

GSR Nursing Ltd Nurse Agency

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Type of inspection:
Unannounced

Completed on:
8 December 2025

Service provided by:
GSR Nursing Ltd

Service provider number:
SP2017012944

Service no:
CS2017358079

About the service

GSR Nursing Ltd may supply or introduce registered nurses to registered care homes. The company is based in Aberdeen but operates in Aberdeen City, Aberdeenshire, City of Edinburgh, Midlothian East Lothian and West Lothian areas. They supply both Registered Nurses and care workers to registered care homes. Although the service has been registered since 2018, they have only recently been supplying or introducing Registered Nurses. At the time of the inspection 4 registered nurses were actively working for the service.

GSR Nursing Ltd form part of a larger organisation including GSR Care at Home and Support Services.

About the inspection

This was a announced inspection which took place between 3 December and 8 December 2025. One inspector carried out the inspection.

This was the services first inspection. To prepare for this inspection we reviewed information about this service. This included registration and complaints information, information submitted by the service, and intelligence gathered throughout the inspection year. To inform our evaluation we:

- spoke with staff and management
- reviewed documents.

Key messages

- Professional and skilled nursing staff were supplied to deliver care.
- Safe and effective recruitment practices were in place.
- The agency had a strong focus on providing the right staff for the services being supported.
- Nurses felt well supported, confident and competent in their roles.
- The detailed quality assurance system prompted 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 as very good. We found significant strengths in the service delivery and support provided, which supported positive outcomes for people.

The organisation had a vision of providing high quality care and support, which helped promote high standard person-centred care to adults and older people in Scotland. The agency supplied Registered Nurses to care homes. Services were well-informed about the service they had purchased. This helped care home Manager's to make an informed decision about using the service. This was supplemented with further information when nurses were provided on placements. As a result, care home managers were confident that nurses coming to support them were well trained and understood their roles and responsibilities.

A comprehensive training program was in place. Staff completed their core training before commencing placement. Training was monitored and updated annually. The management team had high expectations of their staff. This included staff displaying professional values and ensuring their staff worked as part of the client's team. Where issues had arisen, this was discussed and prompt action was taken, either through the agency's formal processes or informally through coaching conversations. The agency engaged positively with organisations to resolve any issues and used learning from these to make improvements to the service they delivered.

Detailed and up-to-date policies and procedures were readily available to both agency staff and clients. The management team were in the process of reviewing these policies to ensure they clearly reflect the nurse agency part of their business. Staff were frequently reminded of changes and updated as to the policies and procedures by the management team. As a result, staff had all the relevant best practice information and guidance available to support their practice.

Communication with the agency was very good. The manager was frequently in contact with the care homes. As a result, they had developed a good working relationship. The manager was readily available to discuss any concerns or issues. As a consequence, people felt comfortable to raise any issues with the agency and felt confident their feedback would be acted upon when required.

How good is our leadership and staffing?

5 - Very Good

We evaluated this key question as very good. We found significant strengths in the service delivery and support provided, which supported positive outcomes for people.

Staff were being recruited safely. The agency followed national Safer Recruitment guidance. All pre-employment checks were concluded for new employees before they started employment. This meant people using the service could be confident that staff had been recruited safely.

The management team demonstrated a clear understanding about what was working well and what improvements were needed. They ensured that the outcomes for people who were using the service and the support for nurses they deployed remained central to the systems. The management team were responsive to all developments or improvements highlighted throughout the inspection. There was a wide-ranging quality assurance process in place, supported by the agency's management systems. There was a mixture of formal and informal feedback obtained on a regular basis on the performance and quality of the agency and the staff they supply. This ensured a culture of improvement was fundamental within the organisation.

Formal Systems and processes to support and develop staff were being developed. A staff competency register, and direct observation of practice was being further developed. The completion of these checks would ensure everyone could be confident that staff were well trained, appropriately skilled and working to required standards. This would ensure that staff are placed appropriately and deliver high-quality, safe and effective care to people they support. The nurses were well informed about their responsibilities under their professional code of conduct. As a result, people could be confident they should experience safe nursing care. Staff said that they felt well supported. This assisted in assuring staff remained competent, skilled and supported to undertake their role.

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	5 - Very Good

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	5 - Very Good
2.3 Staff have the right skills and are confident and competent	5 - Very Good

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