

Robinson Medical Recruitment and Associated Company Robinson Recruitment Solutions Nurse Agency

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Edinburgh
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Telephone: 01312 269 670

Type of inspection:
Announced (short notice)

Completed on:
6 September 2022

Service provided by:
Robinson Recruitment Solutions
Limited

Service provider number:
SP2011011668

Service no:
CS2011281661

About the service we inspected

Robinson Medical Recruitment and Associated Company Robinson Recruitment Solutions is a registered as a nurse agency providing registered nurses to hospitals in the National Health Service and private sector. They also provide nurses to care homes in the central belt of Scotland.

An administration team support the placement of nurses, overseen by a trained nurse. The trained nurse is available 24 hours a day, seven days a week.

The services aims and objectives and information about the service is available on their website, their aims include:

"Here at RMR we hold our values up high because we care about the quality of service we give to our clients and candidates. We provide temporary and permanent staffing solutions to the healthcare sector including NHS, private hospitals and care homes".

How we inspected the service

This was a follow up inspection which concluded on 6 September 2022. This inspection was undertaken to follow up on a requirement following a complaint investigation which took place in June 2022.

The inspection was carried out by one inspector from the Care Inspectorate. In making our evaluations we reviewed documents and spoke with staff and management.

Taking the views of people using the service into account

This was a focussed inspection therefore we did not seek the views of people experiencing care.

Taking carers' views into account

This was a focussed inspection therefore we did not seek the views of carers.

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

Previous requirements

Requirement 1

By 31 July, the provider must ensure there are systems in place to protect people from harm. To do this, the provider must at a minimum:

a) develop and implement a policy and procedure to inform how any risks associated with staff members will be considered and addressed.

b) ensure that all staff are informed and knowledgeable of the policy and procedure.

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS), which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

This is in order to comply with: Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 16 June 2022.

Action taken on previous requirement

This requirement was made following a complaint investigation. The provider submitted an action plan to detail how the requirement would be met to ensure positive outcomes for people experiencing care.

The manager and nurse manager told us that the service had developed a policy to ensure any risks associated with staff members could be considered and addressed. This policy contained relevant information on steps that would be taken to manage any risks associated with staff and referred to other relevant policies.

The policy has been shared with staff to ensure they are aware of the policy and their responsibilities. Office staff we spoke with told us they had been shared the policy and this had been discussed at a team meeting. We were confident office staff had a good understanding of the policy and had a clear understanding of how to escalate concerns.

Met - within timescales

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

Previous recommendations

Recommendation 1

To make sure that people have confidence in agency nurses who care and support them recruitment and placement processes and policies and procedures should be improved. The provider should ensure;

- * that all policies and procedures are in place, (starting with recruitment and medication policies);
- * that policies are current and have the capacity to be reviewed on a regular basis;
- * that recruitment practices are audited annually and improvements made so that PVGs, risk assessments, indemnity insurance and any other relevant checks are in place; and
- * that the skills checklist should also be reviewed to ensure more detail is requested about the skills, experience and qualifications that nurses have.

This is to ensure that care and support is consistent with the Health and Social Care Standards, standards 3.14 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 and 4.11: I experience high quality care and support based on relevant evidence, guidance and best practice.

The document Safer Recruitment through Better Recruitment (Care Inspectorate, Scottish Social Services Council 2016) may support meeting this recommendation.

This recommendation was made on 1 May 2018.

Action taken on previous recommendation

This was a focussed inspection, this area for improvement was not considered.

Recommendation 2

To reassure people with dementia that agency nurses caring for them have the right skills, knowledge and expertise the manager should ensure nurses undertake appropriate training. Where the nurses are placed in specialist dementia units their training should meet the enhanced level of training identified by the Scottish

Promoting Excellence in dementia framework. Nurses could access the free training resource directly <http://www.sssc.uk.com/workforcedevelopment/supporting-your-development/promoting-excellence-in-dementia-care>.

This is to ensure that care and support is consistent with the Health and Social Care Standards, standard 1.19 My care and support meets my needs and is right for me. (HSCS 1.19).

This recommendation was made on 1 May 2018.

Action taken on previous recommendation

This was a focussed inspection, this area for improvement was not considered.

Recommendation 3

To reassure people that agency nurses have the right skills, training, experience and qualifications to care and support them well RMR should ensure clients' contracts make clear that they have a shared responsibility. They should continue to remind care services to advise them of any special skills needed by the agency nurse.

This is to ensure that care and support is consistent with the Health and Social Care Standards, standard 4.17 If I am supported and cared for by a team or more than one organisation, this is well coordinated so that I experience consistency and continuity.

4.18 I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected.

This recommendation was made on 1 May 2018.

Action taken on previous recommendation

This was a focussed inspection, this area for improvement was not considered.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

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

Inspection and grading history

Date	Type	Gradings	
1 May 2018	Unannounced	Information Care and support Environment Staffing Management and leadership	Not assessed 4 - Good Not assessed Not assessed 3 - Adequate
21 Jan 2016	Announced (short notice)	Information Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed Not assessed
4 Dec 2012	Unannounced	Information Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent Not assessed 6 - Excellent 6 - Excellent

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