

We hope that you will never face difficulties in the workplace, experience personal stress, or become injured in an accident, but you never know what could happen. The RCN is here for you with nursing specialist lawyers, expert advisers, and a counselling service should you ever need help.

“I never thought I would need RCN representation, but when called upon the service was timely, professional, and informative. The RCN exceeded my expectations.”

With all this for just over £4 per month* for your first year of membership, can you afford to be without the RCN?

To join now, visit www.rcn.org.uk/join or call 0345 772 6100

For more information, text ‘HCA10’ followed by your name and address to 88020**.



Find out how the RCN can help you make a positive difference to your profession.

Published by the Royal College of Nursing
20 Cavendish Square, London, W1G 0RN
www.rcn.org.uk



Publication code 003 988 / *Price correct at time of publication, February 2012.
**Standard network rates apply

Here for you,
whenever you
need us.

Employment, personal, careers and
immigration support from the RCN
for health care assistants and
assistant practitioners



Representation and legal assistance

RCN members have the reassurance of knowing that if the worst happens, they can access a team of lawyers who specialise in the serious issues that can affect HCAs and APs, such as employment disputes or referrals to the ISA. Without RCN membership, you face having to pay up to £150 per hour for a lawyer. As a worker in the health care industry, indemnity is something you cannot afford to ignore; the RCN indemnity scheme covers members for claims against professional negligence.

We also offer free legal advice on any matter, whether personal or professional, both for you as a member and for your family. We will also support you if you are injured in the workplace.

Case study: In May 2011 the RCN won £270,000 in damages for a member who was seriously injured after assisting a colleague who was being attacked by a patient in the workplace.

Visit www.rcn.org.uk/support/legal for more information.

I am very pleased with the commitment and standard of representation. Representatives were extremely well informed of the case and my legal representative was supportive and efficient. I felt my corner was being fought with 100 per cent commitment.

Counselling service



The RCN provides members with free, confidential counselling to help you deal with any challenging personal issues that you may face such as stress, depression, bereavement, domestic violence, and eating disorders. We can also help you through work-related difficulties such as bullying, managing your workload, adjusting to new responsibilities and relationships with colleagues.

Counselling operates over the telephone so can be accessed at a time to suit you, and we will call you so that the call is free. Face to face meetings and emergency appointments can be arranged.

Call 0345 408 4391 or email mss@rcn.org.uk for an appointment. Visit www.rcn.org.uk/mss for more information.

I felt that my counsellor really listened to me as a unique individual. I really have moved on with the issues I recently faced thanks to the support of my counsellor.

Welfare rights and guidance

Members can access free guidance and information on difficult personal issues such as debt, housing problems, retirement issues, understanding benefits entitlement and tax credits, and how ill health and disability can affect your career.

My sincere appreciation to the adviser, she worked so hard on my behalf... I would have no hesitation in recommending this service to anyone.

Case study: A member working part-time as an HCA wanted advice on how increasing her hours would affect her ability to claim tax credits. A welfare adviser helped her with better-off calculations so that she could make an informed choice to increase her hours enough to maintain family commitments while substantially increasing her income.

To contact an adviser email mss@rcn.org.uk or call 0345 408 4391. Visit www.rcn.org.uk/mss for more information.

Careers advice

If you need help with interview techniques, writing your CV or completing application forms, the RCN can help. We can also advise on how ill health or caring responsibilities can affect your profession, and assist if you find yourself facing redundancy or at a crossroads in your career.

Case study: A member contacted the careers service after several unsuccessful job interviews as he found it very difficult to sell himself and froze during interviews. The careers adviser helped him to reflect on his abilities and used mock interviews to help practice technique. He grew more confident about expressing himself in interviews and secured his dream job: working with a community nursing team.



We have a variety of factsheets available to RCN members on interview skills

(003516), writing your CV (003517), and filling in application forms (003518). Call RCN Direct on 0345 772 6100 quoting the above codes to order copies. These, and a number of other career related factsheets are available to download from www.rcn.org.uk/mss

To contact an adviser email mss@rcn.org.uk or call 0345 408 4391. Visit www.rcn.org.uk/mss for more information

I was greatly impressed with the service I received. I found the practical skills and advice given beneficial. As a result of my consultation, I managed to secure full-time employment.

Immigration service

The RCN provides a free confidential immigration service to overseas HCAs and APs. Our immigration advisers are authorised by the Office of the Immigration Services Commissioner (OISC) and can advise on issues such as changes to your visa, British citizenship and indefinite leave to remain, or if you are qualified abroad and having trouble finding work in the UK.

This service can save you a great deal of money: for example, an application for British Citizenship would cost around £650 on top of a consultation fee of £100-250. These services are free to RCN members.

Call 0345 408 4391 or email mss@rcn.org.uk to access these services. Visit www.rcn.org.uk/mss for more information.

I was extremely impressed by the highly professional service I received each and every step of the process. I was kept informed of new developments and appreciated the respect, courteousness and confidentiality applied to my case.

RCN Direct: online advice for help at any time

If you need information at any time of the day or night, you can find specialist factsheets and guidance online from RCN Direct. These cover all kinds of topics that you could need information on such as pay, redundancy or bullying. Log in to www.rcn.org.uk/direct to access the service.

We have a team of telephone advisers with expert knowledge in these areas who can also help with general RCN membership queries. To speak to someone in confidence, you can call 0345 772 6100 seven days a week, 365 days a year, between 8.30am and 8.30pm.

