



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Nurses agencies

Name:	Nurse Plus & Carer Plus
Address:	14 City Business Centre Basin Road Chichester West Sussex PO19 8DU

The quality rating for this nurses agency is:

two star good service

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full assessment of the service. We call this a 'key' inspection.

Lead inspector:	Date:
Elaine Green	1 2 0 2 2 0 0 9

This is a report of an inspection where we looked at how well this agency is meeting the needs of people who use it. There is a summary of what we think this service does well, what they have improved on and, where it applies, what they need to do better. We use the national minimum standards to describe the outcomes that people should experience. National minimum standards are written by the Department of Health for each type of care service.

After the summary there is more detail about our findings. The following table explains what you will see under each outcome area.

Outcome area (for example Information)

These are the outcomes that people using nurses agencies should experience. They reflect the things that people have said are important to them:

This box tells you the outcomes that we will always inspect against when we do a key inspection.

This box tells you any additional outcomes that we may inspect against when we do a key inspection.

This is what people using this nurses agency experience:

Judgement:

This box tells you our opinion of what we have looked at in this outcome area. We will say whether it is excellent, good, adequate or poor.

Evidence:

This box describes the information we used to come to our judgement.

Copies of the National Minimum Standards – Nurses Agencies can be found at www.dh.gov.uk or bought from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

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

Our duty to regulate social care services is set out in the Care Standards Act 2000.

Reader Information

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Internet address	www.csci.org.uk

Information about the agency

Name of agency:	Nurse Plus & Carer Plus
Address:	Basin Road 14 City Business Centre Chichester West Sussex PO19 8DU
Telephone number:	01243787477
Fax number:	01243787476
Email address:	
Provider web address:	

Name of registered provider(s):	Nurse Plus and Carer Plus (UK) Ltd
Conditions of registration:	
Date of last inspection	<input type="text"/>
Brief description of the agency	<p>Nurse Plus (UK) Ltd is located in the south of England and supplies care staff in Kent, Sussex, Hampshire, Wiltshire and Dorset. The Head Office is located in the Canterbury branch. The Chichester office is located on the second floor of a building near the train station in the town centre. Nurse Plus (UK) Ltd also operates as a Domicillary Agency. Car parking is available.</p> <p>Nurse Plus (UK) Ltd are able to provide a service tailored to a wide range of people who need nursing care and support whilst living in their own homes. The range includes older people, people with physical disabilities, people with sensory loss, people with learning disabilities and children and their families.</p> <p>Fees payable range between £12.90 and £27.20 per hour. The range varies according to time of day, skill required etc.</p>

