

Care service inspection report

Full inspection

Caledonia Healthcare Limited Nurse Agency

2nd Floor
46 Gordon Street
Glasgow



HAPPY TO TRANSLATE

Service provided by: Caledonia Healthcare Limited

Service provider number: SP2004004347

Care service number: CS2003047946

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of information	5	Very Good
Quality of care and support	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	4	Good

What the service does well

We found that the service communicates well with its service users, and recruited staff with the relevant skills to meet the needs of the people who used the service.

We reviewed the frameworks which the service undertook to gain views from people who used the service and found them to be of a high quality.

We found that the staff were enthusiastic, professional, and committed to providing a very good service.

What the service could do better

We found that the service had appropriate mechanisms in place in order for people who used the service to give their views, the service would benefit from analysing these results in more detail and providing an action or operational plan which would detail the outcomes of the information gained and the actions needed to improve the service, this should be fed back to people who used the service.

The service should be aware of its responsibilities to the Care Inspectorate as a registered service and its obligations to comply with notifications received.

What the service has done since the last inspection

We found that the service had developed and implemented its service user participation strategy, which endeavoured to include service user's ideas, comments, and feedback in order to improve the quality of the service provided.

The service continued to improve its documentation and policies with regard to service level agreements and contracts with service users.

Conclusion

We found that the service users and staff we met and spoke with held the service in very high regard.

We found the staff to be professional and well informed as to the needs of the people who used the service.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Caledonia Healthcare Limited operates a Nurse Agency service from an office located in the centre of Glasgow. The service has been registered with the Care Inspectorate since March 2004.

The service supply registered nurses and carers to service users who are providers of care in the community, in care homes and to private individuals in their own homes if required.

Caledonia Healthcare Limited's aim states that they "seek to establish and maintain the highest standards of care and support possible with caring and competent staff that are well trained in the duties they perform."

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of information - Grade 5 - Very Good

Quality of care and support - Grade 5 - Very Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website

www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection. The inspection took place on 29 September 2015 between 9.30am and 2pm. It continued on 2 October 2015 from 9.45am until 5pm. We gave feedback to the registered manager and the general manager on 2 October 2015.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the provider to complete and submit to us.

We met with one service user, and spoke with a further five through telephone interviews, we also spoke with six registered nurses in order to gain their feedback on the service provided.

Throughout the inspection process we obtained various pieces of evidence from speaking to the following staff and people who used the service:

- Registered manager
- General manager
- Registered nurses
- People who used the service

To support the inspection process we also reviewed the following documents:

- Insurance certificate
- Notification history
- Training records
- Staff files
- Staff supervision records

- Questionnaires and service surveys
- Caledonia Healthcare policies and procedures
- Service user participation strategy
- Service user information book
- De Poel audit system
- The service quality report

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service submitted a self-assessment to the Care Inspectorate on 7 September 2015, it failed to submit a self-assessment four weeks after it received its notification to do so. The service is now aware of its obligation to the Care Inspectorate and their responsibilities as a registered service.

Taking the views of people using the care service into account

"In my experience, I have found them fantastic, I never have an issue with Caledonia, and they are very accommodating."

"They are one of the better agencies, they have a higher quality of staff, Caledonia nurses will at least pick up a care plan."

"Caledonia are my first port of call because of the standard of nurses they provide, I have always found them very professional."

Other comments are reflected throughout the statements of the report.

Taking carers' views into account

We did not meet with carers of people using this nurse agency service.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 0: Quality of Information

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the information provided by the service."

Service Strengths

After we reviewed the information we gathered during the inspection process, we decided that the service was performing in this quality statement at a very good level.

Throughout the inspection process we found a detailed service user guide, this appeared appropriate and compliant with what would be expected by the Care Inspectorate. We reviewed contract arrangements and Caledonia Healthcare policies and procedures. Some examples of these included:

- Infection Control
- Complaints
- Compliance
- Criminal Convictions/PVG
- Conditions of engagement

We reviewed the service's satisfaction survey, which they carried out annually, we found that the survey asked people who used the service "how well does our service meet your needs" and "how would you rate the quality of our service".

We found after we met and spoke with people who use the service that Caledonia Healthcare will try and match the particular skills of an individual staff member to the needs of the people using the service.

