

## Care service inspection report

# Advantage Healthcare Group - Glasgow Nurse Agency

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Inspected by: Fiona Stevenson

Type of inspection: Unannounced

Inspection completed on: 16 January 2013



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## Service provided by:

Advantage Healthcare Group Ltd.

## Service provider number:

SP2003002387

## Care service number:

CS2003010503

## Contact details for the inspector who inspected this service:

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## 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	5	Very Good

### What the service does well

The service adheres to current best practice with regards to the recruitment and selection of nursing staff. There is a wide range of policies and procedures in place to guide and support the staff team.

People who use this service commented positively about the very good level of communication between themselves and the management and office based team.

### What the service could do better

The service could consider how to further develop the systems in place to gather information about the quality of service provision.

### What the service has done since the last inspection

The nurse agency has achieved 'very good' grades over the four Quality Themes inspected.

### Conclusion

The management and office team demonstrated a good knowledge of service user's needs and a commitment to further develop the service. People spoken with commented positively about the quality of the service and the nursing staff provided.

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**Who did this inspection**

Fiona Stevenson

# 1 About the service we inspected

Social Care and Social Work Improvement Scotland (the Care Inspectorate) is the new regulatory body for care services in Scotland. It will award grades for services based on the findings of inspections. The history of grades that services were previously awarded by the Care Commission is also available on the Care Inspectorate website. Advantage Healthcare Nurse Agency was first registered with the Care Commission in April 2002 to supply Nurses and Carers to a variety of other service providers. These include the National Health Service as well as private companies who operate Care Homes or other care services.

The office accommodation is in Glasgow city centre, this is where management and administration staff are based. The office facilities also include a staff training room which is used for regular induction sessions and updates.

There is an Advantage Healthcare website which provides information to the public and staff.

The aim of the service is that "through innovation and continuous product improvement, Advantage Healthcare Nursing and Care Ltd will seek to provide a high quality service and thus lead and influence the healthcare recruitment market."

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 5 - Very 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](http://www.careinspectorate.com) or by calling us on 0845 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 compiled this report following an unannounced visit on 15 January 2013. We gave feedback to the branch manager and senior consultant on 16 January 2013. The inspection was carried out by Inspector Fiona Stevenson.

As requested by us, the care service sent us an annual return; the service also sent us a completed self assessment form.

During the inspection we spoke to people who use the service to find out their views about the care and support that they received.

We spoke with the manager, the senior consultant and branch consultants.

We gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:

- The completed self assessment
- Service user satisfaction surveys
- Registration certificate
- Accident and incident records
- Complaints records
- Service user information
- Staff files
- Induction records
- Training records
- Appraisal records.

### **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.firelawscotland.org](http://www.firelawscotland.org)

## **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.

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

## **Taking the views of people using the care service into account**

We spoke to three service users who were very positive about the service.

Comments included;

"I am happy with the quality of the staff supplied by Advantage Agency"

"I use this agency because they are reliable"

"The nurses supplied by Advantage Nurse Agency have the skills and experience that are needed by my service"

"I get the same staff supplied; this continuity makes a huge difference to my service"

"The management and office teams are very good at keeping me informed about progress with my staff request, they are very professional"

"Advantage are reliable and provide good staff at short notice".



### **Taking carers' views into account**

We did not speak to any carers during this inspection.

## 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

We found the service performance was very good in the areas covered by this statement.

We came to this view after we:

- spoke with people who use this service
- spoke with the management and staff
- looked at documentation.

Advantage Nurse Agency has systems in place to gather information from people who use the service they use this feedback to help improve and develop the service.

The organisation undertakes a performance review on an annual basis gathering information from a range of sources including staff and service users to form an action plan for service development and improvement.

The agency provides an information pack to prospective service users; this is available in a range of formats.

#### Areas for improvement

The management team recognised that there was a need to consider further ways to gather that views of service users to inform service development and improvement.

**Grade awarded for this statement:** 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

We found the service performance was very good in the areas covered by this statement.

We came to this view after we:

- spoke with people who use this service
- spoke with the management and staff
- looked at documentation.

The service has an information pack which is available in a range of formats. The pack includes information about the services that can be provided, the skills of staff that can be assigned, the services aims and objectives, policies and procedures, and the booking and contractual arrangements. There were details about the recruitment and selection process how the service trains and monitors staff.

### Areas for improvement

The management team demonstrated a commitment to continue to maintain current good practice.

**Grade awarded for this statement:** 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

We found the service performance was very good in the areas covered by this statement.

We came to this view after we:

- spoke with people who use this service
- spoke with the management and staff
- looked at documentation

Feedback from the people who use the service showed that they are happy with the quality of service being provided.

The service had used a variety of methods of obtaining service user feedback including service user satisfaction questionnaires. Clients are also asked to complete worker satisfaction surveys and to comment on the qualities of individual staff members. There were systems in place to ensure that nursing staff were employed using comprehensive selection and recruitment procedures. There was a system to assess the skills and competencies of individual staff in place.

