



Making Social Care
Better for People

inspection report

NURSES AGENCY

Nurse Plus (UK) Ltd

**Unit 10 Centre One
Lysander Way
Old Sarum
Salisbury
Wiltshire
SP4 6QA**

Lead Inspector
Susie Stratton

Key Unannounced Inspection
31st October and 5th November 2007 9:00am

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 (UK) Ltd
Address	Unit 10 Centre One Lysander Way Old Sarum Salisbury Wiltshire SP4 6QA
Telephone number	01722 331139
Fax number	01722 349436
Email address	salisbury@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 Pamela Anne Bruce
Type of registration	Nurses Agencies

SERVICE INFORMATION

Conditions of registration:

1. Small nurses agency

Date of last inspection 7th June 2006

Brief Description of the Service:

Nurse Plus (UK) Ltd operates from its own self-contained offices on a retail park outside Salisbury. A training room is provided as part of the offices, and parking is available at the front of the building. The registered manager is Ms Pamela Bruce, and she is supported by Ms Janice Drain, who is registered as the Responsible Individual. Ms Drain is a qualified nurse. The agency provides services not just in the city of Salisbury but in the surrounding countryside, so the area covered is large. A domiciliary care agency is also provided from the same premises.

At present, there are no patients being nursed in their own homes, although nurses are supplied to various organisations, including the Ministry of Defence. Fees charged range from £11.30 per hour to £16.50 per hour. A copy of the agency's service users' guide is provided to any person or organisation who receives a service.

SUMMARY

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

The judgements contained in this report have been made from evidence gathered during the inspection, which included visits to the service and takes into account the views and experiences of people using the service.

The first site visit for this agency took place on Wednesday 31st October 2007 at 9:00am when we visited the main office, reviewed records and discussed service provision with office staff. As the manager was away on a study day at the first site visit, a second site visit took place on Monday 5th November 2007 at 3:30pm. The responsible individual was present as well as the manager on the day of the second site visit. As part of this inspection, we reviewed records relating to the agency's five registered nurses, computer records relating to supply of registered nurses and policies and procedures. As part of the inspection process, Nurse Plus completed an annual quality assurance assessment and this was used to inform the inspection. The agency's own internal quality review was also reviewed. Due to external factors, including the postal strike it was not possible to send out questionnaires to registered nurses employed by the agency.

What the service does well:

The agency has comprehensive information available to inform service users and registered nurses. Information provided is regularly reviewed. Senior managers review performance and when the agency is not complying with its own policies and procedures prompt, action is taken to address matters.

What has improved since the last inspection?

No requirements or recommendations were identified at the previous inspection. The agency maintains regular review of its policies and procedures.

What they could do better:

Two requirements and one recommendation were identified at this inspection. Where a registered nurse has a gap in her employment record, there must always be satisfactory written explanation of the gap. Evidence must be available to show that each registered nurse has received appropriate supervision to support them in their role. If the agency starts providing a service to people in their own homes, they should inform the CSCI so that their compliance with this part of their policies and procedures can be verified.

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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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

Quality in this outcome area is **good**

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

Prospective patients and services are fully informed about the service provided.

EVIDENCE:

Nurse Plus has a comprehensive statement of purpose and service users guide. All service providers are offered a copy of the service users' guide. At present no patients are cared for in the community. Mrs Bruce reported that if they did provide a service to people in the community, that they would also be given a copy of the guide. Where services are currently provided, they are to known settings where the agency has established links, such as the Ministry of Defence or certain care homes with nursing.

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 run by a fit person and organisation.

EVIDENCE:

The manager of the agency has been in post for a period of time and is fully aware of her responsibilities. She is currently completing the registered manager's award. As she is not a nurse, she is supported by a nurse who performs interviews and supervisions. Following an internal review, the person who took on this role has recently stepped down and the role is now performed by the Responsible Individual for the organisation, who is an experienced nurse. Mrs Bruce also manages a domiciliary care agency, which is run from the same offices.

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, 5 & 6

Quality in this outcome area is **good**

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

People who use the service are protected by the agency's recruitment systems and procedures to ensure that registered nurses are competent to perform their roles.

