

Care service inspection report

Scottish Nursing Guild

Nurse Agency

160 Dundee Street
Edinburgh
EH11 1DQ

Inspected by: Linda Taylor

Type of inspection: Announced (Short Notice)

Inspection completed on: 27 March 2013



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Service provided by:

Independant Clinical Services Ltd

Service provider number:

SP2007009176

Care service number:

CS2007155863

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Information	4	Good
Quality of Care and Support	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	3	Adequate

What the service does well

The service had a comprehensive recruitment process in place which followed best practice guidelines. People told us that the staff supplied were professional and well trained. Overall people were very happy with the service provided by the nurse agency.

What the service could do better

The service must ensure that any issues of misconduct and unsafe practice are dealt with through disciplinary procedures, including reporting incidents to the Nursing and Midwifery Council. The service should ensure that detailed complaint investigations are carried out. Audits should be developed and the information from audits and from feedback from clients and staff should be used to improve and develop the service. The service could look at other more effective ways to gain feedback from its clients and staff.

What the service has done since the last inspection

The service achieved grades of excellent and very good at the last inspection.

Conclusion

Overall the management team continue to provide good quality staff that meet the needs of the clients using the service.

Who did this inspection

Linda Taylor

1 About the service we inspected

The Scottish Nursing Guild is registered as a Nurse Agency and supplies registered nurses and care staff to hospitals, care homes and private clients in their own home. It supplies nurses and carers all over Scotland and the main office is in Edinburgh. It forms part of Independent Clinical Services who is the provider of the service. It also operates a care at home service from the same office.

The service has been established in Scotland for many years. It was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Information - Grade 4 - Good

Quality of Care and Support - Grade 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 3 - Adequate

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We compiled this report following a short announced inspection on 12 February and 27 February 2013. The inspection took place between the hours of 10:30am till 3pm on 12 February 2013 and between 10am and 1:30pm on 27 February 2013. Feedback was given to the manager on 27 of February and 8 and 21 March via the telephone. Final feedback was given via email on 27 March following consultation with the team manager. The service forwarded some information via email so we could conclude evidence to complete the inspection. The inspection was carried out by Inspector Linda Taylor.

As requested by us, the care service sent us an annual return; the service also sent us a completed self assessment form.

During the inspection we spoke to three people who used the service to find out their views about the care and support that they received.

We spoke with the manager and members of the management team.

We spoke with four members of staff

We gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:

The completed self assessment

Registration certificate

Accident records

Complaints records

Service user information

Staff files

Induction records

Training records

Computer system for recording client and staff information

Care plan

Results of quality surveys.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on 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.

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

Taking the views of people using the care service into account

We spoke with three people who had used the service. All were very happy with the service provided by the Scottish Nursing Guild. Comments included;

"Very happy with the service provided".

"Good staff, carers who are well trained and professional".

"The service is very quick to respond to our requests for staff".

"Staff get really good training, and are not competent until they are confident".

"Staff work to a high standard".

"Pretty accommodating, try and ensure continuity of carers".

Taking carers' views into account

We did not manage to speak to carers at this inspection.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 0: Quality of Information

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the information provided by the service.

Service strengths

We found the service had good systems in place to obtain feedback about the quality of information provided by the service. We concluded this after looking at the results of client surveys and from speaking to the management team.

The service sends out a yearly survey to clients. Part of the survey covered aspects on the information that the service provided. The manager told us that the results had recently been fed back to clients via the quicknurse system which is a computer system that gives information about the service to clients and to staff. One client told us that they had found the information to be useful.

Areas for improvement

There was no evidence that informed us of what the service did to make any improvements or developments following the results of the surveys. It would be useful to develop an action plan, which highlights the action the service will take to improve and develop its service (see recommendation 1).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should consider developing an action plan following feedback from clients that explains how the service intends to develop and improve.

National Care Standards nurse agencies

Standard 4 Management and staffing arrangements

Statement 2

We provide full information on the services offered to current and prospective service users. The information will help service users to decide whether our service can meet their individual needs.

Service strengths

We found the service had good information for its clients. We concluded this after looking at the service user guide and the information pack, and from speaking to people who used the service and the management team.

