



*Making Social Care  
Better for People*

# inspection report

## **NURSES AGENCY**

**Nurse Plus & Carer Plus (UK) Ltd**

**83a Commercial Road  
Southampton  
SO15 1GH**

*Lead Inspector*  
Janet Ktomi

*Unannounced Inspection*  
18th September 2008      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

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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](http://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](http://www.tso.co.uk/bookshop)

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# SERVICE INFORMATION

<b>Name of service</b>	Nurse Plus & Carer Plus (UK) Ltd
<b>Address</b>	83a Commercial Road Southampton SO15 1GH
<b>Telephone number</b>	02380 638232
<b>Fax number</b>	02380 638234
<b>Email address</b>	
<b>Provider Web address</b>	<a href="http://www.nurseplusuk.com">www.nurseplusuk.com</a>
<b>Name of registered provider(s)/company (if applicable)</b>	Nurse Plus and Carer Plus (UK) Ltd
<b>Name of registered manager (if applicable)</b>	Mrs Christine Arnold
<b>Type of registration</b>	Nurses Agencies

# **SERVICE INFORMATION**

## **Conditions of registration:**

**Date of last inspection**            9th October 2007

## **Brief Description of the Service:**

The agency provides nurses to service users in their own homes and to nursing homes or companies.

The office is located in the centre of Southampton with car parks nearby. The office is located on a first floor accessible only via a flight of stairs.

Fees are available from the agency and would vary depending on the time of day/night and specific skills that may be required.

# SUMMARY

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

*The quality rating for this service is **1 star**. This means the people who use this service experience **adequate** quality outcomes.*

At the time of the unannounced inspection the service had only one nurse who was not providing care for a service user in the community. It is therefore not possible to fully assess outcomes for people in a number of key standards and outcome groups. Therefore an overall quality rating of adequate, 1 star is the maximum that can be awarded until the agency has more nurses working in a variety of settings, such that outcomes for people can then be evaluated.

This report details the results of an evaluation of the quality of the service provided by Nurse Plus and Carer Plus (Uk) Ltd and brings together accumulated evidence of activity at the agency since it was last inspected in October 2007.

Prior to the visit to the agency office the manager sent to the Commission a range of information about the service in an Annual Quality Assurance Assessment (AQAA), which has been used with other information to inform the various judgements made about the service.

We undertook a visit to the agency office to test the information provided. There we spoke with the manager, and other office staff. We also inspected some of the agency records, including recruitment and training records, and some of the agency policies and procedures.

## **What the service does well:**

The agency has good recruitment and induction procedures with all the necessary checks undertaken on nurses before they commence working for the agency.

The agency office is well equipped with space for private interviews and training.

The agency has procedures in place to ensure service users in the community would be safe.

## **What has improved since the last inspection?**

There were no requirements or recommendations made following the previous inspection.

## **What they could do better:**

There were no requirements or recommendations made following this inspection.

The registered manager is aware that she must obtain a recognised management qualification.

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](mailto: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:

Standard 1 is not a key standard and was not assessed.

## EVIDENCE:

## 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 **adequate** quality outcomes in this area.

We have made this judgement using a range of evidence, including a visit to this service.

Service users are assured of the integrity of the agency however the registered manager must obtain a nationally recognised qualification in management.

### EVIDENCE:

The agency has a registered manager who has been managing the agency since it was first registered in December 2006. The registered manager stated in the AQAA that she will be undertaking NVQ level 4 in management. The registered manager informed the inspector during the site visit that she has not yet commenced her NVQ level 4 in care or management, however she is hoping to commence this in the near future. The registered manager stated that she has undertaken other training including a counselling course and keeps herself updated via the Internet and with information from the provider.

## **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.

We have made this judgement using a range of evidence, including a visit to this service.

The agency has robust recruitment procedures and ensures that new nurses are competent to undertake work allocated.

#### **EVIDENCE:**

The recruitment file for the one nurse working for the agency was viewed and a discussion was held with the agency manager about the recruitment, induction and allocation of nurses.

The registered manager is not a registered nurse therefore a registered nurse employed by the provider in another agency undertakes the interviews for nurses. The recruitment records for the one nurse working for the agency evidenced that all the required pre-employment checks had been undertaken including application form, references, medical and immunisation history, Criminal Records Bureau check, protection of vulnerable adults and children

check and a Nursing and Midwifery Council check. The immunisation record for the nurse had not been fully completed and the manager stated that she would ensure the missing information was completed.

New nursing staff undergo formal induction training and the inspector saw evidence of this on file. A registered nurse is available to undertake supervision and monitoring of nursing staff, with the agency manager undertaking routine support and supervision.

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

It is not possible to assess outcomes for people as the agency has only one person working for them in a non domestic community setting.

The agency has the necessary procedures to ensure that complaints would be appropriately investigated and resolved and that people will be safe from abuse. Procedures are also in place for the safe administration of medication and the health, safety and welfare of services users.

## **EVIDENCE:**

The agency has a complaints procedure in place which is included in the service users guide that the manager stated would be provided to all service users either in their own homes or to organisations. The manager stated in the AQAA that no complaints had been received. The manager described the procedures and records that would be completed if a complaint were received.

Safeguarding adults is included in the agency induction day and further information is provided to nurses in the agency nurses handbook that was viewed during the visit to the office. Handouts were also seen that are given to nurses during their induction day. Discussion with the registered manager indicated that she is aware of what action she should take should a nurse report safeguarding concerns for either children or adults.

The staff handbook contains a medication policy that is in accordance with the NMC Code of Professional conduct. The registered manager stated that the agency has the necessary recording sheets should nurses be administering medication to a person living in the community. The agency provides training in respect of medication to care and support workers and nurses could attend this if they wished to do so. The registered manager stated that if a nurse working for the agency made a medication error she would visit the service and undertake an investigation.

The agency has policies and procedures in place regarding safe working practises. The manager stated that she has been trained in risk assessment and these would be undertaken if a nurse were supplied to a person living in the community. The registered manager stated that equipment in the home would be checked as part of the risk assessments.

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

The registered manager ensures that staff know what is expected of them and would ensure that service users are asked their views.

### EVIDENCE:

The manager stated that the one nurse working for the agency has been given a handbook that covers topics such as conduct expected, the roles and responsibilities, training and development and the policy for dealing with allegations of abuse. The inspector viewed a copy of the nurse's handbook during the visit to the service.

The inspector was shown the quality monitoring forms that are sent to service users and discussed how any issues identified would be addressed. Due to the agency having only one nurse working for them at the time of the unannounced inspection it was not possible to fully assess this standard.

# 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>
<b>1</b>	X

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

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

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

MANAGEMENT AND ADMINISTRATION	
<b>12</b>	X
<b>13</b>	X
<b>14</b>	X
<b>15</b>	3
<b>16</b>	X
<b>17</b>	X
<b>18</b>	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

### **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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