



Welcome guide for care professionals





Welcome to
Florence!

We're excited to have
you on the team.

Here, we'll cover how to get
the most out of Florence, so
you can take the stress out
of your working life.



Your welcome guide

1. Set up your profile
2. Get selected for a shift
3. Dress for a shift
4. Work a shift
5. Get paid
6. Give a handover
7. Cancel a shift
8. Your benefits
9. How we support you
10. Get financial support
11. How ratings work
12. Get help from our team





1.

Set up your profile

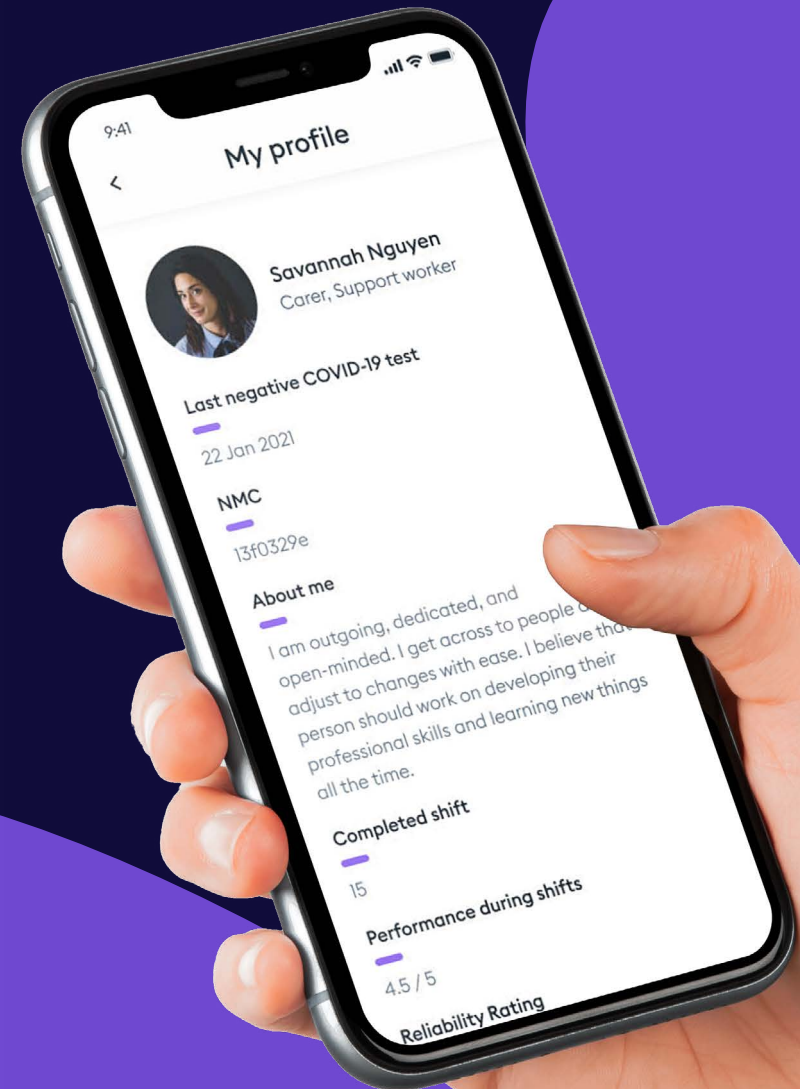
Getting your profile right is super important. It'll be the first thing care organisations see when looking for someone to fill a shift, so here's how to make sure you stand out.

Upload your skills and abilities and get access to more roles

1. [Add a photo of yourself](#), ideally in your uniform and against a plain background. Make sure it's clear and not blurry.
2. [Add a biography](#) so organisations can learn more about you. This will help you pick up shifts.
3. [Add your driving licence](#) (if you have one). You'll see more shifts if you add your licence, so don't forget to pop it on your profile.
4. [Upload your skills and abilities and get access to more roles.](#)
If care organisations know you have the right skills, they'll be able to find you more easily.



You can also gain new skills for free by taking [Florence Academy courses](#).





2.

Get selected for a shift

The shifts you can see in your app might not look the same as the ones your friends can see.

That's because shifts don't go out to everyone at the same time.

→ Find out more about why, and how you can make sure you see the most shifts, in this section.

Skills matter

You may also get specific invites for shifts based on the skills you share in your profile. If a skill is essential, it's a must for all applicants to have. But if it's "desirable," you can still apply, and organisations will consider your profile.

