



HIRING RIGHT FROM DAY ONE

Your First 5 Hires:
A Guide for New Care Providers

From Frontline to Founder.



WELCOME

So, you're setting up your care business — or you've just launched — **and now it's time to build your team.**

Let's be honest: hiring your first few staff members can feel daunting. You want people who are capable, trustworthy, and compassionate... but how do you know who's the right fit? And how can you make sure your recruitment process is compliant from the start?

The first five hires you make will set the tone for your entire service — your culture, your standards, and how safe your clients feel. This guide is here to help you **hire with confidence**, not chaos.



When to Hire — **And Who Comes First**

It's tempting to rush and “**just get people in**” once you've registered. But smart hiring is strategic hiring. Before placing job ads, **ask:**

- ♥ **Who do I need to deliver my service safely?**
- ♥ **Where am I personally stretched too thin?**
- ♥ **Which roles are required for CQC registration or local authority contracts?**



Here's a tried-and-tested hiring sequence for most new providers:

Hire 1: Your Deputy or Senior Carer

They'll help with quality checks, support delivery, and covering shifts.

Hire 2–3: Frontline Carers

Recruit one or two carers who can be flexible, reliable, and share your values.

Hire 4: Administrator

Someone to help manage rostering, files, calls, invoicing, and general operations if you're not going to do this yourself at first.

Hire 5: A Compliance Lead or Office Manager (if not your role)

As you grow, someone who understands policy, audits, and CQC expectations will be essential.

Need to stay lean?

You might combine roles (e.g., your admin also handles compliance). Just be clear on where responsibilities sit — **and don't stretch people too thin.**



Job Role or Personality Fit?

Qualifications are important — *but values matter more.*

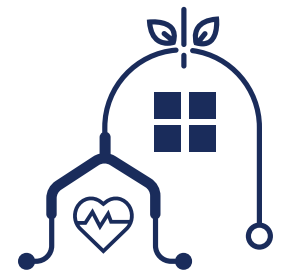
A highly skilled carer with poor attitude can do more harm than good. And a slightly less experienced worker with the right mindset can be trained and developed to shine.

When recruiting, look beyond the CV and ask:

- ♥ Are they naturally *empathetic*?
- ♥ Do they show *initiative and integrity*?
- ♥ Will they represent your business *with pride*?

Red flag:

Candidates who show no curiosity about your business or don't ask questions in interview.





Interview Questions That Reveal Values

The best interviews go deeper than
“Tell me about your experience.”

Here are some value-revealing questions you can use:

1. **“Tell me about a time you went the extra mile for someone.”**

Looks for: Compassion, initiative, client-centred thinking.

2. **“What would you do if your colleague made a mistake that impacted a client?”**

Looks for: Accountability, honesty, teamwork.

3. **“What does great care mean to you?”**

Looks for: Alignment with your service values.

4. **“What would you do if a client refused care?”**

Looks for: Respect, boundaries, safeguarding awareness.

Top tip: Give scenarios based on your client group to test judgment and empathy.



What CQC Expects from Your Recruitment Process

CQC doesn't just want to see that you've hired — they want to know **how and why**.

Make sure your process includes:

- ♥ **Job descriptions and adverts** that align with your Statement of Purpose
- ♥ **Documented shortlisting criteria** to show fair selection
- ♥ **Values-based** interview questions
- ♥ **Right to Work and DBS checks** (before start date)
- ♥ **At least two references** (one from the most recent employer)
- ♥ **Induction checklist** aligned with the Care Certificate
- ♥ **Supervision schedule** set up from day one

Keep records — even for candidates you didn't hire.

**CQC want to see
safe, consistent processes.**

Onboarding Timeline

for Smooth Starts

Here's a suggested onboarding timeline:

A strong onboarding experience will:

- ♥ Reduce early turnover
- ♥ Help staff feel confident and connected
- ♥ Set clear standards for documentation, safeguarding, and care

Week 1

Welcome & Orientation

Tour of office/base

Introduction to systems
(digital care planning,
phone, etc.)

Safeguarding refresher

Policies overview

Shadowing begins

Week 2-3

Care Certificate Induction

Pair with mentor
(if available)

Focus on person-centred
care, communication,
infection control

Begin working under
supervision

End of
Month 1

Supervision & Feedback

First check-in: review
learning and confidence

Identify any gaps in
knowledge or
support needs

Celebrate early wins!



**Use this time
to spot future
leaders — your
first hires often
become your best
ambassadors.**



How **SisterStaff** Can Help

At SisterStaff, we exist to take the stress out of staffing — so you can focus on leading.

We provide:

- ♥ Pre-vetted carers and support staff who share your values
- ♥ Emergency cover with people we know will represent your business well
- ♥ Recruitment advice and templates to keep you compliant
- ♥ Interview-ready shortlists for your permanent roles
- ♥ Long-term workforce planning as you scale

Whether you need a single carer or an entire startup team, our job is to match you with people who fit your service — *not just your schedule.*

You're building something special.

Let's make sure your team is too.



Final Tip **Hire Slow, Support Fast**

It's better to *wait for the right fit* than rush into the wrong one.

Once you've found them — welcome them properly, support them well, and keep your standards high.

You're not just building a workforce.
You're building a team that reflects you.

With belief in your brilliance,

Jill Hudson
Your Big Sister
Powered by **SisterStaff**





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