Supplier due diligence

Capegold Care Ltd, a nurse-led healthcare staffing agency. Everything a procurement lead needs to assess us as a supplier, on one page. If you need a document that is not here, ask and we will send it.

Company details

Legal name	Capegold Care Ltd
Company number	15907401, registered in England and Wales
Registered office	88 Sedgemoor Road, Bridgwater, Somerset TA6 5NS
Operating base	Taunton and Bridgwater, covering the South West
ICO registration	ZC092848
D-U-N-S number	232428256
SIC codes	78109 and 78200, employment placement and temporary employment agency
Basis of trading	Employment business for temporary supply, employment agency for permanent introductions, under the Conduct of Employment Agencies and Employment Businesses Regulations 2003

Insurance

No member of staff is placed without employers' liability, public liability and medical malpractice insurance in force. This is a fixed rule in how we operate, not a commercial choice. We send you a copy of each current certificate before your first placement and again at every renewal.

DBS process

Every worker holds an enhanced DBS check with the adults barred list, or the level appropriate to the role, verified before placement. We confirm the check and its date on the worker compliance profile issued to you before supply. We do not share DBS certificate content. Where the law and the individual's consent allow, checks are kept under review so a worker who leaves date is taken off offer lists.

Training validity

Our training matrix decides who may be deployed and to what. A worker with an incomplete or expired before-deployment module cannot be approved for a shift. The renewal periods we hold workers to are below.

Module	Renewal	Evidence
Safeguarding adults	Annual	Certificate
Safeguarding children	3 years	Certificate
Basic life support	Annual	Practical assessment
Moving and handling	Annual	Practical assessment
Infection prevention and control	Annual	Certificate
Fire safety	Annual	Certificate plus site induction
Health and safety	Annual	Certificate
Equality, diversity and human rights	3 years	Certificate
Information governance	Annual	Certificate
Mental capacity and consent	3 years	Certificate

Module	Renewal	Evidence
Food safety level 2	3 years	Certificate
Medication awareness	Annual	Certificate
Medication administration	Annual	Observed competency
Clinical competencies for nurses	Annual	Observed competency, RN signed
Oliver McGowan, learning disability and autism, Tier 1 and Tier 2	3 years	Certificate
Incident reporting	Annual	Certificate
Duty of care	3 years	Certificate
Professional boundaries	3 years	Certificate
Nutrition and hydration	3 years	Certificate
Dysphagia, safe swallowing and choking	Annual	Certificate
First aid	3 years	Certificate, accredited provider
Lone working	2 years	Certificate
Conflict management	2 years	Certificate

Renewal periods from the Capegold Care training matrix, TRN-001, checked against the Skills for Care statutory and mandatory training guide, December 2025. Assignment-specific modules become mandatory the moment a matching assignment is considered.

Terms summary

- **Invoicing:** weekly in arrears, payment due within 14 days.
- **Cancellations:** more than 24 hours before the shift starts, no charge. 24 hours or less, the full shift may be charged, at our discretion.
- **Unsuitable worker:** tell us within four hours of the worker starting, or two hours on a shift of seven hours or less, and there is no charge.
- **Permanent introductions and temp to perm:** charged as a percentage of annual gross remuneration, with a rebate scale in the terms of business.
- **Precedence:** the signed terms of business, rate card and assignment confirmations are the binding terms and take precedence over this summary.

Data protection: Capegold Care Ltd is registered with the Information Commissioner's Office under registration ZC092848.