



Clinical Temps

Welcome Pack

Contents



»»» Welcome Message	_____	3
»»» Who are Clinical Temps?	_____	4
»»» Our Values	_____	5
»»» UBUNTU	_____	6
»»» Elborough Care Services	_____	7
»»» What Clinical Temps Asks From You	_____	8
»»» Speak Up & Share	_____	9
»»» On Call Guide	_____	10
»»» Your Wellbeing Matters	_____	11
»»» Menopause Champion	_____	12
»»» Frequently Asked Questions	_____	13
»»» Helpful Websites	_____	16
»»» Meet Our Team	_____	17
»»» Poems	_____	22
»»» Ending Message	_____	24

Welcome Message

Warmest Welcome to Clinical Temps!

We're absolutely delighted to have you on board and look forward to working alongside you.

We recognise that your skills, experience, and passion will be a valuable addition to our team, and we're truly grateful you've chosen to join us.

At Clinical Temps, we take great pride in our culture, values, and mission, and we're excited to see how your contributions will help us grow and continue making a positive impact.

Our team is deeply committed to collaboration and mutual support for one another, our clients, and the wider community. We believe in creating a workplace where everyone feels respected, heard, and empowered to thrive. If there is ever anything you need, please know we're here to support you every step of the way.

We hope your time with Clinical Temps is long, fulfilling, and happy.

With heartfelt thanks and gratitude,

The Clinical Temps Team



Who are Clinical Temps?

Clinical Temps is a trusted healthcare staffing agency providing high-quality, person-centred support. We focus on delivering skilled professionals who meet a wide range of care needs across various healthcare settings.

We supply experienced nurses, healthcare assistants, and support workers to NHS and private clients, ensuring continuous, compassionate care tailored to individual needs. Operating 24/7, our services are designed to support safe and effective care whether in hospitals, care homes, or community settings. By working closely with both clients and staff, we help maintain quality standards and promote independence, dignity, and well-being in every placement.

Mission

Our mission is to support services to deliver high quality care to all stakeholders. Our service is Clinician led and all our staff are Responsible, Caring and always work towards fitting in seamlessly with the workplaces that they give support to.

Our Aim

Our aim is to support healthcare services in delivering high quality care to everyone involved, by providing skilled, reliable staff who uphold strong values and fit in seamlessly with each setting.





Our Values

Caring

We are dedicated to providing compassionate care, ensuring the health, safety, and wellbeing of everyone we support. We speak up when necessary and challenge any form of mistreatment. Our focus is always on the needs of our clients, and we are committed to caring for our staff, communities, and the world around us.

Trustworthy

We build trust by providing well-trained, honest, and reliable staff who deliver the highest standards of care. We ensure transparency in everything we do, fostering strong relationships with our clients, staff, and all involved in the care process.

Reliable

We are available 24/7, committed to providing dependable staffing solutions that meet the needs of our clients. Our staff are always ready to step in and provide consistent, high-quality support, no matter the time or circumstance.



This powerful philosophy reminds us that our **individual strength is tied to the collective strength of the community**. When we come together, we create something great. In our team, **every voice matters**, and each member plays an essential role in shaping our shared success. By sharing your **thoughts, feelings, and perspectives**, you contribute to our growth and learning.

It's through **open communication and mutual support** that we create an environment where everyone feels **heard, valued, and empowered**. Together, we build a space where **challenges are met with solutions, differences are celebrated**, and every member's **well-being is nurtured**.

When we **lift each other up**, we grow stronger as a community, and the **positive energy** we create extends beyond the workplace, **enriching** all that we do.

Elborough

CARE SERVICES

Elborough Care Services is a CQC-registered service provider specialising in complex care. Founded on the principle of placing individuals at the heart of everything they do, they ensure everyone receives high-quality, person-centred services.

They provide expert personal care and nursing support for individuals of all ages, from birth to end of life, with a particular focus on those with complex care needs. Available 24/7, their services are designed to promote optimal health, well-being, and quality of life.

Relationship with Clinical Temps

Clinical Temps and Elborough Care Services are separate companies but are jointly controlled entities, overseen by the same directors who share decision-making authority. Both companies uphold the same values and collaborate closely to deliver unique, high-quality services. Clinical Temps staff regularly work within Elborough services, fostering a strong, integrated approach to care that ensures consistency, expertise, and the best possible outcomes for those they support.