Getting priority shift invites

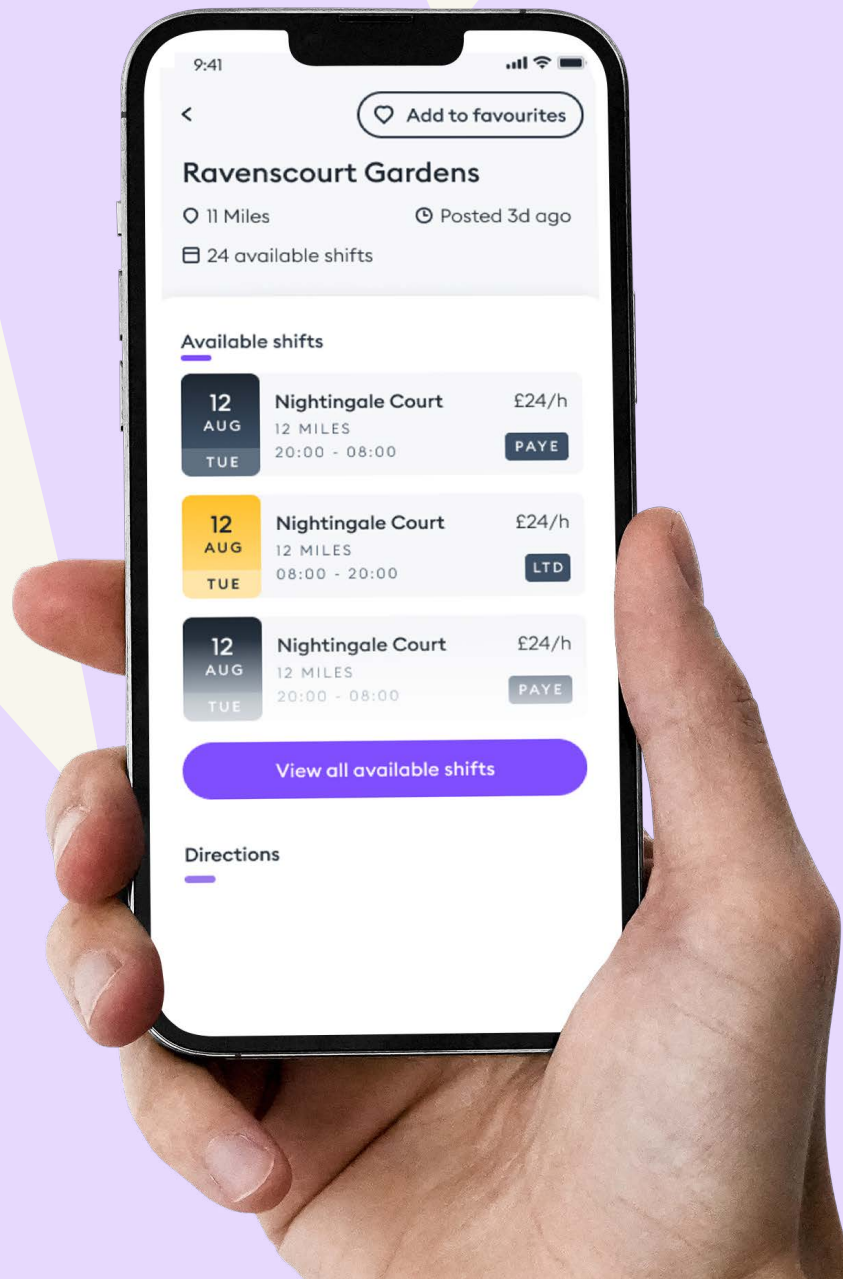
Healthcare organisations can “favourite” care professionals they trust and value. If you’re favoured, you can get invited to shifts ahead of everyone else, or even invited directly.

That’s why it’s important to build lasting relationships with the organisations you work for.

Save your favourite locations

You can “favourite” the organisations you like working with the most, too. Doing this means you’ll receive tailored notifications from those locations.

Go to the “find shifts” page on the app, then tap “favourite locations” to choose organisations so you can see when they post new shifts.




Finding shifts

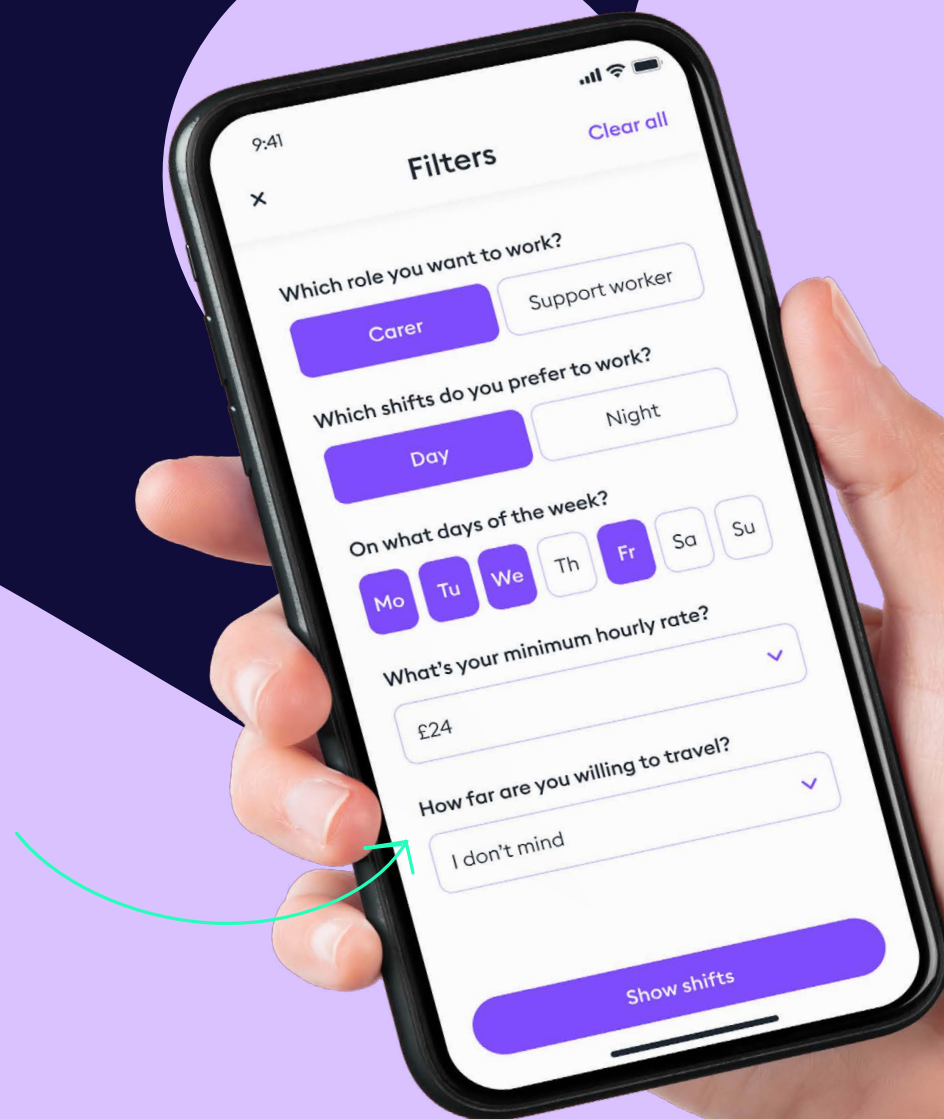
You can search shifts based on:

