



CRYSTAL SUPPORT

...caring with clarity and compassion





What Makes CRYSTAL SUPPORT Stand Out?

Crystal Support is led by a team with extensive experience in both healthcare and management sectors. Our directors possess a wealth of experience in care roles and demonstrate a deep commitment to understanding and addressing the needs of every service user. Our management includes experts with strong backgrounds in consultancy and communication, complemented by team members who have years of experience working across various healthcare settings. This rich experience provides us with valuable insights into our clients' needs for quality service, allowing us to train our staff effectively based on this understanding. Our established relationships with staff enable us to guarantee flexibility, reliability, and expertise in all our assignments. At Crystal Support, we prioritize safety and quality by conducting thorough vetting processes, including stringent checks and obtaining suitable, verifiable references. Most of our care staff are personally known to us, ensuring we have a solid understanding of their skills and capabilities. This allows our clients to engage our staff with confidence, knowing they have been thoroughly assessed, screened, and adequately trained for their assigned roles. We believe that maintaining high standards of professionalism and service quality goes hand-in-hand with providing value for money. Crystal Support offers a competitive package that benefits both employees and care facilities, ensuring that our affordable rates do not compromise the quality of staffing you receive. Additionally, our flexible approach allows us to offer our services at even more attractive rates than many agencies during an initial trial period.

Thank you for considering Crystal Support as your healthcare staffing partner. We look forward to delivering exceptional service tailored to your needs.



OUR RECRUITMENT Standards

At Crystal Support, our strength lies in our commitment to providing the highest quality care staff. We take pride in our rigorous internal Quality Assurance Systems, which are continuously reviewed and monitored. Our stringent recruitment process ensures that we only supply care staff who meet strict compliance standards. All candidates undergo thorough screening by our recruitment specialists, including face-to-face interviews. This process confirms that each candidate possesses the appropriate care experience, as well as local knowledge and awareness. We require our staff to have relevant qualifications and experience aligned with the services they will provide. Many candidates come to us with qualifications such as QCF Level 2 or 3. Our team is responsible for managing each candidate's Disclosure Barring Service (DBS) checks, POCA and SOVA checks, work history, health declarations, experience, qualifications, and up-to-date references. This comprehensive approach ensures we have a complete understanding of their capabilities and competencies. Additionally, we assess ongoing training needs to ensure our staff consistently deliver a high standard of service. To support this, our office includes a small training facility equipped with the necessary resources

Crystal Support complies with:

- The Care Standards Act 2000
- The Regulation of Care (Scotland) Act 2001
- DoH Code of Practice for NHS Employers
- All current NHS National Framework Guidelines.

Thank you for considering Crystal Support as your trusted staffing partner. We are dedicated to maintaining the highest standards in recruitment and care.



Your Go-To Provider for Person-Centered Healthcare Staffing Solutions*Crystal Support is a leading supplier of comprehensive, person-centered healthcare staffing solutions. Our care home staffing services offer a cost-effective approach to address staff shortages and provide emergency coverage, as well as the capability to assemble complete teams for launching new units. We are available 24/7, and our networked telephone contact service enables instant access, ensuring we can supply adequate staff at all times. We are proud to maintain an extensive database of experienced support workers, healthcare assistants, and nurses, all of whom are ready to deliver our high-quality care. Many of these professionals are already integral members of our current clients' staffing rotas.

Our Staffing Solutions Include:

- Coverage for one-off shifts to address staff shortages or sudden absences, often at short notice
- Assistance in staffing new units while permanent staff are being recruited
- Emergency cover during busy periods.
- Temporary-to-permanent staffing options.-
- Ongoing, regular support for full-time teams.-
- Permanent staffing solutions.

Our ability to provide skilled support workers and healthcare assistants encompasses a wide range of specialist care experience, including:

- Elderly and Elderly Mentally Infirm (EMI) care
- Learning and Physical Disabilities-
- Brain Injuries
- Mental Health support
- Adult Protection
- Advocacy
- Citizenship and Social
- Inclusion
- Communication



- Complex Behavior
- Equal Opportunities
- Person-Centered Planning
- Relationships and Sexuality

Whether you need staff on short notice for unplanned absences or comprehensive staffing solutions, we excel in delivering flexible, tailored services that meet your specific requirements and those of your residents.

Rest assured that the care staff we provide have been carefully selected and suitably matched to fit your needs.

Our care staff are also adept at managing caseloads, protection issues, leaving care, reviews, and assessments, making them valuable assets to your existing teams.

With a fully flexible and experienced workforce at our disposal, the Crystal Support team is prepared to address all your staffing needs, ensuring that quality patient care is consistently delivered within your facility.





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Our Core Beliefs

At Crystal Support, we are dedicated to creating an environment that empowers individuals to recognize and address emotional and behavioral challenges, enabling them to reach their full potential.

To achieve this, we uphold the following principles:

- Providing appropriate support and stimulation through carefully monitored and reasonable risk taking to promote independence
- Respecting the civil and human rights of everyone in our care
- Implementing non-discriminatory practices while celebrating individual differences
- Fostering an atmosphere of mutual respect between service users and staff to honor the dignity of each individual
- Committing to the highest standards in staff recruitment and selection processes
- Promoting ongoing training and development opportunities that allow our employees to enhance their professional and care giving skills.

At Crystal Support, we believe that these principles are essential to delivering exemplary care and support to those we serve.

Quality Staffing Solutions

Crystal Support provides specialist care staff to a diverse range of healthcare establishments nationwide. Our name is synonymous with the services we offer 24 hours a day, 7 days a week.

We deliver both temporary and permanent staffing solutions at competitive rates within the healthcare sector. Our commitment lies in providing our clients with qualified, experienced, and dependable nurses, support workers, healthcare assistants, and cleaners.



We offer a professional and localized service tailored to nursing homes, care facilities, and residential establishments. Our staffing services extend to the NHS, private hospitals, Clinical Commissioning Groups (CCGs), social services, and learning disability units.

Our high-quality care services cater primarily to the elderly, as well as adults, young adults, and children. We provide a broad spectrum of care, ranging from social companionship to more complex services, including support for spinal injuries, acquired brain injuries, learning disabilities, and mental health needs.

With years of experience in establishment staffing, our service is built on collaboration with our clients to deliver quality care staff that effectively meet the needs of their service users. Whether you require one-off staffing coverage or support for innovative national projects, we are dedicated to helping you find the most cost-effective healthcare solutions.



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