Both companies share a head office space and team. As such, your personal data may be processed by the centralised team working across both organisations. Data will be stored in shared secure systems and may be accessed by authorised staff from either entity. You may also receive communications from either Clinical Temps or Elborough Care Services as part of our operations.



What Clinical Temps Asks From You

At Clinical Temps, we pride ourselves on providing a gold-standard level of care, and we expect the same from all our clinicians. To achieve this, we require your full commitment to our process, as we seek the best professionals to deliver exceptional services to those we support.

Our Process

We have a thorough recruitment process designed to ensure we select the right people for the right roles. Due to the nature of our work, legislative requirements, and the needs of local authorities, we follow a detailed step-by-step process. This means we may ask for high levels of information from you – it's all to ensure we get it right.

Compliance is an ongoing part of our commitment to providing exceptional care. Throughout your time with us, we will continue to work closely with you to maintain the highest standards of care and ensure you meet regulatory and legislative requirements. We believe that this continuous focus on compliance helps protect both our clients and our professionals, keeping everyone safe and secure.

As a healthcare professional, you are of the utmost importance to us, and we treat you with the respect and support you deserve. While the process may seem demanding, it's vital for ensuring the safety of our clients and your own safety as a professional. In return, we promise to treat you with the highest respect and appreciation. We ask for the same level of respect and dedication from you as we work together to provide the best care possible.

Speak Up & Share



*We want your voice to influence everything we do.
Every thought, feeling, and concern from our team is both valid
and valued.*

Speak Up Champions

We are proud to introduce our Speak Out Champions,
a group dedicated to ensuring your voice is heard and valued.

They're here to help you share what's on your mind, whether it's:

- Ideas for improvement
- Concerns
- Celebrations
- Quibbles
- Worries you're facing
- Adjustments you need in your role
- Questions or clarifications
- Praise for your colleagues
- Feedback you receive or wish to share
- Anything else: if it matters to you it matters to us!



Our Speak Out Champions are ready to **listen and support** you.
Big or small, they want to know any challenges or victories you're experiencing.
By **sharing your thoughts**, you help us create a more **supportive environment**
where everyone feels **empowered to contribute to positive change**.

Charlene Pickles

 charlene.pickles@elboroughcares.co.uk

 07480832349

John Holliday

 john.holliday@elboroughcares.co.uk

 07491825414

Fiona Cawsey

 fiona.cawsey@elboroughcares.co.uk

 07460009526



This powerful philosophy reminds us that our **individual strength is tied to the collective strength of the community**. When we come together, we create something great. In our team, **every voice matters**, and each member plays an essential role in shaping our shared success. By sharing your **thoughts, feelings, and perspectives**, you contribute to our growth and learning.

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When we **lift each other up**, we grow stronger as a team, and the **positive energy** we create extends beyond the workplace, **enriching** all that we do.

On Call Guide

Phone: 01934 806774

Email: admin@clinicaltemps.co.uk

Office Hours:

Monday – Friday: 9am – 5:30pm

On-Call Hours:

- Monday – Friday: 5:30pm – 10:30pm
- Morning: 6am – 9am
- Weekend: 6am – 10:30pm

Please telephone for emergencies during on-call hours, such as difficulties locating your place of work, being late, or being unable to attend a shift. For non-urgent matters, please email us, and your message will be responded to during normal office hours, or you may call us during office hours.

Complaints

If you ever have any concerns, questions, or wish to make a complaint, whether it's about a service you are working for or about our agency, please get in touch with us. We're here to listen, support you, and make sure any issues are resolved quickly and respectfully.

Safeguarding

As part of your role, it is essential that you follow the safeguarding and abuse-reporting procedures of the service where you are working. These guidelines are in place to protect the people you support and ensure incidents are handled appropriately.

While you must follow the service's procedures, please also keep our agency informed of any concerns, as the service may request input or confirmation from us. This helps us provide support, guidance, and ensure all actions are documented correctly.

Your Wellbeing Matters: Support and Advice for Staff

We are fully committed to your wellbeing and take our responsibility to ensure a safe and supportive workplace very seriously. We recognise that the nature of your work can sometimes bring additional stress and challenges. That's why we encourage you to be open, engage in debriefs, report concerns, and support one another.

