

SPL8546000824 - ABOUT TOP NOTCH SUPPORT LTD

1. A full explanation of why you need a sponsor licence.

At Top Notch Support Ltd, we are dedicated to delivering personalised support services to our valued service users. However, as we continue to grow, we are facing a significant challenge due to a shortage of skilled and experienced care workers in our local area. This shortage directly impacts our ability to provide the level of care our service users truly deserve.

Despite our best efforts to attract suitable candidates, the social care sector has been grappling with ongoing challenges, exacerbated by the wide-ranging impacts of the COVID-19 pandemic. While the government and local authorities have taken measures to address capacity issues in social care, the demand for skilled workers continues to surpass the available supply.

To tackle these pressing challenges, we are actively pursuing a sponsorship licence from the Home Office. This licence will empower us to sponsor skilled workers from outside the UK, complementing our local staff. Our objective is to tap into the finest talent from around the world to bridge our skills gaps and ensure the seamless delivery of high-quality services to our clients.

As a responsible employer, we are fully committed to meeting all our obligations as a sponsor, treating our sponsored workers fairly and in strict accordance with UK immigration laws. We are well aware of the reporting and monitoring requirements established by the Home Office, and we pledge to adhere to them diligently.

Obtaining the sponsorship licence will be a crucial milestone for us, granting us access to a global talent pool and allowing us to fill our skills gaps, ensuring a consistent provision of the highest quality care services to our valued users. We strongly believe in fostering a diverse and inclusive workplace, and the recruitment of international staff will play a pivotal role in achieving this essential objective. We eagerly look forward to collaborating with the Home Office to secure this licence, facilitating the expansion of our operations while unwaveringly upholding our commitment to delivering top-notch services to our esteemed clients.

2. A full description of the nature of your business and hours of operation.

Top Notch Support Ltd is a company that specialises in providing a range of non-CQC regulated services centred around various forms of support and assistance. While they do not engage in activities that require registration with the Care Quality Commission (CQC), they offer valuable services that cater to the specific needs of their clients.

We operate in the health and social care sector (non-CQC support services)

Companies House

Top Notch Support Ltd

Registration No.: 14776018

Person of significant control: Alade Stephen Akinladenu

The company's primary focus lies in providing support workers, code 6145, to assist individuals in various aspects of their daily lives. These services include hospital escorts, shopping assistance, light cooking, companionship, accessing community services, socialising with clients, and medication management.

- **Hospital escorts** are an essential service offered by Top Notch Support Ltd, as they ensure safe and reliable transportation for individuals who need to visit healthcare facilities. Support workers accompany clients to and from appointments, ensuring they reach their destination on time and providing any necessary assistance along the way.
- **Shopping assistance** is another crucial service provided by the company. Support workers help clients with their grocery shopping, ensuring they have access to the necessary food and supplies. This service is particularly beneficial for individuals who may have mobility issues or find it challenging to navigate crowded stores independently.
- **Light cooking** is an additional service offered by Top Notch Support Ltd. Support workers can assist clients with meal preparation, ensuring they have nutritious and balanced meals that meet their dietary requirements. This service is especially valuable for individuals who may have difficulty cooking for themselves due to physical limitations or other factors.
- **Companionship** is a fundamental aspect of the services provided by Top Notch Support Ltd. Support workers engage in friendly and meaningful interactions with clients, offering companionship and emotional support. This can be particularly beneficial for individuals who may feel isolated or lonely, providing them with social interaction and improving their overall well-being.
- **Accessing community services** is another area of focus for Top Notch Support Ltd. Support workers assist clients in connecting with and utilising community resources, such as recreational programs, support groups, or local events. This helps individuals stay engaged with their community and fosters a sense of belonging.

The demand for these non-CQC-regulated services is growing steadily. As the population ages, there is an increasing need for support services that cater to the specific requirements of individuals who may not necessarily require medical care. These services enable individuals to maintain their independence and quality of life while receiving the necessary assistance and support.

