

# Un1ty1 Ltd Nurse Agency

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**Type of inspection:**  
Unannounced

**Completed on:**  
18 March 2026

**Service provided by:**  
Un1ty1 Ltd

**Service provider number:**  
SP2024000128

**Service no:**  
CS2024000428

## About the service

Un1ty1 Ltd is a nurse agency. The agency provides registered nurses to care home services across NHS areas of Fife, Tayside, Grampian and Highland.

The service has an office in Glasgow. At the time of the inspection the service had 4 Registered Nurses on their register.

The aims of the service is "To work collaboratively with our clients to provide staff with the relevant knowledge, skills and experience to deliver expert clinical, practical and emotional care to patients across the full range of settings. We will strive to achieve quality and excellence in all aspects of our service delivery. Our priority is to satisfy the staffing needs of our clients as quickly and efficiently as possible."

## About the inspection

This was an unannounced inspection which took place between 16 and 18 March 2026. The inspection was carried out by two 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 the service registered. This was the first inspection of the service since registering.

In making our evaluations of the service we:

- Spoke with or received feedback from two clients who used the agency.
- Spoke with or received feedback from five staff and management.
- Reviewed documents.

## Key messages

We received positive feedback from those purchasing the service.

The agency ensured registered nurses' skills and experience matched client's needs.

The agency communicated effectively with clients who used the service.

Improvements were needed in the induction process for new staff.

To allow staff to contribute to the service, formal supervision processes need to be embedded.

Enhancing existing quality assurance systems would support the ongoing development of the service.

## 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?	4 - 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 found significant strengths in the care provided and how these supported positive outcomes for people. As a result, we evaluated this key question as very good.

People's health and wellbeing benefitted from compassionate and respectful care. Feedback from clients consistently indicated that staff treated individuals with dignity and kindness. One care home manager told us, "the nurses are knowledgeable and treat people professionally". This contributed to people feeling valued and confident in the care they received.

Policies and procedures were in place to guide staff practice and were aligned to best practice, including the Health and Social Care Standards, relevant legislation, and sector guidance. Staff told us they could access these documents when required, and updates were communicated effectively. This supported staff to deliver safe and consistent care.

A clear and informative welcome pack ensured clients were well informed about the service they were purchasing. This enabled people to make informed decisions about using the agency and gave clarity regarding the expectations, skills, and experience of the staff provided.

The service had an effective system for matching clients' needs with agency nurses who had the relevant skills and experience. This helped ensure people received care from staff who were competent and confident in the area they were working in.

Registered nurse profiles, containing details of their skills and experience, were automatically sent to clients when a nurse was allocated. However, some providers told us they did not always receive these. The provider assured us this process would be reviewed. When used effectively, these profiles helped ensure people received care from staff who were right for them.

Nurses were provided with up-to-date information about the care home they were allocated to, including key details and required skills. We suggested ways this could be enhanced further to support staff preparation.

The service gathered feedback from clients. This was positive about staff practice and the support provided by registered nurses. There was also a system to gather feedback from nurses. We discussed how this information could be used more effectively within the service's improvement planning.

## How good is our leadership and staffing?

4 - Good

We evaluated this key question as good, as a number of strengths had a positive impact on outcomes and clearly outweighed areas for improvement.

People could be confident that new staff were recruited safely in line with Safer Recruitment, Through Better Recruitment guidance. Pre employment checks were well monitored, including references, PVG, right to work, professional registration, qualifications, and training. The service also operated an effective system for monitoring NMC registration, which supported ongoing safety and compliance.

People could expect the service to be managed competently. Feedback was sought from staff and clients,

including at the end of placements via nurses' timesheets. Returned feedback was positive. However, systems to track requests, returns, and trends were underdeveloped. Meetings with partner services were not consistently reflected within quality assurance processes, and self-evaluation. We asked the service to enhance the monitoring of feedback and implement a structured overview to identify themes and inform improvement.

A complaints policy and procedure were in place. Although no complaints had been received, an overview system was available to record and monitor responses if required. People told us they felt confident raising concerns and were assured these would be addressed.

An overview of staff training monitored compliance with mandatory and optional learning. A blended model was in place, with eLearning and face-to-face sessions.

The initial induction to the agency supported understanding of roles and responsibilities. Staff valued the local inductions they received at each placement. However, for those new to particular clinical environments, the initial supernumerary shift was not supported by further review or structured development. This represented a missed opportunity to consolidate skills and provide assurance of competence.

Nurses confirmed access to management support out of hours, which offered reassurance when working in unfamiliar settings.

Staff supervision offered opportunities for reflection on practice. However, supervision arrangements were not consistently aligned with organisational expectations, and staff were unclear about the process. Opportunities to use feedback within supervision were not fully developed. Team meetings were not taking place regularly, and planned alternative approaches did not yet have a clear structure. We asked the service to establish a consistent schedule for staff engagement and to strengthen quality assurance through direct oversight of practice (See area for improvement 1).

## Areas for improvement

1. The provider should ensure staff supervision is carried out in accordance with the provider's policy to ensure staff are supported to discuss and develop their roles and reflect on practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: "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).

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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?	4 - Good
2.1 Safer recruitment principles, vision and values positively inform practice	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
2.3 Staff have the right skills and are confident and competent	4 - Good

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