- Type of role
- Night/day shifts
- Days of the week
- Minimum hourly rate
- How far you are willing to travel
- Favourite / all care locations

Why am I seeing shifts far away from where I live?

The app will show you shifts up to a 100 mile radius of where you live, unless you filter by the distance you are willing to travel.

-  To tailor the shifts you see in the app go to:
[Browse > Find Shifts > Filter](#)





3.

Dress for a shift

It's time to get the Florence look. Make sure you wear the right clothes whenever you're on shift, so you follow infection prevention and control standards and look professional.

You'll get one free Florence uniform plus a name badge once you're ready to work and have booked your first shift.

Order additional uniforms at the Florence shop [here](#).

How to dress on a shift

ID badge - Bring the Florence ID badge you get with your Florence tunic. If it doesn't arrive before your first shift, bring a photo ID instead, such as a driving licence or passport.

A clean Florence tunic - your Florence tunic or a plain tunic.

Plain healthcare trousers - If you need to wear a specific item of clothing for health, religious or personal reasons, please get in touch with our customer service team to talk about your needs.

Bare below the elbows - It's important to keep your forearms bare below the elbows to avoid the spread of infection. Don't wear long-sleeve tops or long-sleeve thermal underwear under your Florence tunic.

Hair tied back - If you have long hair, please tie it back to make sure it's out of the way.

Short, clean fingernails - Please don't wear nail polish on shift.

Jewellery - Replace dangly earrings and hoops with studs while you're at work. You may be able to wear a plain wedding band at work.

Shoes - Wear flat shoes (or shoes with a very low heel) while on shift. All shoes need to be closed-toe - please don't wear sandals.



What If I don't receive my uniform and name badge in time for my first shift?

If you haven't received your uniform or ID badge before your first shift, please wear either a plain black top or a plain tunic.





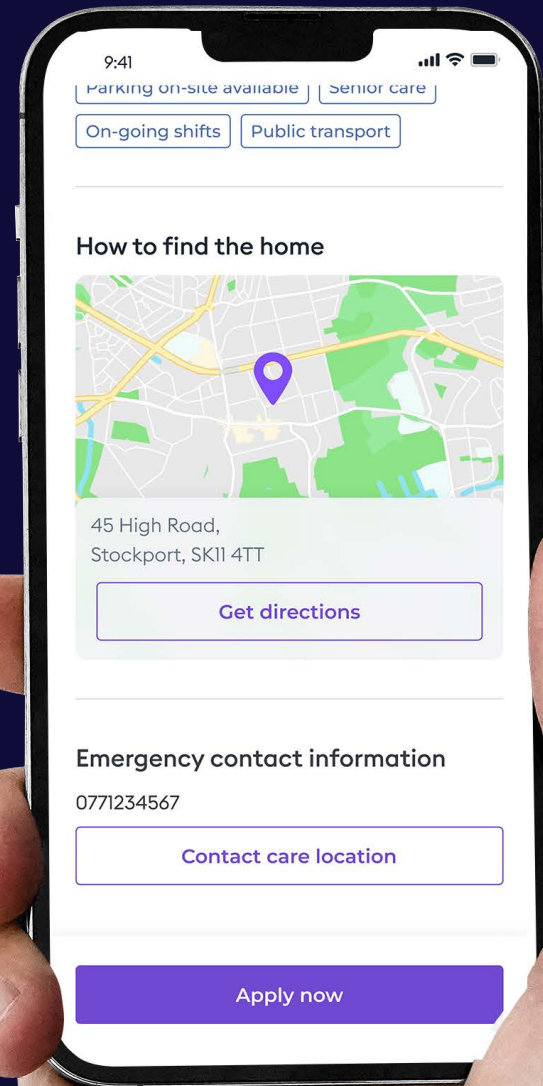
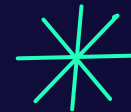
4.

Work a shift

Now you look the part,
let's go through how working
a shift with Florence works.

How to get to your shift

In the app, click on the shift to the shift details - scroll to the bottom and you'll find the information about how to get there.