These services are also sought after by individuals with disabilities or those recovering from injuries or surgeries. By offering personalised support tailored to each client's unique needs, Top Notch Support Ltd fills a vital gap in the healthcare and support sector.

Hours of operation

Our office opening/operating hours are Monday to Friday from 09:00 am to 5:00 pm but our care services hours vary depending on the location and personal support service we provide. We do have an out-of-hours line: +44 (0) 7307 525 202.

3. A detailed description of the post(s) you intend to assign a CoS for. This must include:

- **Job title and the appropriate SOC code**

Top Notch Support Ltd is committed to providing the highest quality care services to its service users. To achieve this, we have been actively engaging with local county councils and their commissioning teams to understand their needs, requirements, and expectations. This information has been used to tailor our recruitment and training processes to ensure that we have the necessary resources and expertise to meet these needs and exceed expectations.

Currently, we are looking to fill 1 to 10 Support Worker positions, as highlighted in the hierarchy chart. As our business expands and we secure more contracts, we plan to add up to 10 more workers.

The staff and jobs for which we intend to assign a certificate of sponsorship (CoS) are in the health and social care sector. The job title, duties, and minimum salary will match those listed in the Standard Occupational Classification (SOC) code list, with SOC number 6145.

- **Details of duties**

Job Description: Support Worker (Non-CQC Regulated Services)

Top Notch Support Ltd is seeking dedicated and compassionate Support Workers to join our team. As a company specialising in non-CQC regulated services, we provide essential support and assistance to individuals in various aspects of their daily lives. Our services include hospital escorts, shopping assistance, light cooking, companionship, accessing community services, socialising, and medication management.

Responsibilities:

- **Hospital Escorts:** Accompany clients to healthcare facilities, ensuring safe and reliable transportation. Provide necessary assistance and support during appointments to ensure clients reach their destination on time.
- **Shopping Assistance:** Help clients with grocery shopping, ensuring they have access to the necessary food and supplies. Assist individuals with mobility issues or those who find it challenging to navigate crowded stores independently.
- **Light Cooking:** Assist clients with meal preparation, ensuring they have nutritious and balanced meals that meet their dietary requirements. Provide support to individuals who have difficulty cooking for themselves due to physical limitations or other factors.
- **Companionship:** Engage in friendly and meaningful interactions with clients, offering companionship and emotional support. Provide social interaction and improve the overall well-being of individuals who may feel isolated or lonely.
- **Accessing Community Services:** Assist clients in connecting with and utilising community resources, such as recreational programs, support groups, or local events. Help individuals stay engaged with their community and foster a sense of belonging.

Requirements:

- **Relevant Experience:** Previous experience in a similar role or a related field is preferred, but not mandatory. We will provide training to suitable candidates.
- **Empathy and Compassion:** Demonstrated ability to empathise with others and show compassion towards individuals in need of support.
- **Reliability and Trustworthiness:** Dependable and trustworthy, with a strong sense of responsibility towards clients.
- **Communication Skills:** Effective verbal and non-verbal communication skills to interact with clients and their families in a respectful and sensitive manner.
- **Adaptability:** Ability to adapt to different client needs and situations, showing flexibility in providing personalised support.

- **Punctuality:** Timeliness in attending to appointments and fulfilling scheduled duties.
- **Respect for Privacy:** Understanding the importance of maintaining client confidentiality and respecting their privacy.
- **Physical Stamina:** Ability to perform tasks that may involve standing, bending, lifting, and supporting clients with mobility challenges.
- **Valid Driver's Licence:** A valid driver's license is preferred but not mandatory for all positions. It may be required for roles involving hospital escorts and transportation services.

At Top Notch Support Ltd, we are committed to providing the highest quality care and support to our clients. If you are a compassionate individual looking to make a positive impact in the lives of others, we encourage you to apply for this rewarding opportunity.

