



Caring for your career

visiting-angels.co.uk



Who are we?

Visiting Angels is a different kind of employer in the in-home care sector. We call our care team “Angels” and we treat them like no other care provider. Our business operates on a “carer-centric” model. Put simply, that means our caregivers are at the heart of everything that we do. Why? Because we know that if we treat our caregivers well and reward them for the important job they do, they will in turn do a fantastic job of caring for our clients.

This careers brochure will give you a flavour for what it's like to progress your career in care with us, but you can also find out more by contacting us.

Our mission

We think about care differently. At Visiting Angels our carers are the most important people in the company. We say it's our job to look after our caregivers so that they can look after our clients. We believe that in-home care can, and should, be different. We want to make sure that our caregivers, the communities that we operate in and the families that experience our service all understand what drives us...

“To lead the UK care sector as an Employer of Choice by 2030, creating an environment where our carers can care more, clients can live better and families can feel assured.

To redefine the role of carers in society and by so doing deliver a new standard of person centred care.”

So, what does that mean for you if you're considering a career in care?

Our values

Family

We know that asking someone to give so much of themselves to caring is a big ask. We support our team when they are working and reward them for the joy that they deliver. We laugh together, share stories and listen. Our caregivers are more than a team, they are more significant, they are much more like family.

Relationships

Relationships take time, friendships don't happen quickly, care shouldn't be rushed or irregular. We offer choice of caregiver to the families who we work with. By rewarding the loyalty of our carers and paying them well we hope to ensure that caregiver and client can form a lasting relationship.

Nimble

Reacting swiftly to the specific needs of our clients and their families is part of our DNA. As a member of our team, we ask that you take the time to notice those changing needs and share with us so we can react quickly, giving you the skills to continue your bond with your clients.

Freedom

Quality care should enable freedom - for you and our clients. The care you deliver will empower clients to live a full and happy life. Imagine the wonderful stories you can curate simply through delivering unrushed care visits on a regular basis. Not only are you rewarded by the knowledge that you are making a life-changing difference with your work, but you are rewarded by fair pay from an ethical employer.

This is what carer-centric means:

- * **Leading rates of pay in the industry**
- * **Paying our caregivers mileage, holiday pay and whilst they train**
- * **We also pay for drive time in between visits**
- * **We offer proper contracts**
- * **Enrolling all our caregivers in our company pension scheme**
- * **Loyalty bonus for length of service**
- * **Guaranteed pay increases each year**
- * **Paying for caregiver's cars to be serviced once a year and valeted every six months**
- * **Providing a company mobile phone**
- * **Organising team events and social days (we love BBQ's and bowling nights!)**
- * **Free carer wellbeing programme - Angel Care**
- * **Holding regular caregiver meetings for sharing the highs and lows**
- * **Hosting caregiver of the month and year awards.**

"I enjoy working for Visiting Angels as they share my passion for caring which includes compassion, kindness, humility, gentleness, and patience. Visiting Angels have welcomed me into their company with open arms and as such I feel part of their family and the families that they care for."

Claire Evans, Visiting Angel.



The Visiting Angels way



If you speak to any of our Angels, you'll hear how working with us is very different to previous care jobs they've experienced. The nature of the work we do and the clients we support mean that many of the negative stories you hear in the media about working in care simply don't happen here.

- 1 Our visits are not rushed - our clients receive the time they need for their tailored care plan. We operate on a minimum one-hour visit basis so that you have time to care.
- 2 We pay our caregivers for travel time between visits and visits are scheduled sensibly.
- 3 Our clients' care is private client rate - this means we are not forced to deliver care at discounted council prices. Because when that happens, wages are pushed down, and everyone loses out.
- 4 Our caregivers are not forced to work long hours - you are paid above industry standard and rewarded in other ways too, so you shouldn't feel like you have to work extended hours just to make a decent wage.
- 5 We have a considerably lower staff turnover rate than the national average, so you won't be plugging the gaps in empty rotas. You will also be seeing the same clients each week on hours that you choose so you can really get to know your clients.

So, what do we do to reward our Angels?

Events

Our offices around the UK have regular fun events for our teams and their families. Whether it's bonfire night celebrations or an afternoon bowling, we take time to relax and have fun. In the past 12 months we've seen:

- * Carefest - a mini music festival
- * Fundraising bake sales
- * Christmas parties
- * Easter Egg hunts
- * And so much more.

Thanks

Sometimes it's just nice to hear someone say 'thank you' for your hard work. Our care teams really make the world of difference to our clients and their families. Apart from the regular notes of thanks we receive from clients, we also thank our care team in a variety of ways:

- * Caregiver of the month
- * Vehicle serviced once a year and valeted every six months
- * Long-service loyalty bonus.

We are also really good at listening, we have a carer satisfaction survey every 6 months and you can always speak to the owners of the business or any of the management team. We want to help and if we don't know about something we cannot fix it so we encourage feedback.

Angel Wings

When our caregivers pass their first 90 days with us, they receive their Angel Wings in a graduation ceremony. We celebrate you becoming a fully-fledged Angel. You will have received training and support up until this point, but it won't stop there. We'll provide continuing professional development to further your career in care for as long as you're part of the VA family. As you stay with the Visiting Angels Family you will earn your bronze, silver and gold wings as a carer recognising the amazing work that you do for your clients.

"Visiting Angels hosted a big celebration, called Carefest, to say 'thank you' for all of the hard work me and my fellow caregivers have put in over the pandemic. Me and my husband both had a fabulous time! It was great to feel truly appreciated and celebrated after what has been an unquestionably challenging time. I also valued spending time with my fellow carers - it really feels like I'm part of a family."

