR & PSC?

Most people are paid through PAYE or "pay as you earn". With this, HMRC automatically deducts the required tax from each payslip. You can also be enrolled in our pension scheme.

If you have a your own UTR or PSC, no tax is taken when you're paid. Instead, you will either complete a tax return at the end of the year and pay then (UTR) or your PSC will need to file company accounts. Companies must also be audited by an accountant so other costs can be incurred.

For those working solely for agencies, there may be tax advantages in being paid as a limited company. However, depending on accountant and other fees, it may not be.

PAYE is paid through our payroll; others are paid directly, based on invoices received.

Changes to tax rules in April 2021 known as IR35 now mean that some clients will only accept staff who are paid through PAYE, where tax is guaranteed to be deducted prior to payment.

Will I get charged tax when I'm paid?

If you are paid through PAYE yes. If not, no. Remember though, if you don't pay when you earn, you'll need to pay a tax bill at the end of each financial year.

What must I pay for?

Out of your initial wages, we ask you to pay for any DBS request and any part payment for training. Beyond this, we will also need to pay …

- A small administration fee, currently £2.50 (single shift) or £5 (2 or more shifts), per payslip (PAYE only)
- Your uniform
- Travel expenses
- A contribution towards any training costs if needed

What's the "admin fee" on my payslip?

The admin fee is used to cover …

- Part of the cost of payslip processing
- Limited professional indemnity insurance

Will the job affect my tax code?

Any additional job may affect your tax code, but only for the work you do with us. Bear in mind, tax is based on total earnings from every job you work, combined within the entire tax year, not the number of individual jobs you may have.

Do I need insurance?

Although as a company we have public liability and limited professional indemnity, we do recommend you additional hold your own insurance. If you belong to a professional body such as the NMC or union, you will probably already have additional insurance cover.

Will I get a payslip?

Yes – either a payslip or self-billing invoice….

- Payslips are available on-line at any time following payment for those paid through PAYE.
- Self-billing invoices are available on-line who are paid outside the PAYE scheme.

For both, our on-line CMS system also contains a breakdown of all jobs worked and holiday pay etc. If needed, we can also forward your actual payslips at any time, for example, to include with any tax return etc.

Will I get a P60 each year?

Yes, if you’re paid through PAYE and are considered a current employee ion April of the appropriate year.

What should I do if I have a query about a payment?

In the first instance, please contact the office. We can then check the details and in the case of PAYE payments, contact our payroll provider to check & amend if needed.

If your question relates to tax calculations or your tax code, you will need to talk to HMRC yourself. For privacy, we are not permitted to talk to them on your behalf, nor are we allowed to give specific financial advice. They can be contacted on 0300 200 3300.

Time recording

Will I need to complete a time sheet?

Yes, the times worked on each shift must be recorded and authorised by the client.

What times should I record on my timesheet?

Regardless of circumstance, you should always record your *actual start and end times worked*.

For last minute calls where you therefore arrive late, please indicate the last-minute nature of the request on the timesheet. We will then know to pay accordingly.

How can I send you my timesheet?

If the client uses electronic time sheets, these can be updated & submitted through our online portal or Team101.

Where a paper-based time sheet is used, each shift must be signed off by the client and your timesheet authorised by them at the end of the week. A copy is then left with them, while the duplicate remains with you.

For paper-based time sheets, we do not need the original time sheet. We simply need a readable photo or scan of it. Time sheets should then be forwarded to the office as soon as reasonably possible as jobs cannot be invoiced, or paid without them – at the latest by Monday afternoon for the previous week.

You can send your timesheet to us ...

- By taking a photo & sending it through our mobile application, Team101.
- By taking a photo & uploading it to us online.
- By taking a photo and sending it to 07495 067343 by SMS or WhatsApp.
- By e-mailing a scanned image of it to admin@Care101.co.uk.

Always retain the yellow paper copy in case of a dispute where we may need to see this original.

Online & mobile access

You mention accessing details on-line. How do I do this?

For speed and efficiency, a lot of our business is run on-line and the information available there is the same as that used by the office. These details include …

- Your contact details
- Details of your past & future shifts
- Available shifts that you could work if you wish to
- Pay details & on-line payslips
- Timesheets
- Your compliance & CV details

As a member of the Care101 team, you automatically have a registered on-line account which you simply need to activate. To do this, please visit https://secure.Care101.co.uk/Login.aspx.

Then, when prompted …

- Enter your registered e-mail address

- If you haven't logged in before, simply leave the password blank and continue to login. The system will recognise this and ask you to choose and confirm a new password.

- If you've logged in previously, simply enter your password to access the system

Once logged in, you can view & update your contact information or select any of the available options.

Do you have a mobile application I can use on my phone?

Yes. If you have an Android or iPhone, you can install our dedicated application called Team101. To do this…

- Visit your app store & search for "Team101".
- Download and install it.
- When first run, scroll down and select the "I'm a Care101 staff member".
- Follow the onscreen prompts to register your phone.

Team101 gives you access to the same CMS system as the web site, but in an easier to use mobile interface. With Team101 you can…

- View your past & upcoming shifts
- Access client information – e.g. how to get there
- View & accept available shifts
- View your recent payment history
- View & update your compliance information
- Take a photo & upload your time sheet

Lateness or cancellations

What happens if I'm going to be late for my shift?

Lateness looks bad on you, your colleagues and us as a company, so we urge you to avoid it as much as you can! That being said, issues beyond everyone's control do occur and in these situations, we simply ask you to behave responsibly.

Specifically, you should attempt to notify the client directly and indicate when you think you will arrive. If you can't do this or you think it would be advantageous to also tell us, please additionally notify the Care101 office.

What if I can't get to the job at all?

If for whatever reason you can't get to a job within a reasonable length of time – maybe due to heavy traffic, you must contact the client in the first instance to discuss the issue and ask what they wish you to do. You should then discuss this with Care101 before deciding on a course of action to take.

It is ultimately the client's decision as to whether they think it is worth you arriving late – however late this may be. You must not simply make the decision not to attend yourself as this looks unprofessional and leave the client in the dark as to what's happening. Also, we may be able to send someone else to cover at least part of the shift, even if you can't make it.

Contact

How do I contact Care101?

You can contact us a number of ways, depending on the urgency of the query.

- In an emergency, outside of normal hours or when you need to inform us of something more important, please call 07495 067343. If there's no answer, please leave a short message and contact number; we will call you back as soon as we can.
- For less urgent queries please call the office during normal week day hours (9am to 5.30pm) on 01372 231007 or to submit information, please e-mail admin@Care101.co.uk.

- To post information to us, please send them to

  Care101 Ltd,
  10 Parklands Way
  Worcester Park
  Surrey.
  KT4 7HT

I have a compliant, or a different question, not answered here…

If you have any other question, issue or comment, please contact us so we can help you…

- By phone on 01372 231007 during normal office hours
- By e-mail to admin@Care101.co.uk
- On-line at http://www.Care101.co.uk

We will be happy to answer any question you have.