There was a very detailed service user guide available (80 pages) which the manager informed us was usually sent to larger organisations. It contained useful information such as; the aims and objectives of the service, the supply of staff, policies and procedures. There was a smaller information pack, which individual clients could use. The pack contained good information about what the service could offer, contract information, terms and conditions and charges.

Areas for improvement

The service should update some of the information within both the guide and the information pack for example; both documents refer to The Scottish Commission for the Regulation of Care, this has been replaced by Social Care and Social Work Improvement Scotland (SCSWIS). The provider address is different to that on the registration certificate and needs updated. There was no information about the complaints procedure in the information pack. There was no information in either document that suggested they would be available in other languages and formats. The service should consider adding this information to the documents. The service should review both documents so that all the information is up to date (see recommendation 1).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should update the information it gives to clients to ensure all the detail is accurate.
National Care Standards nurse agencies
Standard 1 Information about the nurse agency

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

We found the service to be good at participation; we concluded this from speaking to people who used the service, reviewing the results of the client survey, looking at a care plan and a review meeting and from speaking to the management team.

We spoke to three people who used the service and all were happy with the service provided by the Scottish Nursing Guild. Feedback from the service's own client survey indicated that overall clients were happy with the service provided.

We looked at one care plan, and found that the service reviewed care needs on a regular basis for example, every three months. Other agencies and relatives were involved. This meant that people had a say about the care and support needs of the clients, and that the care was up to date.

Areas for improvement

The manager told us that the response to the client surveys had not been as good as in previous years and that trying to obtain feedback from larger organisations had been difficult. We discussed looking at other methods to increase participation; the manager discussed the possibility of using a survey monkey as a form of obtaining feedback, which is a confidential computerised system.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure our service provides care staff who are most suitable to meet individual service user needs. The care and treatment received by the individual service user, is supported by evidence based practice and up to date policies and procedures. These reflect current legislation (where appropriate Scottish legislation).

Service strengths

We found the service to be very good at ensuring staff had the appropriate skills when they were assigned to clients, we concluded this by looking at the computer software system which held information on staff, and from speaking to clients. We also reviewed some of the policies and procedures that the service had in place and the induction and competency workbooks.

Clients we spoke with said that they found staff to be skilled and knowledgeable. One person commented, "staff were really good". The service had a computer software package that contained detailed information about staff for example;

- * staff's skills and competency
- * up to date training
- * up to date registration with the relevant professional body for example the Nursing and Midwifery Council (NMC)

This meant staff were allocated to clients because they had the appropriate skills and experience.

The service provided staff with a nurse handbook, which contained a wide range of policies and procedures to support staff in their role. We saw that there was detailed work done with care staff to update their competency levels. The management staff told us that a detailed induction took place. We saw examples of an induction in the recruitment files which was very detailed.

Areas for improvement

The service should review the service user guide and the nurse handbook to ensure that Scottish legislation is included. For example; Adults with Incapacity (Scotland) Act 2000, Adult Support and Protection (Scotland) Act 2007 and Protection of Vulnerable Groups (Scotland) Act 2007. (Please also refer to statement 0.2 above under areas for improvement re SCSWIS).

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

We found the service to be good at participation; we concluded this from speaking to people who used the service, looking at the results of the client survey, looking at client information on the computer system and from speaking to the management team.

People we spoke with were very complimentary about the staff. They told us that they could give verbal feedback over the telephone about staff's performance and they found that the service passed this information onto the staff. This meant that staff had the opportunity to receive some feedback about their performance.

The annual client survey covered a section on the nurse or carer and included other questions about the quality of staff. Overall, the survey showed that clients were satisfied with the staff provided by the service.

Areas for improvement

The service used the staff member's timesheet as a way to obtain feedback on its staff. This was in the form of a tick box, and clients could comment on how good staff's performance was for example; excellent, very good. We discussed with the manager that this method was not very effective in obtaining meaningful feedback about staff's performance. The service should therefore consider other ways to obtain feedback about individual staff for example; telephone calls or emails (see recommendation 1).

The management team informed us that they carry out telephone monitoring. The service should consider how they best use this information to develop and improve the service, for example by utilising an action plan. Please also refer to quality statement 0.1 under areas for improvement for this statement.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should consider other methods of obtaining meaningful feedback about its staff.

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

The service had very good systems in place to ensure staff were appropriately recruited and competent in their practice. We concluded this from speaking to people who used the service, looking at staff recruitment files, and looking at training and induction records.

