

ScotNursing & Medical Services Limited Nurse Agency

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Type of inspection:
Announced (short notice)

Completed on:
12 November 2020

Service provided by:
ScotNursing & Medical Services
Limited

Service provider number:
SP2011011689

Service no:
CS2011300901

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

The service was registered with the Care Inspectorate in March 2014.

ScotNursing provides nursing and care staff to a variety of services such as care homes and hospitals. Nursing staff also provide occupational services to prisons and courts as well as supporting people to live in their own homes. At the time of inspection they were providing care and support to three people living in their own home.

The service's statement indicated that they 'will provide nurses and carers with a wide range of knowledge, skills and experience to a variety of service users at times mutually agreed by both parties' and aim to 'provide high quality care which is cost effective and responsive to the needs of the service user'.

What people told us

We contacted care services who book staff to work in their care home or hospital. All were overall very happy with the quality of staff and care received.

We spoke with two relatives during the inspection who were very happy with the quality of staff and care provided to people living in their own homes.

Self assessment

The service was not asked to submit a self assessment prior to this inspection.

From this inspection we graded this service as:

Quality of Information	4 - Good
Quality of care and support	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of information

Findings from the inspection

People who use the service should experience high quality care and support because they have the necessary information and resources. We found that overall the service provided good information to people in terms of their service brochure, service user guide, website and conditions of service/contract agreements.

The service user guide had been updated since the last inspection and provided good information for people using the service. Examples of these included:

- Overview of the processes for delivery of care
- Recruitment and application process
- Contact with service user
- Quality assurance processes
- List of key policies
- Accidents and incidents
- Complaints procedure
- Termination and withdrawal of services

We discussed as an area for improvement how the service user guide could include information on six monthly reviews and accident and incident reporting for people living in their own homes.

The service brochure was being updated however it gave clear information about how to raise concerns, give feedback and the terms and conditions of the placements.

The website was a good source of information for both staff and people who used the service. It included contact information and people who used the service and staff confirmed that they could contact the agency 24 hours a day for advice or support.

We received positive feedback from people who used the service about the information provided and the quality of communication. People told us that the service tried to match particular skills of nurses to the needs of people using the service. We discussed as an area for improvement that all agency staff could have profiles of their experience and training and a picture which could be given to prospective care providers.

The service had reviewed their participation policy since the last inspection which provided information on how people could be involved in the service provision. This included:

- Personal planning (for people receiving nursing care in their own homes)
- Shift audit forms
- Complaints and suggestions
- Regular service user/staff and stakeholder engagement surveys
- Care review meetings (for people receiving nursing care in their own homes)
- Regular telephone reviews/catch ups
- Messages via staff members

We looked at how these had been implemented and found that the service was good at involving people who used it in assessing the quality of the service.

The surveys carried out provided good feedback and gave an opportunity for people to influence the quality of service provision. We discussed how the agency could improve how it gathers views from care homes as many of them were not aware of the survey or the shift audit forms (See Quality of Management and Leadership)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of care and support

Findings from the inspection

We found that overall the service provided a good level of support to meet the health and welfare needs of service users.

We found that regular checks were carried out on nurses to ensure that they were legally able and safe to practice. There were good systems in place to ensure staff could not work if they had not met certain requirements, for example, if training had lapsed.

At the time of inspection, the service was providing specialist care to three people in their own homes who had complex health and wellbeing needs. These packages of support had dedicated staff which gave consistency and helped improve outcomes for people. Relatives we spoke with were very happy with the service and told us they were fully involved in the planning and review of the care provided. Personal plans were detailed and supported care and support. There were risk assessments to inform staff any action they needed to take to reduce risk. Reviews had been carried out to ensure service user's needs were being met although not everyone was aware of the frequency of these. We discussed as an area for improvement the planning of reviews to ensure they were carried out as a minimum six monthly and allowed people and relevant parties to plan and contribute to the reviews.

There was a good system for responding to comments, concerns and incidents reported by care services. We saw that the agency learned from incidents and took action to address any learning to improve outcomes for service users.

