



Contact us:

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Introduction

Night Owls is a Maternity Nursing Agency that is setting new standards to ensure that it delivers the very best service possible to its clients. It has been forged out of a life-time of experience and skills by Jan Harrison, who has been a highly respected practitioner in the field of child-care (0-7 years) and who has worked as a Maternity Nurse and Sleep Trainer for more than 30 years.

For some time now Jan has been concerned about the lack of regulation governing the employment of Maternity Nurses and Nannies.

Did you know:

- That a Maternity Nurse or Nanny needs no qualifications or training to practise?
- There is no professional body regulating Childcare providers or monitoring skills and ability.
- Some Maternity Nurses and Nannies have no insurance, DBS check or Paediatric First Aid training. Consequently they will offer their services at a significantly discounted rate to that normally charged.

Philosophy

Having worked with a number of agencies in the past Jan had a clear idea of the type of agency she wanted to establish. She believed that it should be one that would provide some of the best Maternity Nurses available and at the same time would embrace the highest standards in the delivery of that service.

Jan knew from her own experience that every parent wants to know that when employing a Maternity Nurse or Nanny, they are leaving their child in safe hands and could be confident regarding any advice they received. That is why Night Owls is committed to investing time in the ongoing training, supervision and selection of its Childcare providers. As far as we know it is the only agency that requires its Maternity Nurses to sign a commitment to a 'Code of Conduct'. It is upon these key values that Night Owls (UK) Ltd has been established.

Amanda Gaynor

We are pleased to have Amanda as part of our team. She is responsible for handling all enquiries from clients as well as interviewing Maternity Nurses and checking their CV's, references and certification. She is the main point of contact between the agency and the client. You can contact Amanda by phone or text on 07732 403887

Definitions

Throughout this document the following terms apply:

The term **Maternity Nurse** is used generically to describe any suitable person that the Agency may introduce to the Client as a possible temporary employee for maternity and childcare services. This could be for work overnight, during the daytime, live-in or working a variable shift pattern. In all instances the Maternity Nurse acts in a 'self-employed' capacity and will charge a fixed fee for their services. They are responsible for their own Income Tax and National Insurance payments.

It should be noted that generally a Maternity Nurse is not medically trained and does not have the same skills as a Nurse working in a Hospital. There are some exceptions to this, and the client would need to check the Maternity Nurse's CV.

Basic Requirements

All Maternity Nurses and Nannies provided by Night Owls must:

- a) Have a minimum of three year's experience in child-care or working with children other than their own.
- b) Hold a current (within the last 3 years) and clear DBS Police check
- c) Have specialist insurance cover with a recognised company (often called Nanny insurance)
- d) Hold a current Paediatric First Aid certificate
- e) Be able to provide a Curriculum Vitae for the previous three years
- f) Hold a permit to work in the UK (if not a British citizen)
- g) Be able to supply certificates of attendance in respect of training days and courses attended.
- h) Be able to provide verifiable references for work covering the previous two years.
- i) Have attended a face to face interview and assessment of competency with the Agency or another assessor designated by Night Owls

'Code of Conduct'

In addition Night Owls Maternity Nurses and Nannies must agree to uphold the following 'Code of Conduct' at all times.

- a) To conduct themselves at all times in a manner that is professional and appropriate to the child(ren) for which they are responsible, the client, their family and family members.
- b) To treat everyone with dignity and respect
- c) Not to act in a way that could be perceived as harassment, threatening behaviour or bullying.
- d) Not to use language that is inappropriate, discriminatory or offensive in the home of any client. This includes but is not limited to, sarcastic, insensitive, derogatory or sexually suggestive comments or gestures.
- e) To treat all people fairly and not to discriminate against anyone in respect of Culture, Race, Religion, Belief, Disability, Gender Identity, Age, Sexuality, and Marital Status.
- f) Not to make any allegations against the client or the clients family knowing them to be false, libellous or slanderous, at any time.
- g) Not to allow any personal, religious or social activities affect their service delivery
- h) To be trustworthy, honest and conscientious at all times