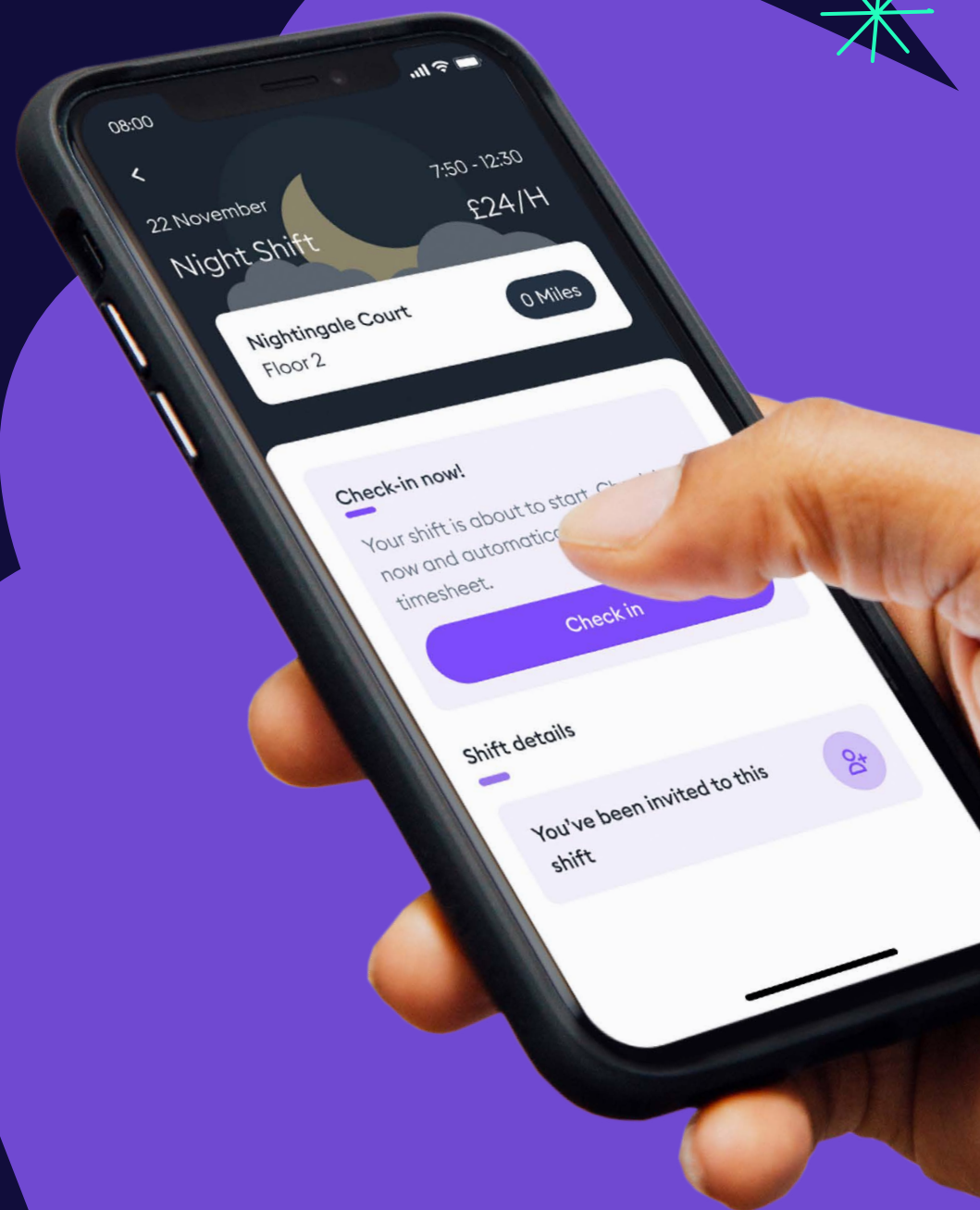
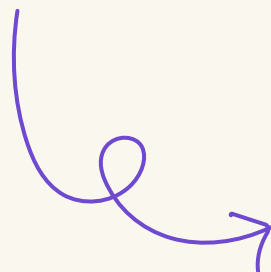


How to check in/out

Checking in and out lets us know when you arrive and leave your shift. It also helps you get paid on time.

Before your shift starts, you'll get a notification in the app reminding you to check in. Check in will be approved once you're at the shift location.

When your shift ends, make sure you check out before leaving the care home or hospital.





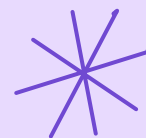
5.

Get paid

Now the exciting bit - getting paid! To make your life easier, you can choose to get paid instantly or weekly. But make sure you check out after your shift ends so that we can process your payment on time.

When you submit your timesheet

1. Make sure your break length logged in the app matches the time you took, otherwise your timesheet might be rejected.
2. Choose 'Instant Pay' to get paid up to 60% of your pay instantly, for a small fee. (Find out more about Instant Pay in the 'Your benefits' section below)
3. You will receive your pay for all submitted timesheets in your weekly payslip on Thursdays by 6pm.





6.

Give a handover

When you begin and end your shift, it's really important to give and get a thorough handover.