Joan Hancock, Visiting Angel.



VA Academy

Sometimes the role of a caregiver can feel daunting, especially to those new to working in the field. We invest in you to ensure you are confident in all the typical scenarios you may find in a client's home. Our VA Academy is designed to empower you in your workplace - don't forget, we're all about our carer-centric approach. That means putting you first so that you can go above and beyond for your clients.

In over 30 hours of classroom based learning you will be equipped with all the skills and knowledge you need to deliver the highest quality and appropriate type of care to each of your clients. We train in the classroom at each Visiting Angels branch because people learn better when they are learning together. Its important to us that you realise that you are part of a team.

We also support our carers with additional industry training. If you want to do level 2 or three in Adult social care we will pay for your training. Many of our managers started as Angels and progressed with us through their career. Want to know more about our comprehensive training at the VA Academy? Please get in touch!

"I joined Visiting Angels as a Senior Caregiver in February 2022, having worked in care for three years. The standard of training went above and beyond anything I'd received before and really took my understanding of the role and my responsibilities to the next level. On top of the standard information expected from an in home care provider, I was also given additional support on all manner of subjects - from what to do when a client has additional needs, to a list of resources and training programmes linked to my own health and wellbeing. I felt reassured and confident in my abilities but also supported on a personal level."

Katie Stewart, Visiting Angel.

Skills training:

- CPR
- Understanding care plans
- Risk assessments
- Lone working
- Fire safety
- Communication
- Safeguarding
- Infection prevention & control
- Moving & handling
- Medication administration
- Meal planning & preparation

Specialist training:

- Dementia specialist support
- Blood pressure monitoring
- End-of-life (palliative) care
- PEG feeding & catheter care



Career development

We have a range of roles for caregivers and those who support them at Visiting Angels. Whether you are new to the industry or are an experienced care worker, we have opportunities for you to progress your career.

Apprentice Caregiver - part of the National Apprenticeship Service, you'll earn while you learn and achieve a nationally recognised qualification.

Caregiver/Senior Caregiver - the majority of our roles at Visiting Angels are filled by our caregivers - also lovingly referred to as Angels by ourselves and our clients. You will fulfil a range of tasks depending on your clients' needs including companionship, personal care and more complex care. Your work means that people can maintain their independence and stay in their own familiar surroundings for as long as possible.

Care Co-ordinator - you form the vital link between caregivers and clients. Working closely with the managers at your Visiting Angels office, you'll be scheduling visits and ensuring a client's latest support needs are communicated.

Care Supervisor - if we've said it once, we'll say it a million times, our carer-centric approach at Visiting Angels means that if we reward and recognise the hard work of our caregivers, the quality of delivery will follow. Ensuring the highest quality of care is consistently delivered through our teams of caregivers, this role is essential in aligning the skills needed to deliver care, levels of employee satisfaction and client delivery standards.

Registered Care Manager - with overarching responsibility for the care team, this role also ensures we maintain regulatory standards. This role requires emphatic attention to detail, communication skills and someone not afraid to meet challenges head on.

We also have offices around the UK, so if your personal circumstances mean you need to move, your job may be able to move with you.

"I have worked for care companies before, but nothing compares! The management team are really supportive and very approachable. They have helped me to get back to work, do the hours that suit my life as a single parent and have promptly dealt with any issues raised. I have a lovely client base that is growing, and I regularly receive good feedback from clients via my manager which is really rewarding."

Natalie Baker, Visiting Angel.

Careers 
WE PUT CARE INTO CAREERS

Angel Care

Wellbeing Foundation by Visiting Angels



There's no doubt that caring for others is a serious career - one that many people underappreciate, but not us! At Visiting Angels, we know that giving care can be extremely rewarding, but it can also be tiring, challenging and stressful.

As a carer, suffering from stress is common and, if left unchecked, may lead to mental health problems such as depression or anxiety. We recognise that our caregivers also need to receive care themselves to maintain a healthy wellbeing. Because carers are at the heart of everything we do, we created Angel Care - a free and completely confidential wellbeing initiative that you can access at any time.

- * 1-2-1 Talking therapy
- * Grief support
- * Specialist training
- * Living a healthy, balanced lifestyle
- * Online guides and smartphone app
- * Share your experiences with every Angel nationwide

Angel Care has been devised with the support of Psychiatric Consultant and mental health specialist, Ishbel Straker. Ishbel comes with a wealth of experience in working with NHS frontline workers suffering with the psychological implications of working in the healthcare industry on a daily basis. With her expertise, Visiting Angels has developed this exclusive support mechanism to ensure our Angels never have to feel alone.

Sound like the sort of company you'd like to work with? Find out more about how we care about your career and get in touch!

"Visiting Angels really do care about their employees and clients. Other companies I have worked for have been very task-orientated and overload you with calls. They want you to see different clients each day and show no consistency or commitment between you and your clients - that's where Visiting Angels are different. We are all about person-centred care, we don't rush in and out and move onto the next call, we are there to give the client the care and attention they deserve and need. I am blessed with compassion and love that I have been led to Visiting Angels. I really couldn't imagine doing anything else, I truly enjoy my work and feel extremely honoured to be part of the company."

Lynsey Hague, Visiting Angel.

Could you join our team of Angels?

Are you:

Could you join our team of Angels? Are you:

- * Warm and kind with a loving spirit?
- * Empathetic and compassionate?
- * Motivated and patient?
- * A great communicator and listener?
- * Observant with strong attention to detail?
- * Organised with time management skills?

Then please get in touch to find out more about caring for your career.

Learn more about one of the world's largest care franchises and be a part of our amazing team of Angels. Apply today!

Visiting Angels®

QUALITY CARE AT HOME