EVIDENCE:

Nurse Plus has an effective system for recruitment of registered nurses. All nurses submit an application form/cv, two references are obtained, a health check and police checks are performed. All registered nurses are interviewed by a registered nurse. Registered nurses' pin numbers are appropriately verified. The registered nurses immunisation status and indemnity insurance is explored during the interview assessment process. Where a registered nurse is from abroad, proof of their immigration status is retained on file. The agency has an equal opportunities policy which is adhered to when appointing new registered nurses. An interview assessment tool is used and a checklist, to ensure that all relevant documents have been reviewed.

One registered nurse's file showed that they had a significant gap in their employment record and two different dates had been given for when this gap commenced. There was no evidence that this had been probed at interview, as is stated to be company policy. The managers reported that a different registered nurse had been performing interviews for a period of time. This person appeared not to have been following company policy in certain respects. They had therefore taken action to review systems for staff recruitment, to ensure that all recruitment fully followed company policy and regulations.

The agency considers at interview the skills base of registered nurses and also their preferences for where they would like to work. Copies of certificates are retained on file. A review of records indicated that registered nurses were placed in areas where they had the appropriate skills base. Records showed that registered nurses pin numbers were regularly checked after employment.

Most placements are with known providers and staff at the agency are aware of the skills base needed by registered nurses when being placed with these providers. Service providers are given details of registered nurses' professional qualifications before the nurse is supplied. Nurse Plus ensures that all registered nurses maintain their skills and knowledge base in mandatory areas, such as manual handling. A matrix is available so that managers can review when registered nurses are due for updates. Relevant certificates relating to up-dates are held on registered nurses' files.

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.

People who use the service are protected by the agency's procedures relating to complaints, health, safety and welfare.

EVIDENCE:

Nurse Plus has a complaints procedure, which is available in the service users' guide and staff handbook. The manager was aware of the importance of taking action if complaints are raised by people and how important matters raised by people are as part of quality audit. No complaints have been received by us since the previous inspection.

The staff handbook includes a comprehensive policy on safeguarding adults and there was evidence from training records that registered nurses have been regularly trained in the area.

The manager was aware of her responsibilities for reporting matters under the local safeguarding adults' procedures. No matters have been referred under this procedure since the last inspection.

The agency has a comprehensive medicines policy and procedure. This is made available to all staff in their handbook. The responsible individual reported that they keep the procedure under review and regularly up-date it, in accordance with new guidelines.

The agency does not currently provide a service to any people in their own home. There are comprehensive guidelines available relating to how services would be provided to people in their own homes. It was discussed that if the agency do develop their service to provide a service to people in their own homes that they should inform us, so that we can verify that they are providing services in accordance with their own policies and procedures.

The agency has a full policy on health and safety. Health and safety is included in the staff handbook and there was evidence that staff are regularly trained in the area.

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.

People who use the service will be protected by the agency's systems for management and administration.

EVIDENCE:

The agency gives all registered nurses a comprehensive handbook and they sign a document, which is retained on their file to state they have received it. Registered nurses are issued with terms of engagement outlining the conditions to which they are expected to work. The agency has a procedure for regularly contacting people for whom they provide a service to receive their views on registered nurses supplied to them.

An annual survey of quality assurance is also performed. The manger reported in the annual quality assurance assessment that their policies and procedures are regularly reviewed and up-dated in line with changing guidelines and legislation.

A review of individual staff files did not show any records of supervision. There was evidence of contact from individual organisations, to inform the agency of their views on the nurse supplied. The manager reported that they had had a registered nurse who was expected to perform staff supervisions. They had recently identified that this person had not been performing their role as anticipated and were taking action to ensure that supervisions were re-commenced.

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	2
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	2

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
1.	NU3	12(1,a)S3 (6)	Where a registered nurse has a gap in her employment record, there must be satisfactory written explanation of the gap in employment.	31/12/07
2.	NU18	14(1)(2,a)	Evidence must be available to show that each registered nurse has received appropriate supervision.	31/01/08

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
1.	NU11	If the agency starts providing a service to people in their own homes, they should inform the CSCI, so that their compliance with this part of their policies and procedures can be verified.

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