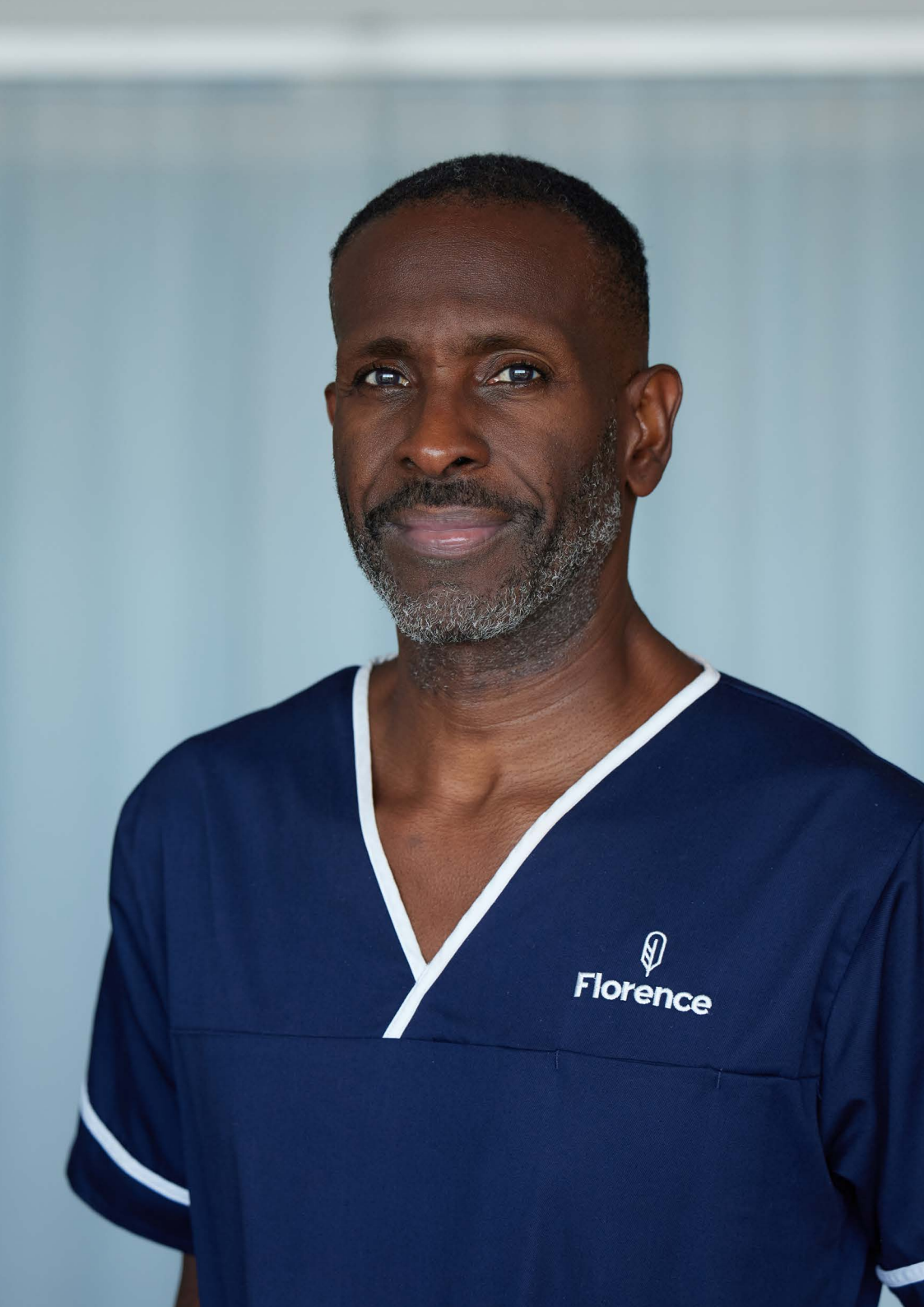
When you are short on time

- Keep it simple
- Find a quiet place to give or have a handover

When there is more time

- Use this document for a [complete guide](#) to what to include in a handover.





7.

Cancel a shift

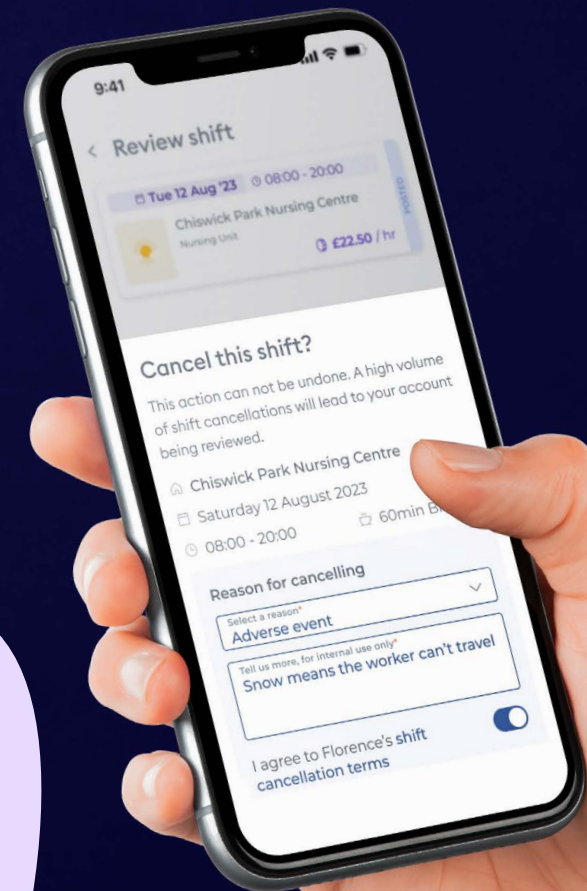
We get it: sometimes, life gets in the way and you can't avoid cancelling a shift. Here's what to do if that happens.

Cancellations at the last minute (within **24 hours** of your shift start time) can make it very challenging for care teams and services to find someone else to provide high-quality care.

We'd encourage you to avoid last-minute cancellations where possible.

If you do need to cancel less than 24 hours before your shift, or out of office hours, **please cancel your shift in the app and also call us on 020 3911 2555 to let us know.** We'll let the organisation know and try to organise cover on your behalf.

Never ask anyone else to cover your shift in your place.





