

# Inspection report

## Elite Care (Scotland) Ltd Support Service

4 Alfred Place  
City Road  
St Andrews KY16 9XG

**Inspected by:** Ingrid Laing  
**(Care Commission Officer)**

**Type of inspection:**

**Inspection completed on:** 30 November 2006

**Service Number**

CS2004084731

**Service name**

Elite Care (Scotland) Ltd

**Service address**

4 Alfred Place  
City Road  
St Andrews KY16 9XG

**Provider Number**

SP2003002515

**Provider Name**

Elite Care (Scotland) Ltd

**Inspected By**

Ingrid Laing  
Care Commission Officer

**Inspection Type****Inspection Completed**

30 November 2006

**Period since last inspection****Local Office Address**

South Suite Ground Floor  
Largo House  
Carnegie Avenue  
Dunfermline  
Fife  
KY11 8PE

## **Introduction**

Elite Care (Scotland) Ltd, formerly Invalid Services, is a privately owned agency which was established in 1984 and provides a range of nursing, domestic and care services. The agency has been registered with the Care Commission since 1 April 2002.

The Nurse Agency provides nurses and carers to local hospitals, care homes and service users living in their own homes on a needs led basis.

The aims of the service states " We believe our clients have the right to be cared for in a compassionate, caring and professional manner ensuring that their needs are met by respecting their privacy, comfort and wishes."

## **Basis of Report**

This report was written following an announced inspection which took place between 29.11.06 and 08.12.06.

A Regulation Support Assessment (RSA) is carried out prior to each inspection to determine what level of support is necessary. The RSA is an assessment undertaken by the Care Commission Officer which considers: complaints activity relating to this and other services by the same provider, changes in the provision of the service, nature of notifications made to the Care Commission by the service and action taken upon requirements.

This service was assessed as requiring a medium level of regulation support and as a result the inspection focussed on the key themes for 2006/2007:

Safer Recruitment

In addition, the following key standards from the National Care Standards – Nursing Agencies were referred to:

Standard 1- Information about the Nurse Agency

Standard 2 - Agreeing the Service

Standard 3 - Service Arrangements

Standard 4 - Management and Staffing Arrangements

Standard 5 - Concerns, comments and complaints

The inspection was undertaken with reference to The Regulation of Care (Scotland) Act 2001 and The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002.

This report was compiled from information taken from:

Pre Inspection and Self Evaluation documents completed by the manager.

Discussions with the proprietor.

Inspection of a range of policies and procedures, a selection of training and recruitment records, staff and service user information and other relevant documentation.

## **Action taken on requirements in last Inspection Report**

There were no requirements made in the last inspection report.

## **Comments on Self-Evaluation**

The self evaluation document was completed by the manager and reflected identified strengths of the service and areas for development.

**View of Service Users**

None accessed.

**View of Carers**

None accessed.

## **Regulations / Principles**

### **Regulation :**

#### **Strengths**

#### **Areas for Development**

## **National Care Standards**

### **National Care Standard Number 1: Nursing Agencies - Information about the Nurse Agency**

#### **Strengths**

A comprehensive and well presented information pack which covered all aspects of this standard was given to all service users'.

The service operates a manned 24 hour telephone service.

#### **Areas for Development**

None identified at this inspection.

### **National Care Standard Number 2: Nursing Agencies - Agreeing the Service**

#### **Strengths**

All service users' received a written agreement defining the service to be provided. At each review a revised agreement of support was developed and signed by the service user/their representative. The information held within the agreement covered all aspects of the type of service being provided, cost and rights to change or end the service.

The assessment and review procedure allowed service users' to be involved in planning the service to be provided.

Reviews were carried out every six months or as agreed with the service user.

#### **Areas for Development**

None identified at this inspection.

### **National Care Standard Number 3: Nursing Agencies - Service Arrangements**

#### **Strengths**

The process of assessment and review provides the basis from which the most appropriate staff will deliver the care and support.

Service users' were informed in the service agreement of the procedure for requesting a change of staff, if necessary.

A record of agreed needs, service provided and reviews was held in the service user's home. A system was in place which supported communication and information exchange between the nurses/carers and the agency.

Senior staff visit service users' on a regular basis to monitor staff practice and obtain service users' views on the quality of the service provided. A service evaluation was completed last year, involving all service users', and action was seen to be taken on the information received.

### **Areas for Development**

None identified at this inspection.

## **National Care Standard Number 4: Nursing Agencies - Management and Staffing Arrangements**

### **Strengths**

An initial assessment of need was undertaken by a nurse manager to ensure care was provided by staff with appropriate skills, abilities and experience.

Elite Care (Scotland) Ltd. had a range of policies and procedures which covered all legal requirements, such as health and safety, administration of medicines and managing risk. Staff were aware of relevant policies and procedures and there was a system in place to inform staff of new guidance.

Staff files were examined and safe recruitment procedures were seen to be followed, including completion of an application form, an interview, two references, professional register (NMC) check and a Disclosure Scotland check.

A programme of induction was in place for all new staff. A formal system of staff supervision and appraisal was in operation.

Training records were examined. The system for recording training identified the training given and unmet training needs of individual staff members. All staff received core training and additional training was provided specific to individual service users' needs.

A uniform code was included in the contract of employment ensuring that all staff wore suitable workwear and staff also carried proper identification.

### **Areas for Development**

Not all policies were specific to Elite Care and the management was in the process of

reviewing and updating all policies and procedures to ensure that they contained current and accurate guidance for staff.

The Care Commission is inspecting upon a theme of safer recruitment this year. Policies and procedures relating to recruitment and a random sample of five staff files were examined during this inspection. The following areas for development were identified:

Staff files would benefit from being organised and indexed.

The recruitment process included completion of a health questionnaire prior to employment.

However, where health problems were identified there was no system of follow up to confirm fitness prior to employment.

There was no record that staff skills, experience and qualifications had been checked.

A recommendation (1) is made

Disciplinary records were examined and appropriate action was seen to have been taken.

However there was no record of follow up to disciplinary matters to evidence that the recommended action to be taken had been completed and the expected outcome was achieved.

A recommendation (2) is made.

## **National Care Standard Number 5: Nursing Agencies - Concerns, Comments and Complaints**

### **Strengths**

A copy of the complaints procedure was included in the information pack given to all service users. The complaints procedure included details of the Care Commission.

Complaints were seen to be recorded and appropriate action taken.

Open communication was encouraged between service users, relatives and the agency.

### **Areas for Development**

None identified at this inspection.

**Enforcement**

None.

**Other Information**

Elite Care had taken action to address all the recommendations and areas for development in the last inspection report.

**Requirements**

None

**Recommendations**

1. The service should develop their recruitment and selection policy and procedures to include:

- A system of follow up to health questionnaires which evidences that potential employees are physically and mentally fit.
- A record that staff skills, experience and qualifications have been checked.

National Care Standards, Care at Home; Standard 4 - Management and Staffing Arrangements.

2. A system of follow up to disciplinary matters should be developed to evidence that the recommended action to be taken has been completed and the expected outcome achieved.

National Care Standards, Care at Home; Standard 4 - Management and Staffing Arrangements.

**Ingrid Laing**

**Care Commission Officer**