There had been a delay in some nurses reporting incidents when they occurred in people's homes and the agency was reviewing and piloting a new reporting procedure in response to this. To ensure care and support is responsive to people's needs it is important that all nurses follow the correct procedure for accident and incident reporting when they are providing care directly to people in their own homes. The pilot was ongoing, and it was too early to say if there had been a sustained improvement in the reporting procedures (See Recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure people using the service receive responsive care and support the provider needs to implement robust incident reporting procedures and ensure all staff are aware of these when delivering support in people's own homes.

This is to ensure care and support is consistent with Health and Social Care Standard (HSCS) which state, 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

Grade: 4 - good

Quality of staffing

Findings from the inspection

We found that the service provided good support and relevant training opportunities for staff in order to provide the required level of care and support to people who used the service. We looked at training and induction records, recruitment files and minutes of meetings.

Since the last inspection, the service had addressed a recommendation and ensured that training to specific individual needs were recorded on training files. They had also clearly defined what mandatory training staff had to do on an annual basis. The nurses we spoke with found it beneficial to their role. Training records were clearly recorded on an electronic system which highlighted when training was due.

Throughout the inspection process we spoke with nurses, most with long service history with the service, they told us that were well supported by management and very motivated in carrying out whatever training was expected of them and to be involved in developing the service.

In response to the current pandemic the service had put in place policies and procedures and updated the infection control training to take account of COVID 19. We found that nurses were kept up to date often on a weekly basis with best practice guidance and they were confident in delivering support in a safe manner during the outbreak.

It is important for nurses to meet so as they can share practice and learning. There were difficulties providing opportunities for all nurses to meet to discuss their work due to their geographical distribution. There had been some zoom meetings but not all staff were aware of these. We discussed as an area for improvement how the service could ensure nurses got an opportunity to attend meetings. We discussed how this could tie in with training dates and also the increase use of technology.

We looked at a sample of records of newly recruited staff. We found that the service provided a good level of protection for service users in relation to the recruitment and induction of staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

People who used this service should be confident that they were being supported by an organisation which is well led and managed. We spoke to staff, looked at the staff appraisal and supervision system, action plans, incident reports, investigations and quality assurance procedures. We found that overall the service was managed and led to a good standard.

The management team had built up good working relationships with people who used the service and staff which had a positive impact when communicating with each other.

The service had used a lessons learned approach following findings from an internal investigation. This meant that the service continued to show improvement in the quality of the service they provided.

Annual appraisals and monitoring of training meant staff had the opportunities to discuss, reflect on and improve how they cared for people and be involved in developing the service. The service had also recently introduced clinical supervision for nurses who provided care to people in their own homes. This was in the early stages but should provide a good opportunity for identifying good practice and any training needs. The service should also look to develop the staff appraisal form. This should take account of the person's job description and the work they have carried out the previous year.

We discussed as an area for improvement increasing the frequency of supervision for nurses who worked in complex care packages in people's homes and to record these. This would allow for more regular formal feedback and further involve staff in the management and development of the service.

The service used surveys and audits as one way of monitoring the quality of service provided. Not all care homes were aware of the surveys or audits. They also audited records of care for people in their own homes. It was not clear how the analysis of these methods had fed into improvement or development plans that could be shared with key people including people who used the service. Management acknowledged that records in relation to quality assurance could be improved and they had recently introduced a new quality assurance policy and procedure. This was in the early stages of being implemented so we therefore could not assess the impact of this (See Recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure people using the service receive responsive care and support the provider should embed robust quality assurance processes that demonstrate good governance and contribute to high quality care.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

Grade: 4 - good

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

Recommendation 1

In order to ensure that service users receive the correct level of care and support, the manager should ensure that staff receive the required level of training and records reflect this.

National Care Standards for Nurse Agencies: Standard 4 - Management and staffing arrangements.

This recommendation was made on 28 April 2015.

Action taken on previous recommendation

This recommendation was met please see under Quality of Staffing for further information.

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

Date	Type	Gradings	
17 Mar 2016	Unannounced	Information	4 - Good
		Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
		Information	Not assessed
		Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed

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