

## Medical & Care Staff at Ambition 24Direct to meet Complex Care Needs: New On-line Data

[Ambition 24Direct](#) has published new information on-line on agency provision of healthcare assistants (HCAs) and nursing staff to meet the medical, care and domestic needs of service users in their homes and within the community.

Ambition 24Direct, a member of the A24 Group, provides staffing to Primary Care Trusts, GPs and other commissioners of care, such as Local Authorities, charities and private organisations. The service offers support that is safe, effective and appropriate for each person's needs, the agency says - whether for short or longer term periods, for complex and non-medical care, on a 24-hours a day basis where required.

Ambition 24Direct has published web-based data on [Complex Care](#) to set out the programmes that the agency can develop with patients and other stakeholders to support independent living. Care is centred on the needs of each person and takes full account of their choices and preferences to ensure the best quality standards, according to Penny Streeter OBE, managing director of the A24 Group:

“ Our patients include people with a wide range of conditions and disabilities, including physical and mental health issues, as well as those requiring respite and palliative care, and others who need support following a stay in hospital.

“ Ambition 24Direct works with Primary Care Trusts, GPs and others who commission care to ensure a prompt and responsive service to assess and meet each person's needs. We develop a comprehensive care programme; liaise with healthcare professionals and designated family members; provide qualified, experienced nurses and care assistants; and then monitor and manage the programme with regular reporting and reviews.”

Ambition 24Direct works in collaboration with a range of agencies to provide medical and care staff within a total management programme. This enables health and social care stakeholders to meet their objectives, confident in the standards and reporting procedures that are maintained.

Service users and other stakeholders have a direct line of communication at all times with Ambition's care and nursing managers. The responsible agency manager liaises actively with the commissioners of each programme to ensure high quality provision of service. Ambition encourages feedback and provides information on progress and on any issues that may arise so they can be addressed at the earliest opportunity.

Ambition 24Direct is regulated by the Care Quality Commission. The agency ensures that nurses and support workers are inducted and suitably trained and qualified for the home and community as required.

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