

The Social Care Community Partnership (Nursing) Nurse Agency

9 Straiton Business Park
Straiton View
Loanhead
EH20 9QZ

Telephone: 01312 029 933

Type of inspection:
Announced (short notice)

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Service provided by:
The Social Care Community
Partnership Limited

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CS2013317719

About the service

The Social Care Community Partnership (Nursing) has evolved from an established provider of social care staff, The Social Care Community Partnership.

The nursing agency provides registered nurses to clients in several local authority and health board areas throughout Scotland. Clients are often registered care homes or the National Health Service (NHS). The head office for the nursing agency is in Loanhead, Edinburgh. The office is contained within a business park and offers secure, pleasant accommodation for any prospective clients to visit. The office has a comfortable office in which to interview potential staff for the agency. Another office in Glasgow deals mainly with placing nurses with clients.

About the inspection

This was a short notice announced inspection which took place on 30 April 2024. One inspector carried out the inspection.

To prepare for this inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year as well as reviewing documents.

Key messages

- Staff are skilled and professional in their roles.
- Staff are recruited safely and effectively.
- Feedback was used to continually look at ways of improving the service.
- The service had a robust quality assurance system in place.
- People receive care from professionals who are skilled, knowledgeable and well matched to people's needs.

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?	6 - Excellent

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 Service provided high quality nursing care and support, by covering staffing shortages in settings such as NHS and care homes. There was very good communication between the agency and the services to ensure that staff with the appropriate skills, knowledge and understanding were matched to their needs. The manager, who herself is a registered nurse, had an overview of staff skills and experience and was responsible for matching staff to the appropriate service.

All the nursing staff can access a wide range of training, which is delivered either face to face or online. Medication training is assessed initially at induction with further awareness training offered face to face at either the Edinburgh or Glasgow offices. This reassures the manager that the nurses they employ are knowledgeable and skilled in medication administration.

The services using the agency are supported to understand the standards of care expected and the nursing agency actively seeks feedback from the companies they supply agency nurses to ensure their staff practice effectively and promote professionalism.

People were confident that nurses coming to support them were well trained and understood their roles and responsibilities. One service relayed back to the agency that they were very happy with the nurse provided stating "the nurse was an absolute pleasure to work with, excellent with the patients they were looking after and worked well within the team, always friendly and engaging".

An NHS nursing bank manager told us "I am completely satisfied by the standard of service they provide."

All nurses were registered with the Nursing and Midwifery Council (NMC) and had access to the NMC code of conduct. Stringent guidance was in place to all nurses highlighting the importance of keeping their registration and revalidation in place. The staff handbook issued to all staff at all levels contained information regarding their roles and responsibilities and how to contact managers in an emergency. All Staff were given notice when a training refresher was due or new training they needed to attend. This ensures people could have confidence that people providing their care are trained, competent and skilled, and are able to follow their professional and organisational codes.

How good is our leadership and staffing?

6 - Excellent

We evaluated this key question as excellent in the aspects of care provided as well as the benefits of excellent leadership, because quality assurance and improvement were well led.

The service was well managed, based on excellent practice with measurable outcomes and the understanding of maintaining high standards as well as leading changes where improvement was necessary. People could be reassured the organisation providing their care is well led and managed.

Quality assurance was in place, audits were carried out by management as well as an external auditor. There was a bespoke database software in place which could be tailored to the needs of the service providing easy

access to a digital record of all information required for all staff and the services who use the nursing agency.

The management team were responsive to feedback and used learning to improve the service. There was a clear structure for learning within the service and excellent systems in place to record the specific qualifications, skills, and experience of each nurse, suited to the area of work they have requested to work.

The induction is thorough, and training was relevant to the nurses' roles and responsibilities. The management team ensured that all updates in training were completed within appropriate timescales. This ensured everyone could be confident that staff were well trained, appropriately skilled and working to required standards. One staff nurse told us 'The team are always sensitive to where I work and know the wards which I enjoy.'

Regular supervisions took place where staff were listened to and took part in the drive for improvement as well as developing their knowledge and skills. This meant organisations using the nursing agency could have confidence staff were trained, competent and skilled and able to reflect on their practice and follow their professional and organisational codes.

Excellent feedback was received from staff stating how well supported they felt. Staff we spoke with commented that they had clear expectations from the management team regarding their roles and responsibilities as well as their conditions of employment. Staff felt confident and supported as there is an identified point of contact with a registered nurse via an on-call system, should there be an issue or problem that needs attention. An open-door policy is in place offering a personalised service where staff can drop into the office or contact management at any time.

The manager of the nursing agency promotes a person-centred approach, with a value base of quality over quantity. Nurses are identified to work with organisations based on specific skill sets to work in certain health care settings. This ensures that the nurse assigned to the job has the correct knowledge and skills to fulfil their role either in a care home or NHS location.

Any complaints are dealt with as per policy and in a professional and timely manner. One nurse bank manager told us 'Any queries we have, which are rare, are addressed immediately and to an acceptable conclusion'.

Safe recruitment was demonstrated in an excellent way. It is the core belief of the nursing agency that all candidates should be recruited and interviewed on a face-to-face basis which allows the manager to get a more in-depth degree of suitability and professionalism from interviewed candidates. Their values for recruitment are based on care, compassion, competence, communication, courage and commitment. The interview process ensures that training and any further development needs are taken into consideration in the prospect of where each nurse has identified they wish to work.. The manager has a rigorous process to ensure that nurses are placed in the right locations dependent on who they will be supporting.

Staff did not start work until all pre-employment checks had been concluded and relevant mandatory induction and training has been completed. This ensures those receiving care from the agency staff are kept safe and all placement decisions are made by a suitably qualified Nurse.

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?	6 - Excellent
2.1 Safer recruitment principles, vision and values positively inform practice	6 - Excellent
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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
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