Please note that our services are non-CQC regulated, and this position does not involve activities requiring registration with the Care Quality Commission.

- **Working hours**

Minimum of 39 hours per week.

- **Salary**

Minimum annual salary £24,500 based on 39 hours per week (London Living Wage)

- **Details of the skill, experience and qualifications required for each post**

- **Compassion and Empathy:** The ability to genuinely care for and empathise with individuals in need of support is crucial in this role. Demonstrating empathy and understanding is essential for building meaningful relationships with clients.
- **Effective Communication:** Strong verbal and non-verbal communication skills are necessary to interact with clients, their families, and colleagues. Clear and respectful communication ensures that client needs are understood and met effectively.
- **Reliability and Trustworthiness:** As a support worker, it is important to be reliable and trustworthy. Clients and their families depend on your presence and assistance, so a strong sense of responsibility and commitment is required.

- **Adaptability and Flexibility:** Each client may have unique needs and preferences. Being adaptable and flexible allows you to adjust your approach and provide personalised support according to individual requirements.
- **Attention to Detail:** Paying attention to detail is essential for tasks such as medication management and meal preparation. It ensures that clients receive the right medication and appropriate meals based on their specific dietary needs.
- **Respect for Privacy and Confidentiality:** Maintaining client confidentiality and respecting their privacy is of utmost importance. Ensuring that personal information and discussions remain confidential is essential for building trust with clients.
- **Physical Stamina:** Support workers may be required to assist clients with mobility challenges, which can involve physical tasks such as standing, bending, and lifting. Good physical stamina and the ability to handle physical demands are necessary.
- **Experience in a Similar Role (Preferred):** Previous experience in a similar role or a related field is preferred, as it provides a foundation of knowledge and skills relevant to supporting individuals in their daily lives. However, candidates with a strong passion for caregiving and a willingness to learn will also be considered.
- **Valid Driver's License (Preferred for Certain Positions):** Some positions, such as hospital escorts and transportation services, may require a valid driver's license. Having a license allows you to safely transport clients to appointments or assist with grocery shopping.
- **Relevant Training and Qualifications:** While specific qualifications may not be mandatory for all positions, having relevant training or certifications in areas such as first aid, medication administration, or caregiving can be beneficial and demonstrate a commitment to professional development.

4. The following details in respect of any CoS you intend to assign to candidates you have already identified for the role, or migrant workers who are already working for you:

- **Worker name**
- **Date of Birth**
- **Nationality**
- **Current immigration status**

At present, we have not yet identified any individuals for employment through the sponsorship system.

We currently do not have any migrant workers as part of our workforce.

