



*Making Social Care  
Better for People*

# inspection report

## **NURSES AGENCY**

**Nurse Plus & Carer Plus (UK) Ltd**

**Suite 2 Keystone House  
Exeter Road  
Bournemouth  
Dorset  
BH2 5AR**

*Lead Inspector*  
Gloria Ashwell

*Unannounced Inspection*  
17th December 2008      13:00

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

<b>Reader Information</b>	
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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this agency are those for *Nurses Agencies*. They can be found at [www.dh.gov.uk](http://www.dh.gov.uk) or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)

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# SERVICE INFORMATION

<b>Name of service</b>	Nurse Plus & Carer Plus (UK) Ltd
<b>Address</b>	Suite 2 Keystone House Exeter Road Bournemouth Dorset BH2 5AR
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<b>Provider Web address</b>	<a href="http://www.nurseplusuk.com">www.nurseplusuk.com</a>
<b>Name of registered provider(s)/company (if applicable)</b>	Nurse Plus and Carer Plus (UK) Ltd
<b>Name of registered manager (if applicable)</b>	Victoria Wright
<b>Type of registration</b>	Nurses Agencies

# SERVICE INFORMATION

## Conditions of registration:

1. The registered person may provide the following category of service only:  
Nurses Agency - Code NA

**Date of last inspection**                      5th September 2007

## Brief Description of the Service:

Nurse Plus (UK) Ltd is an organisation with agency offices in a number of different locations.

The offices of the Bournemouth branch of the agency are situated in the centre of the town on the ground floor of a purpose built office block. Car parking is available. Access is not suitable for wheelchair users or people with poor mobility because there are steps up to the entrance of the building.

Janice Drain is the responsible individual, and during September 2008 Victoria Wright became the registered manager of the agency.

The agency provides nurses to healthcare establishments including hospitals and nursing homes, and to private individuals requiring nursing care.

(Healthcare assistants are also provided to establishments but this part of the business does not fall into the regulatory framework so has not been assessed by us.)

The fees charged by the agency for providing registered nurses range from £21.30 to £47.50 per hour depending on the level of nurse, the day of the week and the time of day or night. The highest rates are for the nights of public holidays. Travelling expenses are charged at 20p per mile. Up to date information on fees can be obtained from the service.

# SUMMARY

This is an overview of what the inspector found during the inspection.

The quality rating for this service is **2 stars**. This means the people who use this service experience **good** quality outcomes.

This was a statutory inspection required in accordance with the Care Standards Act 2000.

*This inspection was carried out by one inspector, but throughout the report the term 'we' is used, to show that the report is the view of the Commission for Social Care Inspection.*

The inspector telephoned registered manager Victoria Wright on 15 December 2008 and arranged to visit the offices of the agency on 17 December 2008. Together with the registered manager she discussed and examined documents regarding care provision and management of the home.

At present, the agency is providing domiciliary care services to one person so during the inspection, the service to this person was 'case tracked'; for example, for evidence regarding Standards 3, 4 and 6 records relating to the same person were examined and the representative of the person was later spoken with.

In advance of the inspection an Annual Quality Assurance Questionnaire was completed by the agency and returned to the Commission; the information it contained has been used to inform the findings of this inspection.

During this inspection compliance with all key standards of the National Minimum Standards was assessed.

## **What the service does well:**

The agency provides clients with essential information about the service provision and following the placement of a nurse maintains regular contact with the client and the nurse to ensure the continued satisfaction of both parties.

For the protection of service users, prior to the supply of any nurse, the agency carries out a rigorous procedure to ensure the suitability of character and competency.

Nurses new to the agency must first undertake induction training, and are thereafter regularly assessed to ensure they remain competent.

The agency has developed and implemented an extensive collection of written policies and procedures, including those for the management of complaints and Protection of Vulnerable Adults.

Nurses are provided with handbooks containing essential information including selected policies and procedures.

