

Care1 Professional Services Ltd Nurse Agency

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Type of inspection: Unannounced
Inspection completed on: 22 March 2018

Service provided by:
Care1 Professional Services Ltd

Service provider number:
SP2016012749

Care service number:
CS2016349197

About the service

Care1 Professional Services Ltd was registered with the Care Inspectorate in 2017 as a nurse agency, to place adult nurses in care homes and hospitals. The agency was registered to provide services in Glasgow and surrounding areas, Edinburgh and Ayrshire. The service operates from an office base in Glasgow.

This was the first inspection of the service since registration. At the time of the inspection most people who used the service were care homes.

The service aims to support "the medical community and their patients nationally" and to offer "clients a service built on real understanding of their needs. Our success begins with a rigorous recruitment process that ensures every Care1 agency worker has the most appropriate, recent and relevant experience for the field in which they wish to practice. We take pride in sharing information about our staff's compliance with our clients".

What people told us

As part of this inspection we spoke to two service users who regularly arranged direct placements with the agency.

People told us that they were very impressed with the standard of the nursing staff and the service provided by the agency.

Some of people's comments were:

'absolutely brilliant experience'

'nurses are skilled, competent and good to work with'

'the nurses are competent'

'never any problems'

'very quick to provide all necessary information and documents'

'provide good continuity of staff'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of Information	4 - Good
Quality of care and support	5 - Very Good
Quality of staffing	4 - Good

Quality of management and leadership

4 - Good

Quality of information

Findings from the inspection

We found that the service provided a good level of information to people who used the service and nurses who worked for the agency.

The service provided a very detailed service agreement with terms and conditions to people who used the service. We found that this document contained all necessary information. Existing service agreements were signed by the service user and the agency. The service agreement helped to ensure that service user needs and rights are met. It also provided good information about the complaints procedure.

The service had a website that contained up-to-date information about the agency and the services it provides. The website also contained good detail about where to find and how to contact the agency. The agency provided a 24 hours a day contact service for people who wanted to use the agency via telephone, email or web-based inquiry form. This made it convenient for people looking for an agency nurse to get in touch with the agency.

As part of the booking process, service users were provided with detailed profiles of nurses who meet their requirements. This helped service users to ensure that the agency nurse can meet their needs. An online system also allowed service users to keep track of the booking process.

People using the service told us that they were happy with the quality of information provided by the service. One service user said that the agency is "very quick to provide all necessary information and documents".

The office manager told us that, where possible, she preferred to meet face to face with people interested in using the service. The meetings gave her opportunity to discuss how their needs can best be met by the agency and to provide information. She had therefore not yet implemented a complete information pack. We suggested to implement complete information pack to further enhance the information available to potential service users.

The service gave every new nurse a comprehensive staff handbook. This helped nurses with their induction and their ongoing work for the agency. The handbook contained detailed and useful information for staff and the key policies. Staff told us that they feel well-informed and praised the accessibility of the managers..

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of care and support

Findings from the inspection

We found that the service provided a very good level of care and support. People using the service told us they found the nurses skilled and competent.

Service users also commented positively on the good relationship they had developed with the agency staff and the management team. One service user told us they found using the agency nurses "a brilliant experience". The service regularly asked service users for feedback in form of questionnaires and direct contacts.

Nurses also regularly completed detailed review forms for their placements. This helped to ensure that the nurses felt confident that they had the required skills and competencies to meet the needs of the service users.

We saw very good evidence of how the service assessed the needs and requirements of the service user. There was a robust system for matching the assessed needs with the skills, competencies and experience of the nurses.

We found that the service tried hard to provide continuity of staff for their service users. This helped to meet the needs of the service users and to build good working relationships. There was evidence of care home managers contacting the service to thank them for the positive contribution the nurses had made.

People also told us they appreciated that it is very easy to contact the service managers and that bookings or additional requirements are usually dealt with very quickly and effectively.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Service users told us that they were very satisfied with the nurses provided by the service. One service user found staff "very well-informed, with a great caring attitude towards clients and staff".

We looked at samples of staff recruitment files to ensure that staff have been appropriately and safely recruited. We found that recruitment practice was good and followed safe recruitment guidelines. To further improve safe recruitment practice we suggested a review of the electronic format for references. This would enable the referee's identity to be verified better.

To help assess the nurses' competencies the service used structured interviews. This included evaluating the nurses' responses to relevant case scenarios. We suggested that the interview notes and the scenarios could be expanded and more detailed to better reflect the nurses' abilities and competencies.

We found that the service assessed and supported the training needs of their staff well. The employed nurses told us that they were happy with the training opportunities provided by the service. We saw good evidence of how the service frequently talked to the nurses about their placement experiences. This included conversations about learning needs. The service currently used on-line programmes for the majority of their training, but managers had plans to increase opportunities for face-to-face or small group learning.

We saw that the service had clear policies for their ongoing supervision and appraisal process. As the service had only been fully operating for less than a year, the yearly appraisal process had not been completed yet. However, we found that staff had regular, documented opportunities for supervision with managers. We suggested that this could be further improved by making it clearer to staff that these regular and structured conversations can be part of the ongoing supervision process.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

All service users and staff spoke highly of the managers and found them very supportive and approachable. Service users told us that managers were "regularly in touch to gain feedback" and appreciated that there were "never any problems" with experiencing the service.

The service had good systems in place to keep all relevant and important information in relation to staff. This included recruitment checks, training compliance, NMC registration checks and a system to regularly check the PVG status of staff. The service also maintained up-to-date logs for accidents, incidents, complaints and compliments. This promoted a safe operation of the service.

We found that the quality assurance systems also helped managers to gain valuable feedback from service users and staff. This information was used to develop the service and to inform the business plan. The service's business plan was very comprehensive. However, we suggested that the service could benefit from a service development plan that focuses stronger on the headline outcomes of the new Health and Social Care Standards.

At the time of the inspection the service still operated on a relatively small-scale, but was developing plans to potentially extend their area of operation. Because many staff placements were arranged through an intermediary service, managers found it sometimes difficult to gain direct feedback from service users. However,

we saw that the service tried hard to stay in touch with service users to ensure that their needs are met and to gain feedback.

We found that the service had comprehensive set of policies. This helped managers and staff with running a safe and effective service. This included a policy for medication. During our verbal feedback to the office manager we suggested some improvements to the medication policy to make it clearer.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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