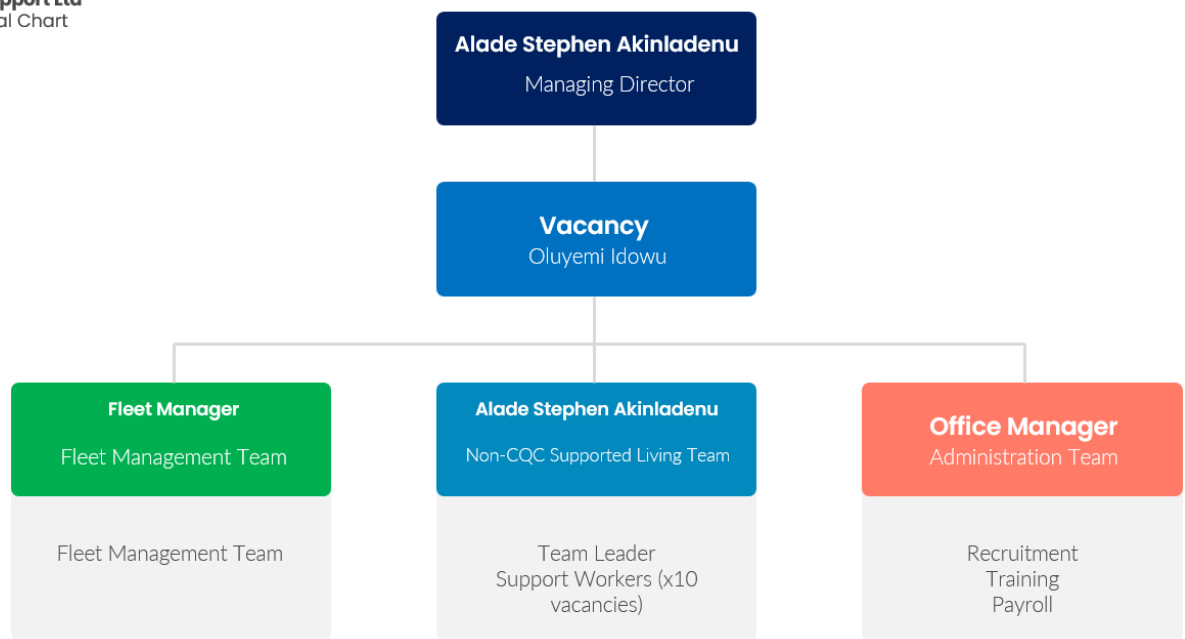
5. A full up-to-date hierarchy or organisation chart which must include:

- everyone currently working for you, their position and job title in your hierarchy,
- any vacant posts

We have provided an up-to-date hierarchy chart detailing our owner/managing director and staff. The chart shows where in our organisation the workers we want to sponsor will be positioned once they are employed.

- Founder/Managing Director: **Alade Stephen Akinladenu**
- Operations Manager: **Oluyemi Idowu**
- As part of our team, we have **three** highly valued Support Workers, listed below:
 - **Yinka Ayodele**, Support Worker
 - **Oguntade Cecilia**, Support Worker
 - **Bolaji Adesuyi**, Support Worker

Top Notch Support Ltd
Organisational Chart



6. Details of each vacant post, for example:

- **is this a newly created post?**
- **if so, why do you now need someone in this role?**
- **if the post is not new, how long the role has existed and how long has it been vacant?**

The Support Worker role is an established position within our organisation and has been in existence since our inception. Currently, we have multiple vacant Support Worker positions that need to be filled.

While these positions are not newly created, the need for additional support workers has arisen due to the expansion of our operations and the growing demand for our services. As our client base continues to increase, it is essential for us to have a sufficient number of skilled and experienced support workers to provide the highest level of care and support to our service users.

We intend to assign a CoS/DCoS for 1 to 10 Support Worker jobs currently vacant, as highlighted above on the hierarchy, which requires sponsorship for foreign workers.

To address the vacancies, we have implemented a comprehensive recruitment process. This includes advertising the positions on various platforms, such as Facebook and WhatsApp groups, as well as on popular job websites like Indeed. These platforms are widely used by both job seekers and employers, ensuring maximum visibility for our job postings.

As we expand our operations, we are in need of more experienced carers to fill our vacancies and meet the needs of our growing client base.

Sponsorship: In our efforts to ensure the continuity of high-quality care services, we are actively pursuing a sponsorship licence from the Home Office. This sponsorship will enable us to recruit skilled workers from outside the UK in the health and social care sector. By attracting talented individuals from around the world, we aim to fill our skills gaps and maintain our commitment to delivering exceptional care services to our clients.

Getting the sponsorship licence is crucial for us to access a diverse pool of talent and meet the increasing demand for support workers. We firmly believe that by embracing international recruitment, we can enhance the expertise and cultural diversity within our workforce, ultimately benefiting both our organisation and the individuals we serve.

We are dedicated to providing the highest quality of care services to our clients, and securing the sponsorship licence will be a significant step towards achieving this goal. We appreciate your consideration and look forward to

collaborating with the Home Office to obtain the sponsorship for our vacant Support Worker positions.