



**ICWTCH
HEALTHCARE**



Expert Staffing Solutions

Welcome to iCwtch Healthcare

- First Class Recruitment Services for Social Workers, Nurses, Care Assistants & Support Workers.
- First-class professionals supplied to a broad range of clients.
- Our staff are carefully selected, trained, and vetted.
- We are specialists in absence cover and rapid-response temporary staffing.

About Us

iCwtch Healthcare is a specialist employment and domiciliary care business, which supplies care homes, hospitals and other healthcare clients in Swansea with highly trained nurses, social workers, care assistants, support workers and more. Our mission is to always work in partnership with our clients and their loved ones to source winning staff members and create bespoke, compassionate packages of care and support for our care recipients.

iCwtch Healthcare centres the importance of safe, compassionate care for all our service users. We deliver attentive, person-centred care to our valued clients within their own homes, working to promote their independence, dignity, and safety.

We are often in need of new recruits to fill various positions across Swansea and our other service areas. We pride ourselves on ensuring our staff enjoy diverse and rewarding roles assisting others while also flexibly selecting the hours they want to work.

Our Values

Here at iCwtch Healthcare, our core goal is to provide person-centred solutions that enable people to achieve their maximum potential. We provide an enabling environment that is solution focussed and works to overcome problems. We offer excellent support and stimulation to enable independence and include reasonable and monitored risk-taking. Promoting civil and human rights is integral to iCwtch Healthcare, and we ensure our practice is non-discriminatory and celebrates individual differences.

We provide an atmosphere founded on respect between service users, clients, and staff. We have ensured this through prioritising and upholding the dignity of everyone, providing the highest possible standards of staff recruitment and selection and training development. This enables our employees to further develop their professional and care skills and offer exemplary, compliant service.

Professional, Efficient and Personable

Everything about iCwtch Healthcare stands for quality, whether that's the services we provide or the staff we employ. We want to make sure that our staff can offer the very best service in their work, no matter how small the task.

In order to do this, we look at every single detail and make sure we perform it to the highest calibre. From assisting with cleaning and cooking to more sensitive roles, such as working with dementia patients, our staff are consistently professional, friendly and efficient.



Our Service Standards

We are a specialist recruiter for jobs within the health and social care industry. This means we strive to hire only people who have the perfect amount and sort of experience to make sure our clients get the very best standard of staff. In particular, iCwtch Healthcare aims to recruit individuals who have a great track record of working with diverse clients.

iCwtch Healthcare always provides an extensive and outstanding level of care and service to each one of our clients. We do this by matching up our recruits to roles that allow them to thrive and make a real difference.

Quality, Personal Service

iCwtch Healthcare is currently able to offer an extensive number of services to meet our clients' needs. Our staffing specialities include supplying registered Nurses, Support Workers, Social Workers, Carers, Allied Healthcare Professionals and Cleaners to hospitals, local authorities, nursing homes and other healthcare clients in Swansea and beyond.

Our current clients encompass care and residential homes, charities, local authorities, private hospitals and GP surgeries. Why not get in touch with us to see how we could assist with your care staffing needs?

What Sets iCwtch Healthcare Apart?

iCwtch Healthcare is owned and managed by a team of people with extensive experience in the healthcare sector. We understand what is required to match the appropriate staff with clients' needs. We provide a comprehensive service with experienced professionals that are prepared for any scenario.

With access to a diverse network of staff, we can find a professional to fulfil the assignment efficiently. We ensure you receive reliable, flexible, and experienced staffing professionals ready to support your clients.

At iCwtch Healthcare, we ensure a rigorous and extensive recruitment process to ensure only the highest calibre of professionals are employed. We only hire staff with appropriate and verifiable references. We want to ensure you gain access to professional and competent staff and that your clients can feel secure thanks to our screening, assessment and training.

We are passionate about providing an outstanding service that remains affordable and cost-effective. We offer attractive packages to employees and clients, and we ensure that we maintain a balance that doesn't compromise quality. Our initial trial period delivers the most attractive rates that beat most agencies.

Our Recruitment Standards

At iCwtch Healthcare, our core focus is to ensure that we consistently and efficiently provide the highest quality care staff. To ensure this, we have applied internal Quality Assurance Systems that are constantly improved throughout our thorough hiring process. It is of paramount importance to us that our staff are compliant.

All candidates we screen attend an in-person interview with our recruitment specialist. Only those with adequate care experience, local knowledge, determination, and awareness are hired. We hand-pick our staff to match them to the services they provide. Our team possess the necessary qualifications and experience, with most of them having achieved QCF Level 2 or 3.