All of the three clients we spoke with thought very highly of the staff, commenting that they were professional, well trained and provided good quality care.

The service had a comprehensive recruitment procedure, which concurred with current best practice. We looked at two staff files and found that registered nurses undertook interviews for new staff and the service did a range of checks to ensure staff were properly recruited, for example; two references, protection of vulnerable groups/disclosure, immunisation/health checks, training and competency checks/visa and personal information checks.

Staff had to complete an induction workbook before they commenced with the service. Staff told us that they had good training opportunities and we saw that staff could attend different training venues throughout Scotland. The management team informed us that the computer software system highlighted training that staff had and when mandatory training was due. This meant mandatory training was kept up to date.

We looked at two competency assessments and found that the service was very good and thorough at assessing staff competence. The competency workbook was very detailed.

The robust processes ensured that staff were recruited with the appropriate skills, qualifications and experience to deliver good quality care that met client's needs.

Areas for improvement

Some staff told us that they had not had a recent appraisal. The manager informed us that this was the case and they were looking at introducing a new appraisal form as they felt the previous system was ineffective. The new clinical performance assessment was to be completed by the nurse in charge of the shift that staff were assigned to. We will monitor progress on the system at the next inspection.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

We concluded that the service was good at participation. We came to this view after we looked at the results of the client surveys and took on board the views of clients. Overall people were very happy with the service.

Areas for improvement

The surveys could be adapted to include more questions about the quality of management and leadership.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

We found that the service was performing at an adequate level under the theme of quality of management and leadership. We concluded this by reviewing two complaints made against staff, looking at policies and procedures, speaking to three clients and speaking to the manager and the management team, and reviewing information on audits and surveys.

The service had carried out an annual client and staff survey. The management team informed us that overall, both surveys were positive and we saw some results from the surveys. The management team posted the results on the quick nurse system, which is a web-based system that clients and staff could access.

The quality assurance policy in the service user guide informed clients of the service's commitment to providing a quality service. Of the three people we spoke with they all thought the agency offered a good quality service.

The manager told us that the organisation was moving towards having a central audit function carried out by head office in Bristol.

Areas for improvement

We looked at how the service managed complaints about staff misconduct and we were concerned that the service had not adhered to their disciplinary policy or their complaint policy. The service must follow its disciplinary process to ensure staff are fit to practice and the public are protected. The service must inform the Care Inspectorate of any misconduct issues (see requirement 1). The service should also carry out a detailed complaint investigation as per their policy. We made a recommendation to improve complaint investigations (see recommendation 1). The manager discussed with us some of the difficulties agencies had, for example; agency staff were not seen as employed staff, which the manager informed us, affects staff's rights. There will be further discussion with the manager on the above issues.

We did not see any evidence of how the service monitored audits or how the service used the results of feedback from clients and staff to influence improvement and development. The service needs to improve and develop its auditing process so that they can use the results to ensure continued service improvement. We made a recommendation about this (see recommendation 2). The service should consider developing an action plan so that service improvements can be monitored.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 2

Requirements

1. The provider must notify the Care Inspectorate of any issues of misconduct.
This is to comply with: SSI 2011/210 Regulation 4 (1) (a) Welfare of users.
Regulation 9 (1) Fitness of employees. Timescale: from receipt of this report.

Recommendations

1. The service should ensure that it follows the complaints policy and undertakes a detailed complaint investigation.
National Care Standards nurse agencies
Standard 5 Concerns, comments and complaints
2. The service should put in place more robust audit systems that assist the service to improve and develop. An action plan could be used to monitor improvement and development of the service.
National Care Standards nurse agencies
Standard 4 Management and staffing arrangements

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Information - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Quality of Care and Support - 4 - Good	
Statement 1	4 - Good
Statement 3	5 - Very Good
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 3 - Adequate	
Statement 1	4 - Good
Statement 4	3 - Adequate

6 Inspection and grading history

Date	Type	Gradings
22 Feb 2010	Announced	Information 6 - Excellent Care and support 5 - Very Good Staffing 6 - Excellent Management and Leadership Not Assessed
31 Mar 2009	Announced	Information 5 - Very Good Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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Translations and alternative formats

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অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایں تسرد یم ونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

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