If you cancel three shifts at the last minute

If you cancel too many shifts less than 24 hours before they start, we reserve the right to suspend your Florence account, and you won't be able to book new shifts during this time.

You can talk about your status with our team; we may be able to review it for you under exceptional circumstances.

If you don't attend a shift you booked

If you don't turn up for a shift you've booked, we will suspend your Florence account for a temporary period. Again, you can talk about your status with your account manager, who may be able to review it for you under exceptional circumstances.

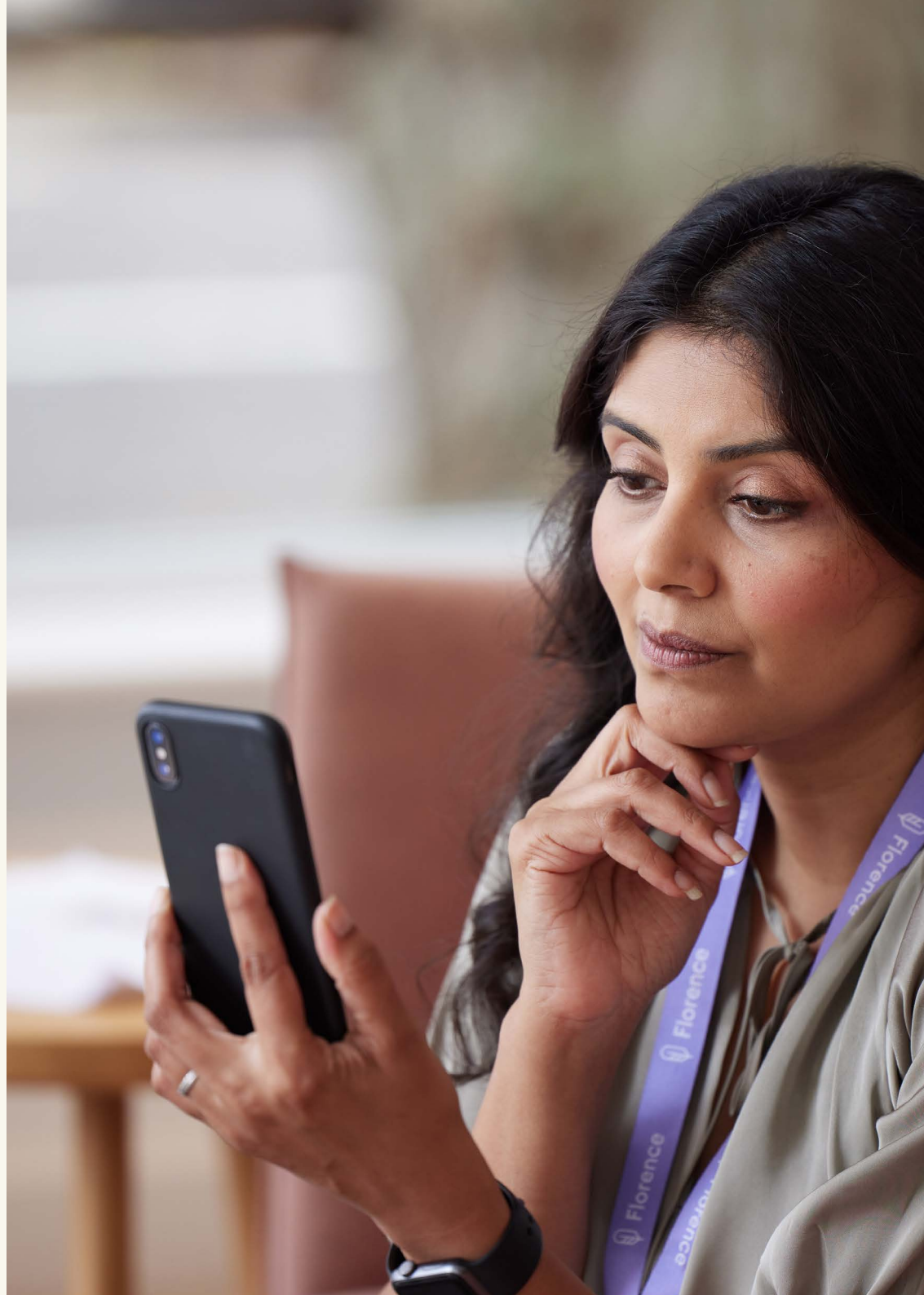
If a care organisation cancels your shift last minute

If a care organisation cancels three of your shifts less than 24 hours before they start in any 30-day period, we'll investigate to find out why.

Rest assured we'll work with the organisation to minimise cases like this - we take cancellations seriously, and we understand the impact they can have.