We concluded that the people who used the service of Caledonia Healthcare were given opportunities at various stages in the year to participate in assessing improvements of the quality of information provided to them, this level of participation meant they felt involved in the organisation.

Areas for improvement

The service carried out informal audits of the service it provided during visits to people who used the service. The service would benefit from developing a recording system in order to capture their findings and be in a better position to feedback to service users.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 2

“We provide full information on the services offered to current and prospective service users. The information will help service users to decide whether our service can meet their individual needs.”

Service Strengths

After we reviewed the information we gathered during the inspection process, we decided that the service was performing in this quality statement at a very good level.

We reviewed the service aims and objectives and their statement of purpose, this included the range of service which Caledonia Healthcare provided

We found that the Caledonia Healthcare's "Service User Information" book detailed Caledonia's Care Principles which were reflective of those of the Care Inspectorate, and described how the service would achieve these.

We met with the registered manager and the general manager who told us that prior to agreeing a service with a potential service user they would visit the service in order to undertake a full assessment of the service user's needs, only then would they determine if they could meet their individual need.

Previous inspections had indicated that the service would benefit from how information is provided in alternative formats, on discussion with the service we found that any piece of information required could be provided in an alternative format, for example, Braille, or an alternative language.

We reviewed the services written agreements and how the service reviewed these and concluded that the service provided full information on the services offered, this meant the people who used the service could decide if Caledonia Healthcare could meet their specific need.

Areas for improvement

The service carried out a quality report and detailed its findings, the service would benefit from having a more positive approach to its findings, we discussed this with the service and found the report could be more informative to include the work the service does in order to retain its registration with the Care Inspectorate.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service."

Service Strengths

After we reviewed the information we gathered during the inspection process, we decided that the service was performing in this quality statement at a very good level.

We met and spoke with people who used the service and found that the level of communication between Caledonia Healthcare and the people who used the service was very high, and that their satisfaction with the quality of the service provided was reviewed regularly.

We found that the service carried out satisfaction surveys and detailed their findings within a service report.

We met with a provider who used the service who told us "I meet with the manager regularly and look at the quality of the staff provided; I had an issue in the past with one particular staff member and Caledonia supported me through that, they were very supportive and responsive to my service's needs".

We reviewed the "worker evaluation sheets" and found them to be appropriate for the needs of the service.

We spoke with six people who used the service and found that the level of satisfaction of the service provided was very high.

We concluded that Caledonia Healthcare ensure that service users participate in assessing and improving the quality of support provided by the service, this meant they felt included and listened to.

Areas for improvement

The service carried out many face to face meetings with the people who used the service, the service could benefit from ensuring that these meetings are recorded appropriately, this would allow the service to formulate an appropriate action plan which it could share with the people who used the service.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“We ensure our service provides care staff who are most suitable to meet individual service user needs. The care and treatment received by the individual service user, is supported by evidence based practice and up to date policies and procedures. These reflect current legislation (where appropriate Scottish legislation).”

Service Strengths

After we reviewed the information we gathered during the inspection process, we decided that the service was performing in this quality statement at a very good level.

We reviewed the services policies and procedures which supported staff to carry out their role. Examples of these included:

- Adult protection
- Complaints
- Equality and diversity
- Anti-discriminatory practice in service delivery

We met and spoke with people who used the service who told us that Caledonia were very good at matching particular staff to their service.

We found that during the service recruitment and selection process they ensured that potential staff had the necessary skills to support the people who used the service.

Staff continued to receive regular communications and service specific updates via e-mail and a monthly newsletter.

We reviewed the individual staff profiles which the service provided for people who used the service and found these to be appropriate and informative.

We concluded that the service ensured that people who used the service were provided with staff that were most suitable to meet individual service user needs.

Areas for improvement

The service should continue to build on current best practice.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 2

“We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.”

Service Strengths

After we reviewed the information we gathered during the inspection process, we decided that the service was performing in this quality statement at a very good level.

Throughout the inspection process we reviewed staff files to determine the process of Caledonia Healthcare safer recruitment of staff.