### **What has improved since the last inspection?**

At the time of the previous inspection the agency was in the process of recruiting nurses; a number of nurses have now been successfully recruited and those who have been supplied to service users have been properly recruited, trained and monitored.

### **What they could do better:**

The report contains no requirements or recommendations for improvement; all key standards were assessed during this inspection and found met.

Please contact the provider for advice of actions taken in response to this inspection.

The report of this inspection is available from [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk) or by contacting your local CSCI office. The summary of this inspection report can be made available in other formats on request.

# **DETAILS OF INSPECTOR FINDINGS**

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# Information

## The intended outcome for Standard 1 is:

1. Prospective service users have the information they need about the agency in order to make an informed decision on whether to engage its services.

## JUDGEMENT – we looked at the outcome for standard:

1

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

Prospective service users are provided with the information they need in advance of choosing this agency.

## EVIDENCE:

The agency provides a Statement of Purpose and a Service User Guide to prospective service users. These documents clearly and comprehensively describes the service, including the range of qualifications of nurses, the circumstances in which the agency may cease to provide services and arrangements for service users to cancel the supply of nurses.

The certificate of registration is prominently displayed in the offices.

## Registered Persons

### The intended outcome for Standard 2 is:

2. Service users are assured of the integrity of the agency and have confidence that it is run by a fit person or organisation.

### JUDGEMENT – we looked at the outcome for standard:

2

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

The agency is properly managed by persons fit to carry out this work.

### EVIDENCE:

Victoria Wright became registered as the manager of the agency during September 2008.

Victoria Wright has extensive experience of managing similar businesses. She is not a nurse so the assessment of prospective service users and professional supervision of nurses is carried out by Responsible Individual Mrs Janice Drain.

## Recruitment and Supply of Nurses

### The intended outcomes for Standards 3 - 6 are:

3. The process for recruitment and selection of nurses meets all the requirements of legislation and employment law including that related to equal opportunities and anti-discriminatory practice.
4. Service users are confident that nurses supplied by the agency will provide good quality care and will not jeopardise the safety of patients.
5. The agency has documentary evidence demonstrating the personal identification, registration, ongoing eligibility to be employed as a nurse, and relevant qualifications of each nurse to be supplied.
6. Nurses supplied by the agency are competent and trained to undertake the activities for which they are employed and responsible.

### The Commission considers Standards 3, 4 and 6 the key standards to be inspected.

### JUDGEMENT – we looked at outcomes for the following standard(s):

3, 4, & 6

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

Systems are in place to ensure that appropriate checks are undertaken prior to any registered nurse being supplied, to ensure that the safety of service users will not be compromised.

Training is provided to ensure that the nurses supplied are competent to undertake the activities for which they are employed and responsible.

### EVIDENCE:

The agency has an equal opportunities policy covering all aspects of the service.

A first level registered nurse undertakes the recruitment of registered nurses.

The sample of nurse files viewed contained a comprehensive completed application form, a record of formal interview and a health checklist including immunisation details.

The records demonstrated that the agency obtains essential information regarding personal identification, registration, ongoing eligibility to be employed as a nurse, and relevant qualifications of each nurse to be supplied.

Enhanced level Criminal Records Bureau checks are received prior to any registered nurse commencing with the agency.

The nurse's files included evidence of formal induction training and each nurse receives relevant information in a Handbook.

# Complaints and Protection

## The intended outcomes for Standards 7 - 11 are:

7. Service users are confident that their complaints will be listened to, taken seriously and acted upon.
8. Service users who are also patients are protected from abuse, where the agency is an employment business.
9. Service users who are patients are protected by the agency's procedures for assistance with medication, where the agency is an employment business.
10. Action is taken to protect confidentiality of information relating to service users who are also patients, their carers and advocates.
11. The health, safety and welfare of service users who are also patients, and of nurses, are promoted and protected, where the agency is an employment business.

**The Commission considers Standards 7, 8, 9 and 11 the key standards to be inspected.**

## **JUDGEMENT – we looked at outcomes for the following standard(s):**

7, 8, 9 & 11

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

Systems are in place to ensure that service users complaints are taken seriously and properly and promptly acted upon, that service users are protected from abuse and information relating to them is protected.