If you're turned away from a shift

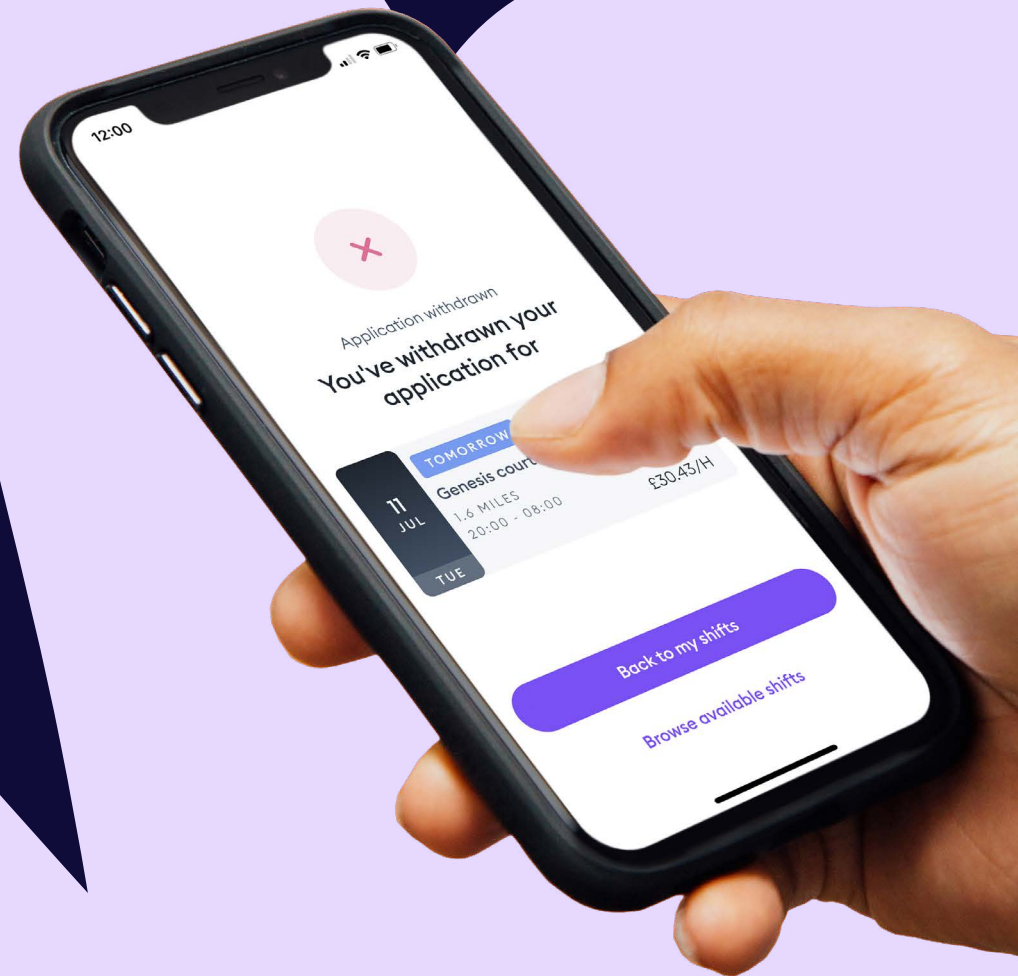
If you are turned away from a shift you were confirmed to work which wasn't cancelled, you may be able to get compensation. Contact our customer support team.



Your reliability rating

If a shift you've applied for hasn't been approved yet, you can remove your shift application in the app without it affecting your reliability rating.

Cancelling a shift you've been approved for, either last minute or not, does affect your reliability rating.





8.

Your **benefits**

Taking back control of your time isn't the only perk you get when you join Florence. We've designed our Florence Perks benefit package to help make your life easier, save you money and build your career.

[Instant Pay](#) - You can choose to get up to 60% of your pay as soon as your timesheet gets approved with [Instant Pay](#). Otherwise, payments are made weekly on a Thursday by 6pm.

[Free security checks](#) - We'll reimburse you for the costs of renewing your DBS, PVG or AccessNI certificate when you register with Florence. [Contact us](#) for more information.

[Free training](#) - Access all [Florence Academy](#) courses for free - including CPD-accredited training and premium video courses.

[£100 refer-a-friend scheme](#) - Loving Florence? Why not pocket an extra £100 when you [refer a friend](#)?

[Discounts for Carers](#) - Save money on shopping, utilities, travel and more with our partner, [Discounts for Carers](#).

[Revalidation support \(nurses only\)](#) - When it's time for [NMC revalidation](#), we'll support you through the process.



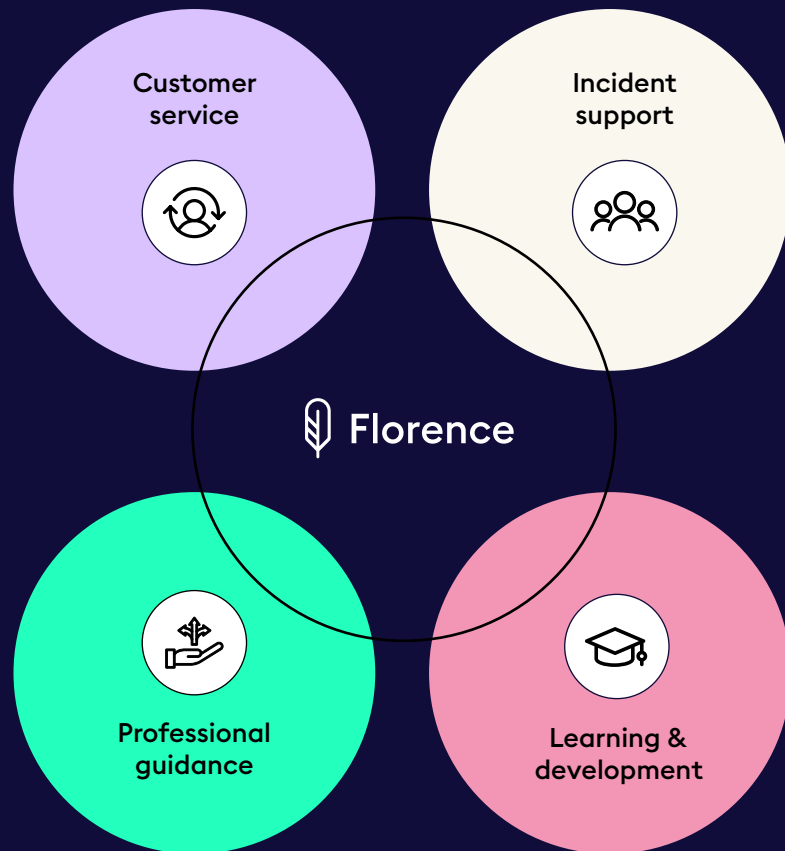


9.

