

HealthStar Care Nurse Agency

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Type of inspection: Announced (short notice)
Inspection completed on: 31 March 2017

Service provided by:
J.B. Divine Provisions Ltd

Service provider number:
SP2014012353

Care service number:
CS2014330912

About the service

Healthstar Care Agency Ltd was first registered with the Care Inspectorate in August 2015 to supply registered nursing staff, to a variety of other providers which includes nursing homes.

The service is registered in Edinburgh and managed from an office in Edinburgh.

The service's literature states: "At Healthstar Care we are committed to promoting equality, service users independence and choices, engage users' participation in their care. We are working in partnership with all our clients, to ensure we exceed their expectations. Healthstar Care is an up and rising nursing agency for nursing staff and care services in Scotland and the UK.

At the time of the inspection, the agency had been in operation for only a very short-time since the end of 2016 despite being registered in 2015.

What people told us

Clients told us that the small team are very pleasant to deal with and they would have no hesitation in contacting the team for any reason. The team respond quickly to enquiries.

Self assessment

Every year all care services must complete a 'self-assessment' form telling us how their service is performing. We check to make sure this assessment is accurate. The self-assessment document was not completed by the nurse agency.

From this inspection we graded this service as:

Quality of Information	3 - Adequate
Quality of care and support	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of information

Findings from the inspection

The agency has only recently begun to operate to provide a service to care homes. Currently, business is on a small-scale.

Data protection was being followed with data being stored on a password protected computer, with hard copies of information being stored in a locked cabinet within a private office. The confidentiality policy is contained within the employment contract, given to staff on commencement of employment.

The agency has a website that provides an initial point of contact with the ability to contact the service by email or phone. Mobile telephone numbers were available to ensure a point of contact for clients and staff over a 24 hour period.

There is a website which provides information about the agency. We felt that information contained on the website could be further developed to provide more detail about the service.

Clients told us that a face to face meeting took place prior to commencement of the service. We heard that presentations made by the agency management were professional and helped establish the needs of the client, to determine how the agency could support that.

When entering into a contract with the service, a service agreement was completed. The service agreement set out in writing the details of the service being provided. The service must include a statement to inform clients of arrangements, should the agency close down or have a change of ownership. We have made a recommendation about this (see recommendation 1).

Information contained in all of the agencies publications including the brochure for clients and staff handbook should be reviewed to ensure information is directed towards the appropriate audience. There were some inconsistencies in information and we discussed with the provider how to make changes that would improve the clarity of information, in accordance with who the publication is intended for. Clearer links to agency policies could be made to help provide clarity when reading information.

The service must include a statement to inform clients of how to make a complaint to the Care Inspectorate. We have made a requirement about this (see Requirement 1).

Requirements

Number of requirements: 1

1. The service provider must have a complaint procedure that includes the option of contacting the Care Inspectorate.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Complaints, 4, 6(a).

Timescale: within twelve weeks of receipt of this report.

Recommendations

Number of recommendations: 1

1. People who use the service should receive full information about the nurse agency and the services it provides.

National Care Standards, Nurse Agencies - Standard 1: Information About the Nurse Agency.

Grade: 3 - adequate

Quality of care and support

Findings from the inspection

Currently, business is on a very small-scale with ten staff including directors and so the information available at the inspection was limited, by the short operating time and the relatively low numbers of staff placements.

We did speak with people who used the service who told us that they were happy with the quality of service provided. Service users felt that continuity of staff placement helped with provision of quality of care, that staff were able to deliver within their placement. We saw that the agency aimed to provide continuity of staff placement, which was achieved through a system of booking, usually by phone.

We saw evidence of documentation that had been developed to gain feedback from service users. A feedback **document** regarding staff performance and suitability for the placement was available. The 'client satisfaction' questionnaire contained good information and we discussed how this could be further enhanced to gather wider information. We also discussed the required frequency of this feedback. There was an employee evaluation document that had been created to give to home managers, asking for them to rate the performance of staff placed in their service by the agency. We thought these were good developments and we will review the implementation of all feedback mechanisms at the next inspection, when they have been used.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

We reviewed the recruitment policy and a number of recruitment files for new staff.

There were a number of areas within the recruitment process where we directed the provider to improve practice. The agency should follow current safer recruitment guidance. Some of the areas within that guidance that could be improved include; in differentiation between personal and professional references; signatures and dates on photocopies of original documents, especially those that relate to identity; dates when applications were received and creation of an interview schedule to verify that face to face interviews have taken place.

We saw that Protection of Vulnerable Groups (PVGs) checks were in place with notes of when these would require to be rechecked. There were occasional references to English legislation in relation to this, and we have made a recommendation about ensuring all policies and documents refer to current legislation in Scotland. Notification of registration with the Nursing and Midwifery Council (NMC) was in place with a mechanism for regular checks and expiry dates to be conducted.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service provider should introduce a more robust method for maintaining a clear record of interviews as part of the recruitment process. The contents of Safer Recruitment Through Better Recruitment (Scottish Social Services Council) and Care Inspectorate (2016) should be used as a guide to develop a recording tool for use.

National Care Standards, Nurse Agencies - Standard 4(4): Management and Staffing Arrangements.

2. The service provider should review all policies, documentation and training materials to ensure that documentation is compliant with Scottish legislation. This should ensure that staff employed by the agency are working with appropriate knowledge to meet the needs of service users.

National Care Standards, Nurse Agencies - Standard 4(5): Management and Staffing Arrangements.

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The service is run by a small team from a well organised office space. The team is accessible by telephone 24 hours a day. Although registered with the Care Inspectorate in 2015, the service has been operational for only a few months. As a result of the short-time the service has been operating, quality assurance processes are not yet fully embedded in the running of the service. There were no audits to view and so it was not possible to measure how well the service was identifying emerging priorities.

The complaints procedure was in place in keeping with national care standards and we could see that the manager had responded to two complaints. We made suggestions about increasing the information that was recorded, to promote learning from these experiences. There were a variety of tools that have been developed to help the service gain feedback from both staff and service users. We discussed ways to maximise opportunities for feedback.

We viewed a number of systems to monitor key areas of performance. For example, the service was a system to aid monitoring of staff registration with appropriate bodies such as the Nursing and Midwifery Council and Scottish Social Services Council. There was an electronic system to allow the manager to keep track of recruitment progress. We saw a spread sheet detailing the nature of the services to be supplied to clients, to help identify preferred areas of work enabling a good match and create for client and nurse.

There were policies contained within a staff handbook to provide guidance to staff. We suggested the whistleblowing policy could be more closely related to the professional codes of conduct.

We suggested ways to make induction and training more robust. The service is in consultation with a training consultant to embed face to face training. There was a training matrix being developed and we will review induction and training at the next inspection.

We made suggestions about how to develop a systematic approach to quality assurance processes and we have made a recommendation about this (see Recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Service users are confident that the nurse agency uses an audit system to check regularly with them and the nurse to make sure that the quality of the placement is satisfactory. The outcome of the audit should be recorded, including any action that needs to be taken to put things right.

National Care Standards, Nurse Agencies - Standard 3(9): Service Arrangements.

Grade: 3 - adequate

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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