Wellbeing Coordinator

Our wellbeing coordinator is available for wellbeing check-ins and general support meetings to offer guidance, signposting, and assistance.

They can offer a friendly, non judgemental and understanding ear and help you advocate for any needs you have at work.



Charlene Pickles



charlene.pickles@elboroughcares.co.uk



07480 832349

EAP

We also understand that life outside of work can sometimes create difficulties that affect your wellbeing.

To ensure you are holistically supported, we signed up to a 24/7 EAP available to all staff. This service is completely confidential and not directly linked to us, providing you with a safe space to seek support for any of life's challenges. They can help with a variety of things including:



Counselling



Health



Finance



Housing



Relationships



Legal

My Healthy Advantage App

Code: *MHA049211*

24/7 helpline:

0800 032 7097

wisdom.healthassured.org/login

Username: *Croner* Password: *EAP*

Menopause Champion & Health Advocate

We are fully committed to supporting your health and wellbeing, and we take our responsibility to maintain a safe and supportive workplace very seriously. We encourage all staff to feel comfortable speaking up about their health, so we can ensure the right support is in place for you.

To further this commitment, we have appointed a designated team member as our menopause champion and health advocate.

Fiona is available to all staff, offering a listening ear, general advice, signposting to supportive services, and advocacy for your needs, where she will work with the team to create a plan that supports your health and wellbeing at work.



Menopause

Menopause is something we all need to be open about, as it can be a challenging phase of life with each person experiencing it differently. This natural part of aging can bring both physical and mental challenges. Fiona is here to help you navigate this time or provide advice if you have any concerns or questions, whether for yourself or someone else. For those going through menopause or perimenopause, Fiona can work with you to create a tailored and flexible action plan to ensure you have the right support at work.

Health

Fiona is available to support the health and wellbeing of all staff, not just those experiencing menopause. She serves as a point of contact for anyone with health concerns, offering a compassionate and non-judgmental space to discuss your needs. Fiona can then assist in ensuring that Elborough provides the appropriate support and makes reasonable adjustments to meet your health requirements.

Fiona Cawsey



fiona.cawsey@elboroughcares.co.uk



01934 805830

Finance

How do clinicians get paid?

All clinicians must register with an umbrella company. They will request proof of ID, proof of address, and bank details. PAYE tax and National Insurance will be deducted from your wages.

When is payday?

Please check with your umbrella company. You will also receive a payslip from them.

Am I eligible for holiday pay?

Please ask your umbrella company about their holiday pay scheme when you register.

How do I submit my hours worked per week?

Any hours worked must be submitted through timesheets, which need to be signed by a staff member you are working with or a staff member taking over from you. Timesheets can be submitted after every shift. We are unable to process unsigned timesheets, so please ensure they are signed on time to avoid delays in payment.

Will I be paid for training outside shifts?

No. Training is part of your professional requirement to stay updated with legislation and guidelines.

Compliance

What training do I need to do?

All required e-learning training will be provided by Clinical Temps via our eLearning portal, with the opportunity for additional training. Please get in touch with the Compliance Team if you would like more information. However, we do not provide practical courses such as PMVA, Manual Handling and Basic Life Support. You will need to seek these from an external provider. Once you provide the certificates, we will need to verify them with the trainer, so please have this information on hand in case we contact you.

What can I use as proof of address?

Utility bill, Council Tax bill, full Driving License, Bank Statement, Mortgage Statement, Solicitor's letter, Council or Housing Association letter, HMRC letter, Benefits form, or Electoral Register. All must be within specified time periods, and the Compliance and/or Recruitment team can provide further assistance if needed.

In terms of my health, what do you need me to provide as evidence and for be able to work safely?

We will ask you to complete an Annual Health Declaration form (we can send this to you) and to provide your full Immunizations history (you can request this off your GP). We advise it is best to cover yourself and our vulnerable clients by having the Coronavirus Vaccination, also some of clients will only let you work there if you have had your vaccines. Therefore we would ideally need your Covid Travel Pass, which you can get off your NHS app but failing that we will except Coronavirus Vaccination Confirmation.

Why do we need to verify training?

It's important that we verify training to keep our company and the individuals we support safe. There are times where fake certificates have been found. Fake certificates are fraudulent and can put the individuals we support in harm's way.