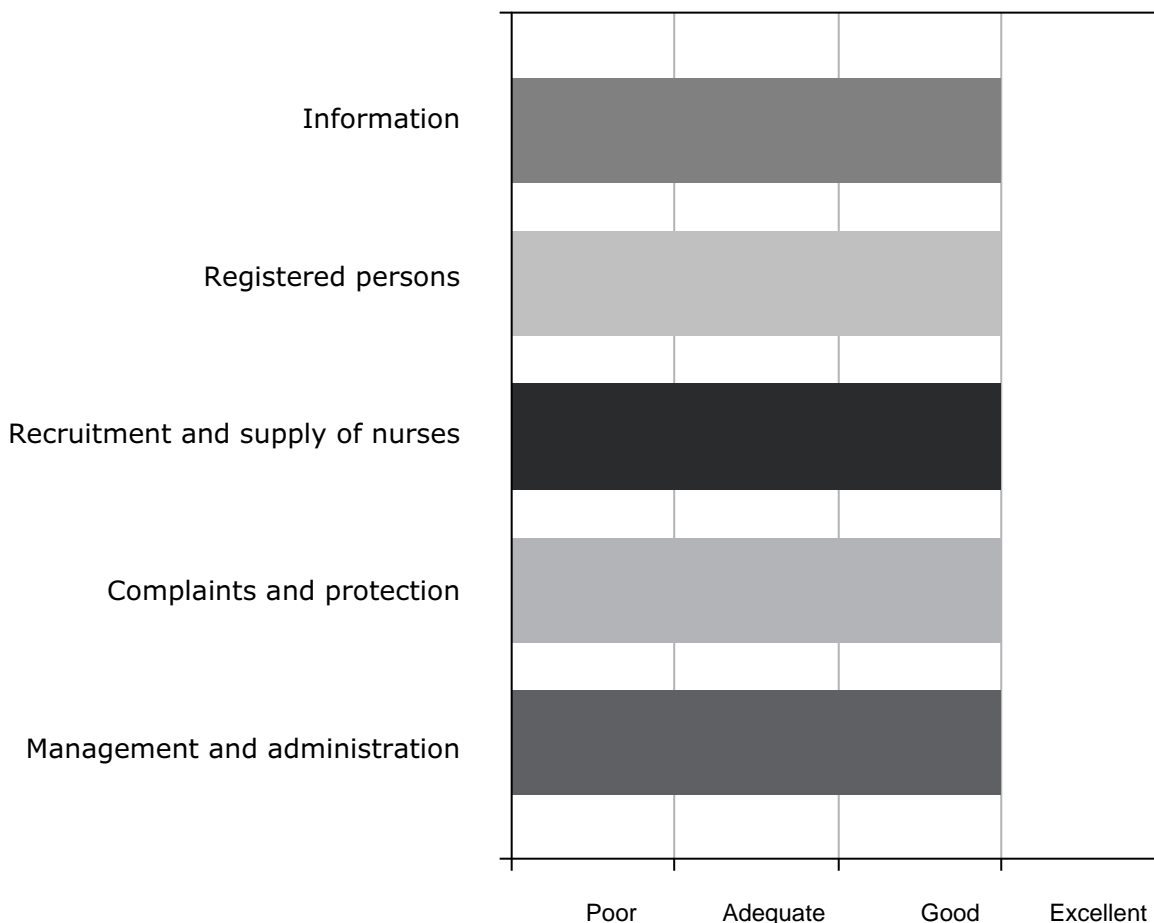
Summary

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

The quality rating for this agency is:

two star good service

Our judgement for each outcome:



How we did our inspection:

An Unannounced visit was made to this agency on the 12th February 2009.

Before the visit to the agency we looked at all the information we have received from them. This information included an Annual Quality Assurance Assessment (AQAA) which is a document completed by the agency. This document gives the agency the opportunity to say what it does well and provide evidence of that. It also gives them the opportunity to say what they feel they could do better and what their future plans are, how it dealt with any complaints and concerns, any changes to how the agency is run, the providers view of how well they care for people, the views of the people who use the agency, their relatives and staff.

During the visit we talked the staff and the manager. We looked at information about the person who uses the agency and how well their needs are met. We looked at other records that must be kept and checked that staff had the skills, knowledge and training to meet the needs of the people they support and care for. We also looked around the office to make sure it was safe and that staff had the equipment they need to run an efficient business. Before we left we told the manager of the what we had found.

What the agency does well:

The information provided to people who may wish to use this agency is of a good standard and is easy to understand. It includes all the information that someone would need to help them decide if this agency is able to meet their needs and is right for them.

The manager is qualified and has previous experience of running an agency. The care staff employed by the agency are all qualified and are interviewed in person by the manager. Security and identity checks are completed before carers are given work by the agency.

Nurses are provided with a comprehensive staff handbook that they sign to say they have understood. They receive training and are supervised by the manager. Spot checks take place on staff when they are delivering care and support to people in their own homes.

The office is modern and contains the equipment that staff need to run an efficient business. Records are stored securely.

Feed back from the person who uses the agencies carers is positive.

What has improved since the last inspection?

As this agency has only been in operation for 6 months this section is not relevant.

What they could do better:

The agency has told us they plan to improve by employing more carers.

