

**T.L.C Home Care Services**  
**INFORMATION NOTES FOR PROSPECTIVE JOB APPLICANTS**

T.L.C. Home Care Services was established in April 2001. It provides domiciliary home care to clients in Evesham, Broadway, Bredon, Pershore and surrounding areas. It has an excellent reputation for the quality and reliability of its care staff. Some staff have been with the agency almost since its beginning and some have worked with the Proprietors in their previous nursing homes business.

T.L.C Home Care Services is currently rated by the Care Quality Commission as “Good” in all categories. The rating was given for the quality of care provided and the effective organisation and running of the business. We are also an “Approved” contractor for WCC.

Our process for recruitment is based on best practice and CQC guidelines.

All parts of the application form and medical questionnaire must be completed.

Two names of people who can provide a reference will be required on your completed application form and one should be your current employer. Reference providers should not be family members and ideally should be another previous employer. You are able to indicate on the application form whether we may approach people for a reference prior to an interview.

Depending on the number of applicants and their experience, it is possible that you may not be invited to attend an interview but you will receive a quick response to any application received, informing you whether you are being invited to interview or that your application has been unsuccessful. In the event of you being unsuccessful, please be aware that we do not enter into discussion with applicants as to why they have been unsuccessful.

Salary and conditions will only be discussed at the interview stage as the rate of pay will depend on current qualifications and experience.

Travel time and waiting time is paid, as is a mileage allowance.

The agency offers a fixed rota working arrangement which helps staff to plan their social and family time.

**The agency also offers an element of guaranteed hours. Details of this would be discussed at interview.**

If you are invited to an interview, you will be asked to bring 3 forms of identification with you and one of these must be a photo I.D. It is also a good idea to bring with you copies of any relevant educational or professional qualifications.

The interview will take approximately 45 minutes and there will be an opportunity for you to ask questions at the end.

Once applicants have been interviewed and asked to take their application to the next stage of the recruitment process, it will be necessary to provide us with an Enhanced Criminal Record Bureau check initially at the applicant’s own expense. This cost will be reimbursed on the successful completion of the probationary period.

However, T.L.C Home Care Services can assist applicants in obtaining this document.

Also at this stage it will be necessary to take up any reference you have previously indicated should not be take up prior to interview.

No formal job offer can be made until both references and the CRB have been received.

**N.B This process can take from 2 to 6 weeks to complete, depending on how long references and the CRB take to come to us.**

The successful applicant will be able to demonstrate how they can meet both the requirements contained in the job description and the person specification supplied with our application form.

January 2016