Candidates were invited to a formal interview with the general manager, once successful the service would carry out a check of the candidates PVG (protecting vulnerable groups disclosure check), and request two appropriate references before applying terms of engagement.

New staff were issued with the service's policy and procedures manual, appropriate uniforms and identification.

We concluded that this ensured the safety and wellbeing of the people who used the service and ultimately the end users of the service.

Areas for improvement

We found that the service used a detailed competency framework for conducting interviews, the service could benefit from aligning the competency questions to that of the job description.

The service may want to consider field based observations of staff to ensure that their induction process was appropriate.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”

Service Strengths

After we reviewed the information we gathered during the inspection process, we decided that the service was performing in this quality statement at a very good level.

Throughout the inspection process we spoke with registered nurses, some with long service and some who were new to the service, who when questioned were very motivated to carry out whatever training was expected of them.

We also spoke with staff in respect of their obligations to be registered with the Nursing and Midwifery Council, and the new revalidation process, all staff were aware of their responsibilities in this area, and concluded that they would receive the necessary support from Caledonia Healthcare.

We found that people who used the service were asked to complete a staff performance review questionnaire, which the service used to identify areas for improvement and training needs.

The service was in the process of updating its training and induction programme, we will monitor their progress at future inspections.

We concluded that people who used the service and the end users would feel safe in the knowledge that the staff supporting them were professional, trained, and operated to National Care Standards, legislation and best practice.

Areas for improvement

The service could benefit from agreeing a competency framework which would allow them to monitor the competency and skills of a staff member following any training provided.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 2

"We involve our workforce in determining the direction and future objectives of the service."

Service Strengths

After we reviewed the information we gathered during the inspection process, we decided that the service was performing in this quality statement at a very good level.

We had various telephone discussions with registered nurses, who gave us their views on their ability to determine the future direction of the service.

Mostly, staff felt that their ideas and suggestions for taking the service forward were listened to and appropriate action taken by the management team, one staff member told us "the management team are always open to discussion in order to find ways of improving the service" another told us "I feel very positive in approaching management, it is almost micro managed, which is good, you can always get your views and opinions heard".

We concluded that there was a commitment from the service management and external management to continue to involve staff in determining the direction and future objectives of the service. This meant that people who used the service could be confident that they were being supported by an involved and motivated staff team.

Areas for improvement

Throughout the inspection process we spoke with registered nurses who told us that they had spoke to the management team and office staff on many occasions, the service would benefit from recording this information and developing an action plan in order that staff and service users were aware of the very good work they were doing.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

"We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide"

Service Strengths

After we reviewed the information we gathered during the inspection process, we decided that the service was performing in this quality statement at a good level.

Throughout the inspection process we saw that the service used a variety of ways in order to obtain feedback from people who used the service. Examples of this included: site visits, telephone calls and emails.

The service had introduced a system of communication using "survey monkey", people who used the service could comment and give their views using this online survey.

We found that the service received annual audits and quality assurance reports from partnership working with De Poel, an external service provider.

We reviewed the service complaints policy and procedure and found this to be appropriate in order to gain feedback from people who used the service.

We reviewed the work the service had carried out in partnership with "Investors in People"; we concluded that the service used appropriate quality assurance systems in order to keep people who used the service involved.

Areas for improvement

Previous inspections had recommended that the service develop a continuous improvement plan in order to effectively monitor and review any actions required, we found that the service developed its quality assurance report but still had to implement a plan of action, the service would benefit from developing an action plan which reflected the involvement of external stakeholders.

The service should be aware of its obligation and responsibilities to the Care Inspectorate when compiling its self-assessment and ensure that it is both meaningful and accurate.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. The provider should develop a continuous improvement plan which reflects the involvement of all stakeholders and addresses issues raised from stakeholder feedback and the findings of effective quality assurance systems with action plan, timescales and evaluation of progress.

This recommendation was made on 04 September 2012

We found that the service had developed and implemented its service user participation strategy, which endeavoured to include service user's ideas, comments, and feedback in order to improve the quality of the service provided.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
4 Sep 2012	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good 4 - Good
25 Aug 2009	Announced	Care and support Environment Staffing Management and Leadership	3 - Adequate Not Assessed 4 - Good 3 - Adequate

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Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

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