First Option Healthcare (in administration)

Information for employees of First Option Healthcare

First Option Healthcare (in administration): Information for employees

If you work for First Option Healthcare, as a nurse, carer or member of the office team, you may have questions about what recent news means for you. This guide explains what has happened, what your rights are, and where to get help. You do not need to make any decisions straight away.

What has happened

On 9 November 2026, First Option Healthcare Limited went into administration. This is a formal process for companies that are in financial difficulty. Two administrators, James Saunders and Michael Lennon of KR8 Advisory Limited, are now running the company. You may not yet have been told about this directly.

Administration does not always mean a company will close. The administrators may keep it running, sell all or part of it to another provider, or close it. You can read the official notice at https://www.thegazette.co.uk/notice/5249940

What it may mean for you

- **You are still employed.** Your contract carries on unless you are told otherwise. Please carry on working as normal.
- **The administrators will decide on staff contracts.** They have 14 days from their appointment to decide whether to keep ("adopt") staff contracts.
- **If the business is sold,** your job may move to the new provider under TUPE. This means you would keep your current terms and conditions, and your length of service would carry on.
- **If jobs are lost,** you should be told in writing. You may have a right to redundancy pay and notice pay.
- **Your registration is not affected.** If you are a nurse, your NMC registration and revalidation are not affected by your employer's position. Keep copies of your training certificates and records of your own practice.

Questions about pay

It is natural to have questions about pay. These steps may help.

1. **Ask first.** If you have any questions, contact First Option's payroll team. It is always sensible to keep copies of your payslips.
2. **Know your rights.** If your job were to end and your employer could not pay what you are owed, the government's Redundancy Payments Service may be able to help. This can cover some unpaid wages, holiday pay, notice pay and redundancy pay, up to set limits.
3. **Get free advice.** You can contact Acas, Citizens Advice, or your trade union or professional body, such as the RCN or UNISON. For help with money worries, you can contact MoneyHelper.

Looking after the people you support

- Keep going to your visits unless you are told otherwise.
- If you have concerns about a client's safety, raise them with your manager in the usual way. If you cannot reach anyone, contact the client's ICB, the local council or the local safeguarding team.
- As always, client information should stay confidential and only be shared through the proper channels.

If you also work for Superior Healthcare

Some of our own team also work shifts for First Option. If that is you and you have any concerns, please talk to us in confidence. We will do what we can to support you.

Our People Team (01227 771133):

- **Katie Bennett**, People Partner: KatieBennett@superiorhealthcare.co.uk
- **Samantha Roos,** People Partner: SamanthaRoos@superiorhealthcare.co.uk
- **Sam Hook,** People Coordinator: SamHook@superiorhealthcare.co.uk
- **Claire Carter,** Wellbeing Coordinator: wellbeing@superiorhealthcare.co.uk

If you are thinking about your options

You may want to wait and see what the administrators decide, and that is completely understandable. If you would like to explore other options, Superior Healthcare is recruiting nurses, carers and office staff. We are happy to have an informal chat, with no pressure.

If the clients you support move to Superior Healthcare, your job may move with them under TUPE. If so, our People Team will support you through every step.

Current vacancies: https://www.superiorhealthcare.co.uk/work-for-us/

Our Recruitment Team (01227 774878):

- **Katie Wood,** Recruitment Team Leader: KatieWood@superiorhealthcare.co.uk
- **Emma Boyle,** Senior Recruiter: EmmaBoyle@superiorhealthcare.co.uk
- **Adina Daws,** Senior Recruiter: AdinaDaws@superiorhealthcare.co.uk

This guide gives general information only. It is not legal or financial advice.