- i) To be punctual in their time keeping.
- j) To show commitment and customer loyalty by fulfilling any booking which has been agreed.
- k) As far as it is possible, to ensure the safety, protection and welfare of any child they have responsibility for at all times.
- l) To respect the requests of the client at all times unless this will cause harm to the baby/child they are responsible for.
- m) Not to initiate, encourage or conduct a sexual relationship with any client, child, young person or any other member of the family, at any time.
- n) To keep strictly confidential and not disclose, publish or reveal to any person now and at all times in the future the affairs and concerns of the client and their family and their transactions and business, other than information already in the public domain, unless disclosure is required by law.
- o) To dress appropriately at all times
- p) Personal use of their mobile phone during working hours should be kept to a minimum and at no time should its use detract from the contracted care and support of either the child(ren) or the parents.
- q) To ensure that all equipment utilised in the course of their work, is used safely and for its intended purpose. Manufacturers' guidelines will be followed at all times.
- r) Not to smoke tobacco (including electronic cigarettes) in any form whilst at work and if they are a smoker, not to have had a cigarette (or vaped) within four hours of any scheduled work and to not wear any clothes that they have worn whilst smoking (or vaping), to the workplace.
- s) Not to go to work with more than 80 mg of alcohol/100ml blood (the drink drive limit) and not to drink alcohol at any time during their contracted working hours. This limit can be changed subject to the clients wishes.
- t) Not to take illegal drugs in any form or at any time while working
- u) If the Maternity Nurse is taking any form of medication which may impair their performance at work they will inform the client as soon as possible.
- v) To be willing to attend a support meeting with a director or another appointed person, designated by Night Owls at least once every year.
- w) To commit themselves to continual learning and development

Training and Personal Development

Maternity Nurses and Nannies must have attended or are committed to attend the following 'Core' Training Courses with a training provider registered with a recognised training body.

- a) Basic Child Care or the Maternity Nurse Practitioner course.
- b) Postnatal Depression
- c) Caring for Multiples and Premature Babies
- d) Breast feeding
- e) Reflux, CMPA and early Allergies
- f) Understanding Sleep in children and Sleep Training
- g) Birth Trauma and Perinatal complications

Maternity Nurse / Nanny Assessment

Night Owls staff will have carried out a complete review of all documentation and conducted a personal appraisal of all Childcare providers they introduce to clients looking to employ as a Maternity Nurse or Nanny.

This will include checking Qualifications and Training, personal references and Curriculum Vitae's and ensuring that all Childcare providers hold a clear DBS Police check, suitable Insurance cover and a Paediatric First Aid Certificate. For Maternity Nurses or Nannies who are not British Citizens or EU/EEA Nationals, Night Owls will check that they hold either a valid Permit to Work in the UK, have Indefinite Leave to Remain or have a Tier 2 Work Permit, issued by the Home Office.

In addition Maternity Nurses and Nannies will also be required to attend an in-depth personal interview and show that they are competent to provide the service that they offer.

Note

Whilst the checks outlined above form a vital part of the staff selection process, Clients are strongly recommended to verify for themselves all information relating to the Childcare provider, before confirming a booking.

Night Owls Agency – Service Provision

It is important to recognise that Night Owls is not an employment agency. The Agency acts only as a staff placement agency validating, supporting and monitoring the Maternity Nurses and Nannies that it refers to clients.

Religious and Cultural observances

If your home follows religious or cultural traditions, then both the Maternity Nurse and Night Owls should be informed of this fact. We respect all faiths, cultures and religious observances and would not want to act in any way that might cause offence to you or your family.

Night Owls Agency – Child Protection Policy

Night Owls believes that no child, young person or adult should experience abuse of any kind. All Maternity Nurses and Nannies supplied by Night Owls make a commitment to promote the welfare of all children and young people and to practice in a way that ensures their safety.

Terms & Conditions

Our Terms & Conditions establish the legal principles underpinning the working practices and procedures governing Night Owls. They also place legal constraints and obligations upon any client using our services. A copy of the Terms & Conditions will be sent to all clients or can be downloaded from our Web-site.

The Terms & Conditions apply from the point at which clients are sent the names and personal details of any Maternity Nurse or Nanny by Night Owls, irrespective of whether or not they subsequently use any of the Maternity Nurses suggested. It will be assumed that Clients requesting this information confirm acceptance of our Terms & Conditions.