There was information available to people who use the service, including how to bring up concerns and complaints. People spoken with commented that they were aware of how to raise concerns and complaints.

#### Areas for improvement

The management team demonstrated a commitment to continue to maintain current good practice.

**Grade awarded for this statement:** 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

We found the service performance was very good in the areas covered by this statement.

We came to this view after we:

- spoke with people who use this service
- spoke with the management and staff
- looked at documentation.

Service users commented positively about the agency assigning staff with appropriate skills and experience.

The organisation has policies and procedures in place to guide staff with care and support issues. Nursing staff receive a handbook which includes information about policies and procedures and their role and responsibilities as an agency nurse.

The service has a comprehensive selection and recruitment procedure which adheres to current best practice guidance regarding safe recruitment. The personnel files we viewed contained a good level of detail about the clinical skills and competencies of individual nursing staff.

Individual service user's files included details about the specific skills and experience they needed from assigned nursing staff. There was a system to ensure that staff skills and competencies match the care areas they are assigned to.

Nursing staff receive an annual appraisal of their practice and performance.

### Areas for improvement

The organisation is currently reviewing the policies and procedures to ensure that they refer to Scottish legislation and best practice guidance.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

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## Quality Theme 3: Quality of Staffing

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 staffing in the service.

#### Service strengths

We found the service performance was very good in the areas covered by this statement.

We came to this view after we:

- spoke with people who use this service
- spoke with the management and staff
- looked at documentation.

People using this service spoken with commented positively about the quality of staff assigned by the agency.

The service sent out satisfaction surveys on a regular basis to people who use the service. The survey asked for views about the skills and reliability of staff. There was evidence about how issues were responded to.

The evidence reported under Quality Statement 1.1 is applicable here.

#### Areas for improvement

The management team recognised that there was a need to consider further ways to gather that views of service users to inform service development and improvement.

**Grade awarded for this statement:** 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

We found the service performance was very good in the areas covered by this statement.

We came to this view after we:

- spoke with people who use this service
- spoke with the management and staff
- looked at documentation

The service had comprehensive policies reflecting key areas of safer recruitment. The aims and values of the service were outlined in the job descriptions and discussed at the interview. Three staff files were examined. They contained appropriate information about the clinical skills and competencies of the applicant. The qualifications and registration with the Nursing and Midwifery Council were verified as being valid. There were appropriate references and confirmation of membership of the Protecting Vulnerable Groups Scheme within each file viewed.

Nursing staff had opportunity to visit services which had requested extended placement.

There was a training plan in place which took the needs of the people who use the service into account by including specific support and care needs based training as well as mandatory training. There was evidence that staff had been involved in the annual appraisal system.

There was a computerised system in place to ensure that the training needs of nursing staff were kept up-to-date.

### Areas for improvement

The management team demonstrated a commitment to continue to source training to enhance the skills of nursing staff.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## **Quality Theme 4: Quality of Management and Leadership**

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 management and leadership of the service.

### **Service strengths**

We found the service performance was very good in the areas covered by this statement.

We came to this view after we:

- spoke with people who use this service
- spoke with the management and staff
- looked at documentation.

People using this service spoken with commented positively about how the service was managed.

The evidence reported under Quality Statement 1.1 is applicable here.

### **Areas for improvement**

The management team recognised that there was a need to consider further ways to gather that views of service users to inform service development and improvement

**Grade awarded for this statement:** 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

We found the service performance was very good in the areas covered by this statement.

We came to this view after we:

- spoke with people who use this service
- spoke with the management and staff.

People who use the service and agency staff commented positively about the response from the manager and office staff when concerns were raised.

The service had a Quality Assurance policy and procedure in place which detailed the extent to which they measured the quality of a range of service provision including, record keeping and staff performance.

The service had a Quality Assurance system in place and there was evidence of regular audits to monitor the performance of the service. There were action plans developed in response to outcomes of audits. The action plans clearly detailed how the issues were to be addressed and the timescales for completion.

The performance of staff was monitored through a system to request feedback about the shift worked by individual nurses.

The Service Manager has a good level of knowledge with regards to his role and responsibility to report incidents involving staff misconduct.

The Service Manager had access to the appropriate legislation, National Care Standards and the Nursing and Midwifery Council's Code of Professional Conduct.

### Areas for improvement

The management team were committed to continue to look at ways that they can develop and improve the quality of management and leadership of the service to ensure the highest standards are achieved.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

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

### Enforcements

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

### Additional Information

None.

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Information - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
2 Sep 2009	Announced	Information                      5 - Very Good Care and support                5 - Very Good Staffing                                5 - Very Good Management and Leadership    5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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## Translations and alternative formats

This inspection report is available in other languages and formats on request.

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