General

Is there a dress code?

Smart casual, comfortable and appropriate clothing and footwear that you can wear for long periods. Supportive footwear is required, so sliders are not allowed. You will be informed in advance of any specific clothing requirements related to your booking or location.

How is my personal information kept safe?

We take data protection and GDPR seriously, and your information is always handled safely. We only keep what we need, for as long as we need it. Full details of your rights and how we use your data can be found in your agreement and our policies.

Helpful Websites



Work Systems & Portals

Logezy – Staff Login

Log into the Logezy platform to update your shifts and availability.

Flexebee

Online training portal to complete training with Elborough.

Employment, Compliance & Professional Registration

Prove your right to work to an employer: Get a share code online GOV.UK (www.gov.uk)

This is the link you may need to share your right to work code with an employer.

DBS Update Service GOV.UK (www.gov.uk)

Register to add your certificate to the update service.

View or share your driving licence information GOV.UK (www.gov.uk)

Use this link to get a code to share with your employer for a DVLA check.

Criminal records checks for overseas applicants GOV.UK (www.gov.uk)

Overseas police check information.

Check the MOT status of a vehicle GOV.UK (www.gov.uk)

MOT check service.

Nursing and Midwifery Council: <https://www.nmc.org.uk/registration/your-registration/>

Manage your registration and revalidation.

Join a Trade Union: <https://www.gov.uk/join-trade-union/trade-union-membership-your-employment-rights>

Information about trade unions and how they can support you at work.

Learning & General Resources

e-Learning for Healthcare Authentication (learninghub.nhs.uk)

NHS site to sign up for free eLearning.

Children and the law | NSPCC Learning

Learning designed to support those working with children.

Citizens Advice

Advice and guidance on all areas of life.

Meet Some Of Our Team



**Lindi Sibanda -
Managing Director**

Lindi's role is managing the company, making strategic decisions, ensuring growth, and overseeing daily operations towards a gold standard.

Email: lindi.sibanda@elboroughcares.co.uk



**Nqabutho Sibanda -
Director & Nominated Individual**

Nqabutho's role is to supervise the management of the regulated activity provided and ensure our services meet high-quality standards.

Email: nqabutho.sibanda@elboroughcares.co.uk



**Jeanette Toy -
Head of Business and Strategic Partnerships**

Jeanette's role is to oversee business development, drive growth, and build meaningful partnerships that strengthen collaboration and long-term success.

Email: jeanette.toy@elboroughcares.co.uk



**John Holliday -
Head Of Operations & Nominated Individual**

John's role is to oversee services, supervising management of regulated activities and ensuring delivery meets safe, effective, high-quality standards.

Email: john.holliday@elboroughcares.co.uk

Meet Some Of Our Team



**Mbali Ziqubu -
General Manager**

Mbali's role is overseeing operations, supporting the team, providing leadership, and ensuring all company objectives are consistently achieved across the business.

Email: mbali.ziqubu@elboroughcares.co.uk



**Charlene Pickles -
Customer Experience & Wellbeing Manager**

Charlene's role is ensuring clients, commissioners, and staff experience Elborough positively, receiving responsive, supportive assistance whenever it is needed.

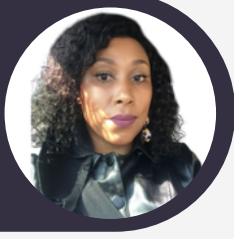
Email: charlene.pickles@elboroughcares.co.uk



**Angie Nyathi -
Groups Account Manager**

Angie's role is managing company accounts, ensuring commissioner invoices are paid, while overseeing staff expenses and timesheets with accuracy.

Email: angie.nyathi@elboroughcares.co.uk



**Bernice Motshele -
Rota Coordinator**

Bernice's role is organising rotas, ensuring care packages have sufficient skilled staff, and supporting teams to maintain smooth daily operations.

Email: bernice.motshеле@elboroughcares.co.uk

Meet Some Of Our Team



**Fiona Cawsey -
Office Lead**

Fiona's role is managing daily office operations, coordinating activities, and providing support to ensure all services run efficiently.

Email: fiona.cawsey@elboroughcares.co.uk



**Laura Wright -
General Manager**

Laura's role is overseeing operations, supporting the team, providing leadership, and ensuring all company objectives are consistently met across the business.