How we support you

With Florence, you can trust our team to be there for you, throughout your career. From professional guidance to revalidation assistance, to incident help and CPD training; find out how your dedicated team at Florence supports you at every stage of your nursing or care career.

Support you can trust



1. [Customer service](#)

Our friendly team are here to support you. You can contact us 9 - 5pm on the phone, or via live chat 24/7 for emergencies.

2. [Incident support](#)

Our clinical governance team investigates all incidents reported to Florence thoroughly and with sensitivity.

If you're a Florence professional involved in an incident, we'll listen to you, look after you, and work to find the best outcome for all parties involved.

We are advocates for our care professionals, and our clear incident management process always treats you with empathy and fairness.

[How to report an incident:](#)

People can report incidents to us 24 hours a day via incidents@florence.co.uk.

Find out more about how we support incidents [here](#).

3. **Professional guidance**

We offer all our nurses access to NMC revalidation support. Contact us to find out more.

4. **Learning & development**

Choose from 100+ CPD-accredited courses on [Florence Academy](#), which are Skills for Care-endorsed and CSTF aligned, covering everything from Basic Life Support Theory to specialist skills like Stoma Care.





10.

Get financial support

We've partnered with the [Healthcare Workers' Foundation](#) to launch a hardship fund for Florence nurses, care assistants and support workers. If you need financial support, you can apply for a grant of up to £1000.

You can find out how to apply [here](#), or speak to us for more information.



11.

How ratings work

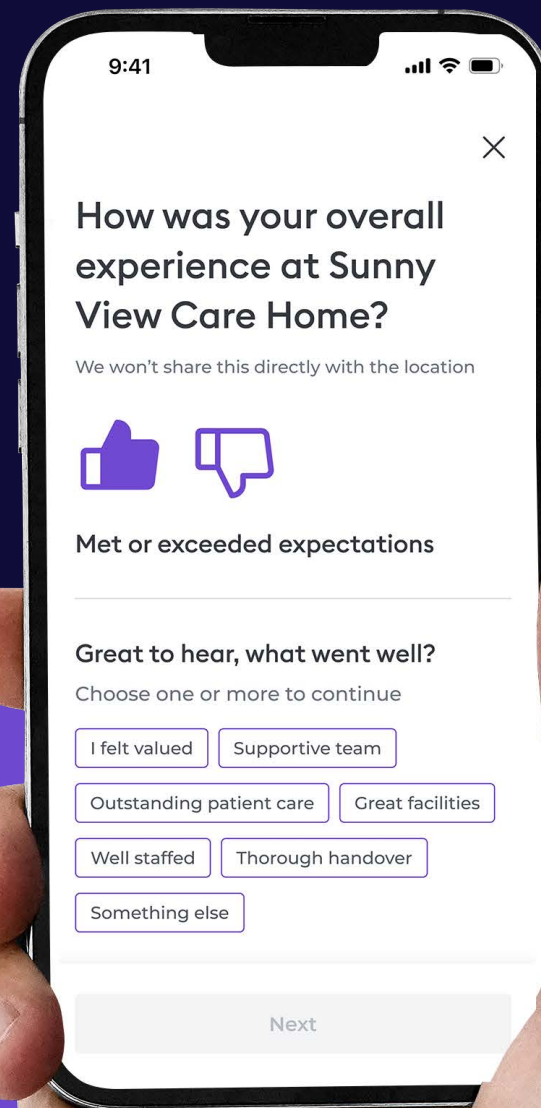
After you complete a shift, you can rate the care organisation you've worked with. The organisation will also rate their experience with you as a care professional.

Ratings are completely anonymous, so organisations won't be able to see who has given them a specific score. That means you won't be able to see how an organisation has rated you, either.

Ratings help everyone using Florence - rate your shift experience to give the organisation honest feedback.

Your rating will be added to the organisation's public score, which other Florence care professionals can see.



You can see your own average rating in 'My profile' in the app.



9:41

How was your overall experience at Sunny View Care Home?

We won't share this directly with the location

Met or exceeded expectations

Great to hear, what went well?

Choose one or more to continue

I felt valued Supportive team

Outstanding patient care Great facilities

Well staffed Thorough handover

Something else

Next



12.

Get help from our team

We're happy to help you
with any issues or questions.

How to contact us

We're here to support you 24/7.

📱 Email and live chat (24/7)
020 3911 2555 (9am - 5.30pm)

Emergency?

We're available on the phone 24/7.

✉ Email us

General: hello@florence.co.uk

NHS shifts: NHS@florence.co.uk

Compliance: compliance@florence.co.uk

Pay: payslips@florence.co.uk

Academy: academy@florence.co.uk

Incidents: incidents@florence.co.uk



Join the community!

Let's get social! Find tips and tricks for working in the care sector, fun competitions to get involved in... and the occasional meme.

Follow us:



We hope you find the information in this handbook useful – and that you're just as excited about joining our community as we are to have you.

Love Florence

