



Making Social Care
Better for People

inspection report

NURSES AGENCY

Nurse Plus & Carer Plus

**Unit 4 Dane John Works
Gordon Road
Canterbury
Kent
CT1 3PP**

Lead Inspector
Christine Lawrence

Key Unannounced Inspection
31 January and 4 February 2008 11:30

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

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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 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

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SERVICE INFORMATION

Name of service	Nurse Plus & Carer Plus
Address	Unit 4 Dane John Works Gordon Road Canterbury Kent CT1 3PP
Telephone number	01227 762570
Fax number	
Email address	canterbury@nurseplusuk.com
Provider Web address	www.nurseplusuk.com
Name of registered provider(s)/company (if applicable)	Nurse Plus and Carer Plus (UK) Ltd
Name of registered manager (if applicable)	Mrs Julie Ballard
Type of registration	Nurses Agencies

SERVICE INFORMATION

Conditions of registration: NONE

Date of last inspection This is the first inspection

Brief Description of the Service:

Nurses Plus is a nurses agency which provides qualified nurses to private nursing homes and other organizations. It is part of a larger group which also has domiciliary care agencies and other nurses agencies. The agency is situated central to the area it serves within Canterbury and the surrounding areas and is accessible by public transport. The office is staffed between 9.00am to 5.00pm Mondays to Fridays. There is an out of hours' service. Current hourly rates for the supply of registered nurses range from £10.00 to £54.00 per hour, depending on unsocial hours and special needs. Information about the agency is available on request and through their website www.nurseplusuk.com.

SUMMARY

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

We carried out a visit to the agency's offices and examined various records. The visit was over two days to allow for access to records and an interview with the registered manager. The registered manager had previously sent information about the agency, organizations that use the service and nurses employed by the agency through completing an Annual Quality Assurance Assessment (AQAA) form. Information from surveys sent to people who use the service and to nurses employed by the agency is also used for this report.

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

What the service does well:

These are some of the comments from clients of the agency "...staff always helpful..." "...to date no problems..." "...the nurses provided have been able to meet the needs of the clients..." "...the office staff provide a very personal service..." "...very helpful in trying to meet our needs and matching nurses to our home..." "...we have been very satisfied with the standard of nursing..." "...skills were adequate..." "...they came to meet us so they knew who they were dealing with on the phone..." "...the agency is very reliable..." "...very happy with them...".

A survey completed by a nurse said that the mandatory training updates were very thorough and the agency is good with recruitment and organising suitable assignments.

What has improved since the last inspection?

As this is the first inspection there were no outstanding requirements.

What they could do better:

There are no requirements from this inspection. The registered manager has identified the following things for improvement:- on going training and updating of organisational policies to reflect any changes in law on discrimination; update service user guides; marketing for recruitment of trained nurses and service users; and continue to improve and develop their complaints process.

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 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 (Standard 1)

Registered Persons (Standard 2)

Recruitment and Supply of Nurses (Standards 3-6)

Complaints and Protection (Standards 7-11)

Management and Administration (Standards 12-18)

Scoring of Outcomes

Statutory Requirements Identified During the Inspection

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

People who use the service experience good quality outcomes in this area.

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

Organizations will have enough information about the agency to make an informed decision about using them.

EVIDENCE:

The certificate of registration is on display in the office. The agency provides a service user guide which contains relevant and up to date information. The records seen during this visit showed that a copy is sent to clients. There is also an up to date statement of purpose available.

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

People who use the service experience good quality outcomes in this area.

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

Users of the agency can be confident that it is run by competent people.

EVIDENCE:

The manager is a qualified nurse and has lots of experience. She also has a background of running a business. She is currently seeking an appropriate course in order to achieve a management qualification. The company has many agencies registered with the Commission for Social Care Inspection.

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 and 6

People who use the service experience good quality outcomes in this area.

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

Clients using the agency can be confident that their recruitment procedures are robust and that nurses will be competent and trained.

EVIDENCE:

The records of two nurses were looked at for this inspection. The agency clearly has robust recruitment and selection procedures which include interviews by a registered nurse, application forms which note previous employment, criminal record bureau checks, references, health information (including immunization), verification of registration with the Nursing and Midwifery Council (including checking that these are kept up to date), information regarding any overseas worker's status for working in the UK. A record of interviews is maintained.

The agency has an induction process for new staff. If it is a nurse not already known to the client, the agency will confirm details by forwarding a profile of the nurse's background and experience.

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 and 11

People who use the service experience good quality outcomes in this area.

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

Clients can be confident that any complaint will be taken seriously. Clients can be confident that nurses will protect patients from abuse. Nurses can be confident that their safety and welfare will be promoted by the agency.

EVIDENCE:

The agency does not provide nurses to individual private patients.

There is a procedure for dealing with complaints and the records showed that the agency has had no complaints since they opened. Procedures and training are in place to ensure that registered nurses are fully aware of their responsibilities regarding safeguarding vulnerable adults and children. The staff handbook contains easy to read information relating to protection and whistle-blowing.

Nurses Plus advise their nurses that they should only administer, or assist with medication within their competence and in keeping with the NMC Code of Professional Conduct. The staff handbook has information which underpins this.

The agency is aware of its responsibilities regarding health and safety legislation. As noted above, there are no individual clients therefore no need for assessments of private houses but training is available regarding manual handling and infection control in order to protect nurses, as well as the residents and patients in the homes and organizations using the agency. The agency does also carry out a health and safety 'audit' of any new client to cover the following:- includes organization's health and safety policy seen, manual handling policy seen, fire certificate, induction discussed, last CSCI report seen, accident procedure/book in place, infection control policy seen, personal protective equipment available and electrical equipment PAT tested.

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 and 18

People who use the service experience good quality outcomes in this area.

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

Clients can be confident that the agency is run in the best interests of people who use the service and nurses. Clients can also be confident that nurses know the standards expected of them.

EVIDENCE:

There are appropriate policies and procedures in place covering a variety of topics. There is also a Staff Handbook for qualified staff which is given to registered nurses. Things are easy to find and clearly written.

The agency does consult with organizations about the quality of the services offered and will also listen to feedback from nurses. The agency, as a branch of the larger company, is audited regularly and an action plan is produced for

any improvements needed. The company also carries out an annual survey of its clients. Although this branch is newly opened both of these things have recently taken place.

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

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

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

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

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

MANAGEMENT AND ADMINISTRATION	
12	X
13	X
14	X
15	3
16	X
17	X
18	3

Not applicable

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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