Email: laura.wright@elboroughcares.co.uk



**Nathan Caney -
Compliance Administrator**

Nathan's role is ensuring existing workers remain compliant, keeping training up to date, and supporting staff to meet professional standards.

Email: nathan.caney@elboroughcares.co.uk



**Agnieszka Milczarek -
Workforce Lead**

Agnieszka's role is overseeing rota matters across the service, supporting employed clinicians, and ensuring all workforce processes are completed to maintain safe delivery.

Email: agnieszka.milczarek@elboroughcares.co.uk

Meet Some Of Our Team



**Michelle Smith -
Recruitment Administrator**

Michelle's role is supporting new staff through recruitment, providing guidance, and ensuring all requirements are completed before employment begins.

Email: michelle.smith@elboroughcares.co.uk



**Larysa Lomonosova -
Recruitment Administrator**

Larysa's role is supporting new staff through recruitment, providing guidance, and ensuring all requirements are completed before employment begins.

Email: larysa.lomonosova@elboroughcares.co.uk



**Jacqueline Hislop -
Recruitment and Compliance Admin**

Jacqueline's role is supporting recruitment and ensuring existing workers remain compliant by keeping training and other requirements consistently up to date.

Email: jacqueline.hislop@elboroughcares.co.uk



**Deborah Chadburn -
Compliance & Data Administrator**

Deborah's role is ensuring existing workers remain compliant, keeping training up to date, and supporting staff to meet professional standards.

Email: deborah.chadburn@elboroughcares.co.uk

Meet Some Of Our Team



**Semule Danda -
Accounts Administrator**

Semule's role is assisting the team with company accounts, ensuring accurate financial records and supporting smooth, efficient processes.

Email: semule.ncube@elboroughcares.co.uk



**Joshua Reynolds-Hailing -
Apprentice**

Josh's role is supporting administrative duties and assisting with creating marketing materials to effectively promote the company's services.

Email: joshua.reynoldshailing@elboroughcares.co.uk



**Phoebe Osbon -
Business Administrator**

Phoebe's role is coordinating business development operations, managing schedules, and assisting with planning to ensure the team runs smoothly.

Email: phoebe.osbon@elboroughcares.co.uk

Meet Some Of Our Team



**Nombulelo Moyo -
On Call Admin**

Nombulelo's role is to support with rota and system queries out of hours, ensuring any issues are addressed promptly and services continue to run effectively.

Email: norma.moyo@elboroughcares.co.uk



**Susan Ncube -
On Call Admin**

Susan's role is to support with rota and system queries out of hours, ensuring any issues are addressed promptly and services continue to run effectively.

Email: sue.ncube@elboroughcares.co.uk



**Thoko Ndlovu -
On Call Admin**

Thoko's role is to support with rota and system queries out of hours, ensuring any issues are addressed promptly and services continue to run effectively.

Email: thoko.ndlovu@elboroughcares.co.uk

Nurse

I used to want to be a hero,

Fly around doing good.

Learning as I got older,

To do the things I should.

I did not seek out power,

To tell others what to do.

But if I could be like anyone,

I'd want to be like you.

Helping small children,

And some older people too.

If I could go back in time,

I know just what I'd do.

I would not look for diamonds.

Or lots of money in my purse.

I would be the best of heroes.

I would be a nurse.

**Clinical Temps would like to thank all
Nurses for everything they do.**

Carer

A person who provides care to others; cheerful
like a rainbow full of colours.

Gives support to those who need a helping hand;

Listens, encourages and understands.

Helps with practical tasks and daily living;

Reassuring, compassionate and always giving.

Improves quality of life with humility;

Gives comfort, respect and dignity.

Patience and kindness set them apart;

Loving and caring with the biggest heart.




**Clinical Temps would like to thank all
Support Workers for everything they do.**



Thank You

Clinical Temps would like to thank you and would like to welcome you on this journey with us. If you need to reach out to us please see our contact details below.

Contact Information:

-  01934 806774 or email us on admin@clinicaltemps.co.uk
-  [Clinical Temps | Care Services in Weston, Bristol and South West](#)
-  Clinical Temps, Unit 2, Morston Court, Aisecome Way, Weston Super Mare, BS22 8NG.