Your Business Is Our Business

Our candidates are subject to thorough Disclosure Barring Services (DBS), POCA, SOVA, work history, experience, and qualification checks. We also verify references and health declarations to understand who is capable of what and to what level of competence. We regularly assess ongoing training needs to ensure a high level of service.

At iCwtch Healthcare, we comply with:

- The Care Act 2014,
- The Regulation of Care Act 2001 (Scotland),
- Department of Health Code of Practice of NHS Employers,
- All NHS National Framework Guidelines.

Considering a career with iCwtch Healthcare?

Here at iCwtch Healthcare, we are constantly on the lookout for new recruits to fill social care, health and care positions across Swansea and our other service areas. All our staff can choose the working hours to suit them, plus we strive to place them in positions that are both varied and rewarding.

If you consider yourself a hard-working individual and the very best at what you do, get in touch with iCwtch Healthcare. We are seeking persons for all kinds of positions, from social workers, support workers through to nurses and live-in carers. Our sheer range of opportunities will allow you to actively develop your career in a supportive environment within a growing industry. Qualifications and experience, with most of them having achieved QCF Level 2 or 3.



Why work with iCwtch Healthcare?

- We offer excellent rates of pay.
- We are able to provide an unlimited number of shifts, so you can take on as little or as much work as you want.
- We will ensure you receive enthusiastic and encouraging support from our dedicated management team.
- We offer flexible shift patterns and working hours to fit around your needs, including night shifts and part-time positions.
- You will have plenty of opportunities to progress your career in rewarding and diverse roles.
- We can provide both long-term and short-term staff depending on your requirements.



Care Staffing Services

iCwtch Healthcare is the leading supplier of comprehensive healthcare staffing solutions to care, residential and nursing homes, hospital medical facilities and establishments that require person-centred personnel.

We offer outstanding staffing solutions that remain cost-effective and high-quality. We maintain an extensive database of experienced and committed support workers, carers, healthcare assistants and nurses of various specialities that are ready to support you in providing high-quality care on demand for:

- One-off shifts, staff absences and shortfalls,
- Establishing a new unit while permanent staff are recruited,
- Emergency cover through busy periods,
- Temporary or permanent positions,
- Regular support to full-time teams,
- Contract or SLA (Service Level Agreement arrangements).

Our staff can support with a diverse range of specialist services, including: Elderly and Elderly Mentally Infirm (EMI) care

- Elderly and Elderly Mentally Infirm (EMI) care,
- Brain and spine injuries,
- Complex behaviours,
- Mental health conditions,
- Learning and physical disabilities,
- Equal opportunities,
- Adult protection and advocacy,
- Citizenship and social inclusion,
- Relationships and sexuality,
- Communication,
- Person-centred planning.

iCwtch Healthcare staff database

We have a huge number of staff in our database, which include the following:

- Social Workers
- Registered General Nurses
- Senior Support Workers
- Home Care Managers
- Healthcare Assistants
- Support Workers
- Senior Carers
- Carers
- Specialist Registered Nurses

iCwtch Healthcare is here to support you. Whether you need cover for unplanned absences or more extensive staffing needs, our solutions are flexible and can be tailored to your circumstances. We ensure our staff are matched to your needs, and many of our staffing professionals maintain vast experience in caseloads, live-in care, reviews, assessments, and protection. Our staff will prove an asset to your team.

Take comfort in the knowledge and security that our high-quality staff provide. Our team members are experienced and flexible, and we know what it takes to sustain a strong, dependable, and compliant workforce.

Our Staff

We are widely recognised as one of the best staff suppliers in the industry. That is because everyone who works for iCwtch Healthcare is highly qualified, professional and flexible to meet our clients' exact needs.

Recruitment and Vetting

Our head office is home to a dedicated recruitment and vetting team that ensure that every applicant goes through at least 20 different checks before they are hired. This means that only the highest calibre of staff makes it onto our books.

24-Hour Availability

No matter what time of the day, week or year you need assistance, our client managers are always on-call to deal with any problem or last-minute request for staffing solutions.

Fully Managed Service

Using our service can take some stress off your own organisation, both physically and financially.

Precise Profiling

To make sure our staff are the perfect fit for your requirements, we profile all our clients in advance, so we can then match them up against our extensive staff database. We'll sit down with you to discuss exactly what you need, from staff capabilities and qualifications through to shift patterns and services.

Spot Checks

To make sure our staff are continuously meeting our high standards, we cooperate with our clients to perform regular spot checks for quality and consistency.

Do you have staffing requirements that you need support with?

Are you interested in having a non-obligation discussion or chat about our staffing services?

If so, don't hesitate to contact our team today by telephone or email. We are ready to support you!



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