Service users and nurses are protected by policies and procedures for dealing with medicines and other aspects of health and safety.

## **EVIDENCE:**

The agency has a clear complaints procedure describing how to make a complaint, how it will be dealt with and the timescales.

The complaints procedure is included in the Client Information User Guide and the Members Handbook.

The agency does not at present provide nursing care to patients in their own homes; nurses are supplied to establishments and work within the Nursing and Midwifery Council (NMC) guidelines for the administration of medication and record keeping and within the policies of the establishment at which they are working.

The Handbook contains policies and procedures including those for Abuse and Harassment, Confidentiality and Health & Safety.

These topics are covered during induction of new members and there are periodic updates in 'core subjects' and others considered relevant.

## Management and Administration

### The intended outcomes for Standards 12 – 18 are:

12. Approved accounting and financial procedures are adopted to ensure the effective and efficient running of the business and its continued financial viability.
13. There are designated premises suitably equipped for the purpose of the day to day operation and management of the service.
14. An appropriate management structure and clear lines of accountability are in place.
15. Nurses supplied by the agency know the standards of conduct expected of them and are aware of the agency's organisational policies, where the agency is an employment business.
16. There is a written agreement between the Agency and nurses.
17. Service users' and nurses' interests are safeguarded by the agency's record keeping policies and procedures.
18. The agency operates in the best interests of service users and of nurses supplied by it.

### The Commission considers Standards 15 and 18 the key standards to be inspected.

### JUDGEMENT – we looked at outcomes for the following standard(s):

15 & 18

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

The Handbook ensures that nurses are aware of the agency's organisational policies.

The agency consults with service users in order to monitor the placements both for service users and nurses.

### EVIDENCE:

Nurses and service users are provided with information about the management structure and who and how to contact senior staff out of hours in the agency's documentation.

The agency has a comprehensive set of policies and procedures providing guidance and instruction for all aspects of clinical and administrative work.

The policies and procedures are discussed during the nurse's induction and are included in the Handbook.

Establishments using the services of the agency are regularly contacted at least every 3 months by the manager (usually by telephone); notes are kept of these discussions are documented and action is taken to address any issues identified. In addition, those receiving the services of the agency complete an evaluation and feedback form, and a monitoring form is completed by the agency for all nurses supplied to service users.

# SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Nurses Agencies have been met and uses the following scale.

**4** Standard Exceeded (Commendable)      **3** Standard Met (No Shortfalls)  
**2** Standard Almost Met (Minor Shortfalls)      **1** Standard Not Met (Major Shortfalls)

"X" in the standard met box denotes standard not assessed on this occasion  
 "N/A" in the standard met box denotes standard not applicable

<b>INFORMATION</b>	
<i>Standard No</i>	<i>Score</i>
<b>1</b>	3

<b>REGISTERED PERSON</b>	
<i>Standard No</i>	<i>Score</i>
<b>2</b>	3

<b>RECRUITMENT AND SUPPLY OF NURSES</b>	
<i>Standard No</i>	<i>Score</i>
<b>3</b>	3
<b>4</b>	3
<b>5</b>	X
<b>6</b>	3

<b>COMPLAINTS AND PROTECTION</b>	
<i>Standard No</i>	<i>Score</i>
<b>7</b>	3
<b>8</b>	3
<b>9</b>	3
<b>10</b>	X
<b>11</b>	3

<b>MANAGEMENT AND ADMINISTRATION</b>	
<b>12</b>	X
<b>13</b>	X
<b>14</b>	X
<b>15</b>	3
<b>16</b>	X
<b>17</b>	X
<b>18</b>	3

No

Are there any outstanding requirements from the last inspection?

### **STATUTORY REQUIREMENTS**

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Care Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action

### **RECOMMENDATIONS**

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to Standard	Good Practice Recommendations

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