



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Nurses agencies

Name:	Nurse Plus & Carer Plus
Address:	Suite 4 Highlight House St Leonards Road Eastbourne East Sussex BN21 3UH

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:
Judy Gossedge	1 3 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

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- 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.

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Information about the agency

Name of agency:	Nurse Plus & Carer Plus
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Fax number:	01323735915
Email address:	
Provider web address:	www.nurseplusuk.com

Name of registered provider(s):	Nurse Plus and Carer Plus (UK) Ltd
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Conditions of registration:

Date of last inspection								
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Brief description of the agency
<p>Nurse Plus and Carer Plus Nurses Agency, Eastbourne Branch is part of Nurse Plus UK and was registered with CSCI in August 2008. The agency is one of a number of branches providing care in the South and South West of England. The Eastbourne office is centrally placed and accessible by public transport. The agency will provide registered nurses to care homes and hospitals and people who require a trained nurse at home. At the time of inspection the position of consultant who undertakes administrative support was vacant awaiting a new member of staff to commence working for the agency, and there was only a Registered Manager in post, who also takes responsibility for the Nurse Plus and Carer Plus Domiciliary Care Agency operating from the same office. The Responsible Individual and Manager are developing the service being provided. The agency covers East Sussex, including Eastbourne and surrounding areas, Uckfield and Seaford. At the time of the inspection the fees for private service users are GBP11.24 and GBP14.39 depending on the care to be provided. A Statement of Purpose and Service Users Guide are available to reference.</p>