If you want to know what action the person responsible for this agency is taking following this report, you can contact them using the details set out on page 4.

The report of this inspection is available from our website www.csci.org.uk. You can get printed copies from enquiries@csci.gsi.gov.uk or by telephoning our order line -0870 240 7535.

Details of our findings

Contents

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)

Outstanding statutory requirements

Requirements and recommendations from this inspection

Information

These are the outcomes that people using nurses agencies should experience. They reflect the things that people have said are important to them:

There are no key outcome areas.

People can decide whether the agency can meet their support needs and requirements. This is because they have got full, clear, accurate and up to date information about the agency.

This is what people using this nurses agency experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The people who use or are considering using this agency are provided with the information they need to decide if the agency is right for them.

Evidence:

The agencies statement of purpose gives a clear account of the aims and objectives of the agency and describes in detail the service they can deliver. It tells the reader about the skills and experience of the manager and the nurses delivering the care.

The service users guide contains up to date information about the agency, including the complaints procedure, terms and conditions and the specialist services the agency offers. The agency makes the information widely available and makes sure that each person using the agency has their own copy. This is available in formats for children and people with learning disabilities and others who need help. In addition to this details of advocacy groups in the area are also included. Although this is a new agency the parent company has been in existence for some time and it makes sure that these documents are reviewed and updated regularly.

Currently only one person is using the agency to provide private nursing however, the manager gave assurances that anyone who uses this service would be asked to sign a client application form which is an agreement that that they will abide by the agencies terms and conditions. Information about fees and how to pay is sent out to people with the service user guide and statement of purpose.

Evidence:

The agencies Registration certificate is prominently displayed in the office on a notice board along side insurance certificate and Health and Safety Legislation.

The office staff have the skills and ability to match the nurses with the relevant background appropriate to the service that is required by a client. Whilst in the office we heard staff arranging cover for people over the phone. The office staff were polite and respectful.

Registered persons

These are the outcomes that people using nurses agencies should experience. They reflect the things that people have said are important to them:

There are no key outcome areas.

People have confidence in the agency because it is led and managed by people who provide appropriate support.

This is what people using this nurses agency experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The manager has the qualifications and experience needed to competently and efficiently run this agency.

Evidence:

The manager has the required qualifications and experience and is competent to run the agency. The manager told us that she keeps up to date with training and information so that she is able to ensure the branch runs efficiently. Manager told us that although she holds a business degree she would also like to complete a National Vocational Qualification (NVQ) at Level 4 in Leadership and Manager Management.

She works to continuously improve services and provide an increased quality of life for people who use the agency. She visits the person who uses the agencies nurses on a regular basis and an examination of records confirmed this. The manager is aware of equality and diversity issues, and leads and supports a good staff team who have been recruited and trained to a high standard.

Recruitment and supply of nurses

These are the outcomes that people using nurses agencies should experience. They reflect the things that people have said are important to them:

People have confidence in the staff at the agency because checks have been done to make sure that they are fit to do the job. People's needs are met and they are supported by staff who have the relevant training. People have safe and appropriate support as the staff providing their care are qualified and competent.

People know that the agency keeps accurate records of their staff, which the law says they must have.

This is what people using this nurses agency experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The agencies recruitment practices are safe.

Evidence:

The agency has a comprehensive recruitment procedure that makes sure that the people who use the agency are protected from abuse. All the relevant identity and security checks are completed prior to nurses starting work for the agency. All staff are provided with an induction and mandatory training that includes the safeguarding of adults and children.

A registered nurse undertakes recruitment of nurses and as such is able to recognise the skills, competencies and knowledge required by nursing staff to provide safe and good quality care. Individual records are kept on each nurse employed. These records include their health status and their registration number.

When home nursing is requested the agency makes an assessment of the needs of people who use the agency. The assessment is conducted by a registered nurse.

