

Newcross Healthcare Scotland Nurse Agency

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Type of inspection:
Announced (short notice)

Completed on:
6 April 2023

Service provided by:
Newcross Healthcare Solutions
Limited

Service provider number:
SP2005007230

Service no:
CS2018365850

About the service

Newcross Healthcare Scotland was registered with the Care Inspectorate on 3rd January 2019 to provide nurses to registered care services, hospitals, health care services and individuals to all of Scotland.

Any staff member responsible for placing nurses must be a registered nurse with the appropriate qualifications, skills and experience.

A registered nurse must be 'on-call' whenever the service is in operation.

The service must ensure that all nurses placed by them are registered with the relevant professional body, and on the relevant parts of the register in respect of the work they are to be carrying out.

Newcross Healthcare Scotland have teams in Aberdeen, Ayr, Central Scotland, Dundee, Edinburgh, Highlands, Kirkcaldy and West Scotland. They provide temporary healthcare staff for registered care services and the NHS, in their local areas.

At the time we inspected nurses were deployed in care homes and hospitals. The registered manager was available to support the business of inspection.

About the inspection

This was a short notice announced inspection which took place between 13 March and 6 April 2023. The inspection was carried out by four inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered since registration.

In making our evaluations of the service we:

- spoke with five people in care homes
- spoke with nine managers of care homes
- spoke with 13 nurses
- spoke with four management and office staff
- observed practice in two care homes
- reviewed records

Key messages

- There were excellent systems in place to support communication, management, staffing and quality assurance.
- Reliable, professional and skilled nursing staff were supplied to deliver care.
- The agency had a strong focus on providing the right staff for the services being supported.
- We found compliance with regulatory responsibilities and a culture of continuous improvement.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership and staffing?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We evaluated this key question overall as very good. We found significant strengths in the service delivery which supported positive outcomes for people. There was very high quality performance across a wide ranging service delivery and few areas for improvement. This meant people experienced high quality care and support.

People should experience care and support that is warm and compassionate. We saw professional, kind, friendly interactions between agency nurses and people living in two care homes.

We found agency nurses recognised the importance of finding out about the people in their care and in working with the care home or ward's own staff to ensure safe and appropriate care and support. They described the challenges that came when supporting services experiencing workforce pressures and the importance of effective communication in ensuring safe and compassionate care that preserved people's dignity and identity.

Agency nurses provided a clear understanding of their responsibilities as registered nurses working with a professional code of conduct. This in turn informed their practice including their responsibilities to protect people from harm, neglect and abuse. We found training, policies and procedures were in place and could direct staff to work within the parameters of legislation and good practice guidance about public protection.

Agency nurses told us they felt the training offered was good, which resulted in them having confidence in their practice supporting the best outcomes for the people in the homes they supported. Policies and procedures, which were readily available to staff were comprehensive and up to date. As a result people could be confident they should experience care and support based on relevant guidance.

When asked, agency nurses confirmed their e learning included essential practice areas such as medication management and infection prevention and control. As a result people could be confident they should experience safe healthcare.

We found very good management of medication errors which meant the risk to people using the services the agency supported could be reduced despite the fact that most services using the agency were experiencing workforce pressure resulting in them being short staffed.

Care home managers said they felt that the agency valued their views and feedback and actively encouraged these. The service provided regular opportunities for feedback on individual nurses and the agency's operations. We found the agency engaged positively with organisations to resolve any issues and used learning from these to make improvements to the service they delivered.

Care home managers also said that they were highly satisfied with the agency. They were confident that nurses coming to support them were well trained and understood their roles and responsibilities. They said the nurses were an asset to their team, took time to listen and understand the needs of the service and how best to support people. They were confident that if they identified concerns, the agency would respond appropriately.

Following the introduction of comprehensive electronic systems, the services using the agency and agency nurses themselves, benefitted from accessible, clear information and effective lines of communication. Most reported an improved service as a result and that most issues could be addressed anytime day or night. We found the systems in place to match nurses to services reflected very good planning and consultation which meant nurses with the right skills and experience were generally sent where they were needed. This meant people's health and wellbeing could be promoted.

How good is our leadership and staffing?

5 - Very Good

We evaluated this key question overall as very good. We found significant strengths in the service delivery and support provided, which supported positive outcomes for people. There were few areas for development and a clear commitment to improvement.

The service had a very good recruitment procedure for prospective nursing staff in line with safer recruitment guidance. The process of recruitment was well organised and documented so that core elements of the procedure were followed consistently.

Agency nurses did not start work until all pre-employment checks had been concluded and relevant mandatory induction and training has been completed to ensure people are kept safe.

Induction was thorough and had been developed to include a virtual shift where competencies could be assessed and learning needs identified. This provided further assurance regarding the nurses ability to fill their role in a variety of setting. The Health and Social Care Standards could be highlighted within induction to further promote people's rights.

Agency nurses were confident that they had the right skills and knowledge to support the people in services they attended. They reported very good communication and support from management. Training was accessible and relevant. There were systems in place to support up to date training and appraisals. The nurses we spoke to were positive about working for Newcross because of the systems in place to support communication and training and felt valued. They also benefitted from direct feedback from people using the serviced as part of their appraisal. This in turn could promote a positive culture of care in the services in which they were deployed.

There was a detailed complaints procedure that enabled concerns to be raised. Care home managers said that they were comfortable raising concerns with the service and confident that these concerns would be addressed. There was a culture of continuous improvement clearly evident at this inspection. We found learning from complaints and incidents was central to the provider's quality assurance processes and informed a dynamic approach to quality improvement in all areas including medication management.

We found the provider's development of comprehensive electronic systems supported very good communication and record keeping, including robust systems for recording the qualifications and experience of each nurse and how this could be matched to roles where they may have the relevant competencies or where training or refreshers were due.

People using the service could have their needs met and were kept safe as all placement decisions were made by a suitably qualified and experienced nurses. This supported an understanding of the setting and competencies required to provide high quality care.

The registered manager demonstrated a clear understanding about what was working well and what improvements were needed. They ensured that the outcomes of people who were using the service and the support for nurses they deployed were central to the systems and people running the day to day service. There were clear systems for monitoring standards of care including clinical governance which were used to support individual nurses and inform training in general. As a result people and organisations depending on the agency could have confidence in the standard of care and support being delivered.

We found very good management of medication errors which meant the risk to people using the services the agency supported could be reduced despite the fact that most services using the agency were experiencing workforce pressure resulting in them being short staffed. This may be an area where the provider could demonstrate, the effectiveness of their quality assurance in managing risk and reducing the number of incidents with the potential to cause harm. This was discussed with management at feedback.

Care home managers described a very good level of continuity provided when nurses were booked in advance, which meant the nurses could develop their knowledge of residents and provide well informed care and support. They described very good relations with the agency and said that the nurses were an essential asset supporting consistent standards in the quality of nursing experienced by people living in their care homes.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People's rights are promoted and respected	5 - Very Good
1.2 People's health and wellbeing benefits from their care and support	6 - Excellent

How good is our leadership and staffing?	5 - Very Good
2.1 Safer recruitment principles, vision and values positively inform practice	5 - Very Good
2.2 Quality assurance and improvement is led well	6 - Excellent
2.3 Staff have the right skills and are confident and competent	6 - Excellent

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