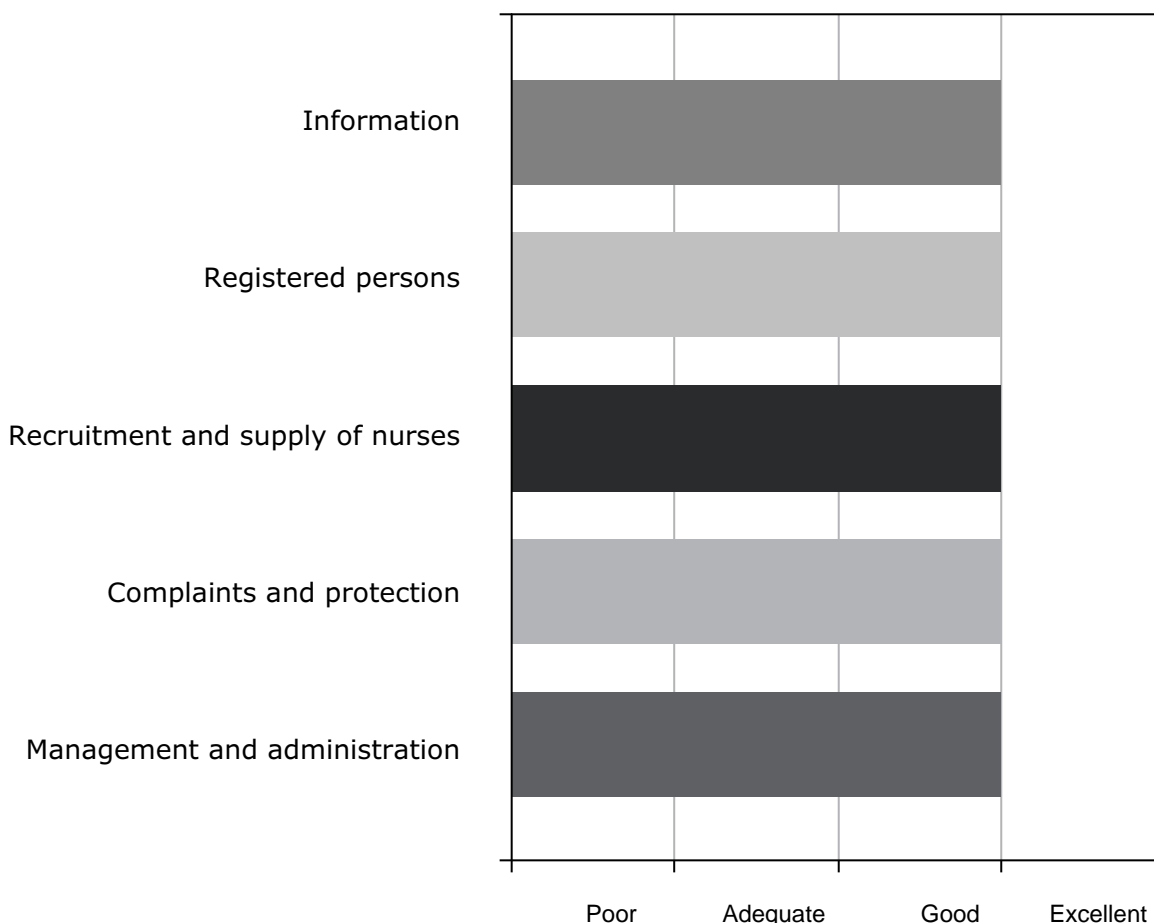
Summary

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:

This unannounced key inspection took place between 12 and 13 February 2009, when a visit to the agency's office to view records was undertaken. This is the first inspection since the registration of the agency in August 2008.

The Manager had been asked to complete an Annual Quality Assurance Assessment (AQAA) and information from the AQAA is quoted in this report.

At the time of inspection the agency was employing one nurse, and was providing nursing staff to nursing homes and hospitals and did not have any people receiving a nursing service in their own home. Due to this it was not possible to fully verify the quality of service that would be received, but to inspect the National Minimum Standards and look at paperwork available.

What the agency does well:

The proposed paperwork to be completed was detailed, the organisation has policies and procedures in place to help with the running of the agency and a handbook is available for nurses to reference.

What has improved since the last inspection?

This section is not applicable as is a new service.

What they could do better:

It was not possible to fully assess the service provided. But one Requirement has been made to ensure that two written references are received prior to a nurse commencing work with the agency.

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.cqc.org.uk. You can get printed copies from enquiries@cqc.org.uk or by telephoning our order line –0870 240 7535.

Details of our findings

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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.

Prospective service users have information available to make a decision as to whether the agency can provide the care that they require.

Evidence:

The agency is registered with the Commission for Social Care Inspection. There is a certificate of registration prominently displayed in the office.

The AQAA details that there is a Statement of Purpose and Service User Guide in place that these can be provided in various formats and that new service users will receive a copy of the Service Users Guide. Both documents were viewed and detailed they had been reviewed and provides information for prospective service users to make an informed decision on whether the agency can meet their needs.

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.

There is a management structure and policies and procedures are in place to ensure that service users will receive a well-managed service.

Evidence:

The Registered Manager of the agency is not a Registered Nurse, and does not have previous experience in the provision of care or of working in a care environment, but is an experienced manager in the customer service industry. The Manager stated she is about to commence NVQ Level 4 in Management, has been well supported and has attended various development courses in management and care provided by the organisation.

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.

There is a recruitment procedure in place to ensure nurses supplied are appropriately checked and qualified. But it must be ensured that these are always followed to protect the service user.

Evidence:

There is a recruitment procedure in place to ensure that recruitment checks are undertaken prior to employment. The Manager stated she initially meets with any prospective staff then the Responsible Individual, who is a registered nurse and has current registration with the Nursing and Midwifery Council (NMC), undertakes the interviews for the recruitment of nurses. The Responsible Individual will undertake the assessment before a nurse is supplied. That as the agency is developed a registered nurse will be recruited to work in the agency.

The documentation for two nurses, one who was in the process of being recruited was viewed and was well structured. Both had an evidence of a completed application form, one had one written reference and the other two written references which had been received, a completed Criminal Records Bureau (CRB) check including a Protection of Vulnerable Adults (POVA) and a Protection of Children (POCA) check, a completed health questionnaire, which included evidence of the immunisation status of the nurse, and a record of employment interviews undertaken. A nurses NMC Personal

Evidence:

Identification Number (PIN) is checked, and the Manager stated that there would be ongoing checks of a nurses registration status. A Requirement has been made to ensure that two written references are received prior to a nurse commencing work with the agency

There was evidence on one of the nurses documentation viewed that an induction had been undertaken through the agency, for the other it was not applicable. The Manager stated that induction covers the policies and expectations of the organisation, and will ensure all mandatory training is up-to-date and identifies if there are any training needs. Copies of certificates for training undertaken externally and from the agency will be maintained within the individuals staff file, and this was evidenced on both the nurses documentation viewed.