Complaints and protection

These are the outcomes that people using nurses agencies should experience. They reflect the things that people have said are important to them:

If people have concerns about the agency they, or people close to them, know how to complain. Their concern is looked into and action taken to put things right. The agency safeguards people from abuse and neglect and takes action to follow up any allegations. If people need help with their medicine, the agency supports them with it in a safe way. People using the agency, and nurses, are safeguarded because it follows good health and safety procedures, keeps records appropriately and ensures their staff follow policies and understand the importance of assessing risks.

People are confident that the agency handles information appropriately. This is because the agency follows their policies and procedures.

This is what people using this nurses agency experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People who use this agency are protected from harm and are provided with the information they need should they wish to raise a complaint.

Evidence:

There is a clear and satisfactory complaints procedure, which includes decision making within clear timescales. People who use the agency, are provided with a copy of the complaints procedure in their service user guide. There have been no complaints received to date.

There have been no incidents or allegations of abuse to date however the manager gave assurances that if there were any they would be taken seriously and followed up, including where nurses are involved.

The agency makes sure that through training, that their staff have an understanding of the relevant policies and procedures, legislation and guidance. All staff sign to say that they have read and understood these policies. The staff handbook was examined and includes information on the Health and Safety at Work Act, the Data Protection Act and

Evidence:

equalities legislation and guidance. staff are requested to sign to say they have read and understood the contents of the staff handbook.

There is only one person currently accessing a home nurse service from the agency and the needs of this person had been assessed. Risk assessments have been drawn up with their cooperation and an examination of their care plan confirmed this.

Procedures and practice highlight the importance of checking all equipment to make sure it is safe to use and has been regularly maintained. An examination of a care plan confirmed that a record of this is kept.

Management and administration

These are the outcomes that people using nurses agencies should experience. They reflect the things that people have said are important to them:

People are confident that the staff who provide support are clear about the standards expected of them and are aware of the agency's policies and procedures. People get planned support from the agency because the manager runs it appropriately and has an open approach that makes them feel valued and respected.

The offices are equipped to provide people with an appropriately managed service. They benefit from a management structure where people understand their roles and responsibilities. There is a written agreement between the agency and the nurses. People using the service, and the nurses, are safeguarded by accurate and up to date record keeping.

This is what people using this nurses agency experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

This agency is efficiently and safely managed from a modern office. This business is run in the best interest of the people who work here and of those who use its' services.

Evidence:

The agency has adequate insurance cover, which takes into consideration its operation, and its liability to its employees. The office premises are suitable for the stated purpose and are accessible, safe and well maintained. The office equipment and furniture is up to date and modern.

The agency has clear policies and procedures and the staff handbook is comprehensive. The handbook contains information on the conduct expected by nurses, the roles and responsibilities of nurses and of their record keeping requirements and an examination of records confirmed that nurses do complete records as they are required. The records we looked at when we visited the office were all accurate, legible and complete and individual records were stored safely in locked filing cabinets.

Evidence:

The agency has evaluation systems in place and one person has been asked for feedback on the service they receive. The feedback from this person was positive and the preferences this person has for a non smoking nurse is recorded.

Staff are inducted, supervised and trained appropriately. All staff receive appraisals and spot checks take place when they are delivering care in peoples homes. We looked at the records relating to these checks and can confirm that they take place on a regular basis and are undertaken by a person qualified to do so.

The annual quality assurance assessment that the agency completed for us contains clear, relevant information about the agency and how it is run.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Nurses Agencies Regulations 2002 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action
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Requirements and recommendations from this inspection:

Immediate requirements:

These are immediate requirements that were set on the day we visited this nurses agency. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action
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Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Nurses Agencies Regulations 2002 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action
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Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No.	Refer to Standard	Good Practice Recommendations
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Helpline:

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Textphone: 0845 015 2255 or 0191 233 3588

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Web: www.csci.org.uk

We want people to be able to access this information. If you would like a summary in a different format or language please contact our helpline or go to our website.

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