



*Making Social Care
Better for People*

inspection report

NURSES AGENCY

Nurse Plus & Carer Plus (UK) Limited

**Suite 16 Maritime House
Southwell Business Park
Portland
Dorset
DT5 2NA**

Lead Inspector
Gloria Ashwell

Key Announced Inspection
7th September 2007 10:00

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

Reader Information	
Document Purpose	Inspection Report
Author	CSCI
Audience	General Public
Further copies from	0870 240 7535 (telephone order line)
Copyright	This report is copyright Commission for Social Care Inspection (CSCI) and may only be used in its entirety. Extracts may not be used or reproduced without the express permission of CSCI
Internet address	www.csci.org.uk

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

This report is a public document. Extracts may not be used or reproduced without the prior permission of the Commission for Social Care Inspection.

SERVICE INFORMATION

Name of service	Nurse Plus & Carer Plus (UK) Limited
Address	Suite 16 Maritime House Southwell Business Park Portland Dorset DT5 2NA
Telephone number	01305 861292
Fax number	01305 861490
Email address	weymouth@nurseplusuk.com
Provider Web address	
Name of registered provider(s)/company (if applicable)	Nurse Plus and Carer Plus (UK) Ltd
Name of registered manager (if applicable)	Mrs Sandra Mary Tagart
Type of registration	Nurses Agencies

SERVICE INFORMATION

Conditions of registration:

1. `Small agency` means a domiciliary care agency or nurses agency where no more than two members of staff, including registered persons but excluding someone employed solely as a receptionist, are employed at any one time.

Date of last inspection

24th January 2007

Brief Description of the Service:

This service provides qualified nurses to hospitals, care homes and patients requiring the provision of nursing care in their own homes.

The main focus of the Portland Branch is National Health Service hospitals and care homes with nursing. Nursing care for service users in their own homes would be undertaken if required and resources were available.

Mrs Sandra Tagart is registered with the Commission for Social Care Inspection as the manager of the Portland branch.

The agency operates from an office located in a large business centre on Portland and shares its accommodation with another arm of the company operating under the same name, providing domiciliary care services and thereby subject to separate inspection and regulation by CSCI.

Fees are negotiated individually with each service user and are made known to them in the `service user pack` provided to all new service users and including the service user guide.

At the time of this inspection charges to establishments (hospitals and registered care homes providing nursing) for the provision of trained nurses ranged between £10.85 and £44.75 per hour, dependent upon the grade of nurse provided and the time of working e.g. day, night, weekend, Bank Holiday.

Information regarding the subjects Value for Money and Fair Terms in Contracts can be obtained from the web link:
www.ofc.gov.uk

A report entitled Care Homes in the UK - A Market Study is available on web link

<http://www.ofst.gov.uk/NR/rdonlyres/5362CA9D-764D-4636-A4B1-A65A7AFD347B/0/ofst780.pdf>

SUMMARY

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

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

The inspection was announced; it was conducted with the assistance of the Responsible Individual (Mrs Janice Drain) and the Acting Manager due to the continued ill-health of the registered manager.

Since its registration no formal complaints against the agency have been received or investigated.

Additional information used to inform the inspection process included the Annual Quality Assurance Assessment sent to the Commission by the provider organisation.

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?

The service user guide and associated documentation have been updated to include reference to recently introduced smoking laws.

The agency has increased communication with their clients to ensure they obtain regular and reliable feedback regarding the standard of work performed by the assigned nurses.

Training has been provided on the subjects of *dementia care* and *understanding epilepsy*.

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 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

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)

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:

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:

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:

The Commission for Social Care Inspection registered Sandra Tagart as the manager of the agency on 18 January 2006.

Mrs Tagart is a registered nurse with extensive experience of running a nurse agency.

For some months up to and including the date of this inspection Mrs Tagart has been on leave of absence due to ill health; throughout this time the agency has continued to operate under the supervision of the Responsible Individual Mrs Janice Drain, and is managed on a day-to-day basis by an Acting Manager.

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 nurses' 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):

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; since the last inspection these additional topics have included *dementia care* and *understanding epilepsy*.

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 by the manager; notes are kept of these discussions are documented and action is taken to address any issues identified. Additionally, feedback forms are routinely provided to the establishments enabling regular evaluation; the completed forms are retained by the agency and a sample were examined during this inspection.

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

Are there any outstanding requirements from the last inspection? No

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

Commission for Social Care Inspection

Poole Office

Unit 4

New Fields Business Park

Stinsford Road

Poole

BH17 0NF

National Enquiry Line:

Telephone: 0845 015 0120 or 0191 233 3323

Textphone: 0845 015 2255 or 0191 233 3588

Email: enquiries@csci.gsi.gov.uk

Web: www.csci.org.uk

© This report is copyright Commission for Social Care Inspection (CSCI) and may only be used in its entirety. Extracts may not be used or reproduced without the express permission of CSCI