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.

There is a clear complaints procedure in place, which service users and their representatives will be able to access to raise any concerns. There are policies and procedures in place in relation to the promotion of the health, safety and welfare of service users and to protect them from abuse.

Evidence:

There are policies and procedures in place for dealing with complaints. The AQAA details that one complaint has been received; the CSCI has not received any complaints directly. A log of complaints is kept and this was viewed confirming that the policy in place was followed.

There are policies and procedures in place for dealing with the Safeguarding of Vulnerable Adults. There was not a copy of the East and West Sussex Brighton and Hove Multi-Agency Guidelines for the Protection Of Vulnerable Adults available in the office. This was discussed with the Manager who agreed to ensure a copy was available to reference, so a Requirement has not been made on this occasion. The Manager confirmed that staff will receive training as part of the induction and that this will be updated two yearly. The staff handbook gives clear information regarding

Evidence:

safeguarding procedures.

The AQAA details that policies and procedures are in place, which have been developed in line with NMC Code of Professional Conduct for the administration and recording of medication. The nurse's handbook details the medication policy to follow.

There are detailed policies and procedures are in place in relation to confidentiality. The Manager stated the importance of confidentiality and the Data Protection Act 1998 is discussed with nurses at induction. Additional guidelines are provided in the nurse's handbook.

The AQAA detailed and the office visit confirmed that there are policies and procedures in place for health and safety and these had been reviewed. The Manager stated that health and safety issues are covered in induction and that nurses will be provided with annual updates where required. There is also information provided in the nurse's handbook.

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.

There are management systems in place, which operate to clear organisational policies and procedures to ensure that the agency is run in the service users and nurses best interests.

Evidence:

The Manager described processes in place to verify time sheets and the organisations systems, which are in place to ensure calculations are made of charges and invoices are submitted on a regular basis. Valid insurance cover was displayed within the office.

The agency's office is in Eastbourne and is accessible by public transport, and shares the building with other organisations. There is an entry system on the front of the building. The agency occupies two rooms, which are set up as an office and a training room, with a kitchen and toilet facilities shared with other occupants of the building. The office appeared was equipped. Information is stored on a database, and the Manager confirmed the office is covered for data protection. There are lockable facilities to ensure safety of records. It was not evidenced a fire risk assessment has been completed. The Manager stated that the owners of the building undertake fire

Evidence:

checks, and a representative of the organisation had undertaken a detailed health and safety check of the office, but records were not available to viewed. The Manager stated that this would be addressed for future inspections and so a Requirement was not made on this occasion.

At the time of the inspection the Nurse Plus and Carer Plus office for both the domiciliary care agency and nurses agency had only one employee, the Manager. The position of consultant, who undertakes administrative duties was vacant and awaiting a new consultant to commence work with the agency. Two visits were made to the office as on the first visit the office was closed. When the Manager is not available to work in the office there can be a need to close the office and transfer calls to the Manager's mobile telephone. This must be kept under review by the organisation to ensure adequate staffing of the office. The organisation has a management structure in place with clear lines of accountability.

A nurses handbook is in place, which was viewed during the inspection. This provides staff with clear information on their roles and responsibilities and their expected conduct when working for the agency. The AQAA details that the agency has the required policies and procedures, with key policies and procedures being included in the nurses handbook.

A 'Terms of Engagement' document is in place to be supplied to the nurses to complete, that specifies the terms and conditions of service. The one nurses documentation viewed had a copy of this document, which had been completed.

The Manager stated that nurses would receive regular supervision three monthly, which is recorded. Nurses will also undertake annual appraisals. Detailed documentation to record supervision and appraisals was in place and viewed during the inspection. The one nurses documentation viewed had a record of a supervision, which had been undertaken.

There is a quality assurance system in place. There is a system in place to monitor the service provided three monthly and detailed questionnaires are available to be sent out annually. It was evidenced that the quality assurance information is being requested and responses received.

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

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

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
1	3	12	That two written references are received prior to a nurse commencing work with the agency. To protect service users.	31/03/2009

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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Web: www.cqc.org.uk

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