

# Search Medical Health and Social Care Nurse Agency

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**Type of inspection:**  
Unannounced

**Completed on:**  
19 March 2024

**Service provided by:**  
Search Consultancy Limited

**Service provider number:**  
SP2010010808

**Service no:**  
CS2017356930

## About the service

Search Medical Health and Social Care is registered as a nurse agency to place registered nurses in registered care services. The provider of the service is Search Consultancy Limited. The service is based in offices in Glasgow city centre.

At the time of the inspection, the service had 64 registered nurses on their register. The aims of Search Medical Health and Social Care is "To provide exceptional care and support to the highest professional standards in line with current governance and regulatory bodies."

## About the inspection

This was an unannounced virtual inspection which took place between 11 March - 19 March 2024. The inspection was carried out by one inspector from the Care Inspectorate. Feedback with the management team took place on site.

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 last inspection. In making our evaluations of the service we:

- Spoke with 18 clients who used the agency.
- Reviewed documents.
- Spoke with 15 registered nurses and management.

## Key messages

- Clients who used the agency spoke highly of the service.
- The agency ensured nursing skills and experience matched client's needs.
- The agency communicated effectively with clients who used the service.
- The agency was responsive to the needs of clients who used the service.
- The agency ensured that nurses did not work without completing mandatory training.

## 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, where the service's performance demonstrated major strengths in supporting positive outcomes for people.

The Search Medical management team facilitated the development of positive relationships with clients who used the service. The agency operated a 24 hour on call service. This meant that clients and nurses had access to managerial and clinical support when needed. Clients who used the agency spoke highly of the professionalism and reliability of the service, availability of the nurses and the responsiveness of the management team. They were confident in raising any issues or concerns.

Clients confirmed that their needs were well matched with nurses who had the appropriate skills and experience. Clients spoke favourably that the agency sought to provide continuity of nurse placements where possible. A client shared how the agency nurses worked well as part of their service. Repeated placement requests demonstrated satisfaction with the nurses and quality of the overall service provided. One client told us "The Search team are excellent, and nurses are of a high standard".

The agency provided us with positive feedback from clients who used the service. Comments included "Staff are professional, reliable" and "nurses are well matched" This gave assurance that clients were satisfied with the quality of nurses supplied.

An information pack, nurse profile and Service Agreement were provided. This ensured clients were well-informed about the service they had purchased.

Agency nurses were supported by a range of policies and processes to direct their working practice. They told us they felt supported, one nurse told us that "office staff are like family" and "The nursing manager is amazing".

Not all nursing staff were aware of the Health and Social Care Standards (HSCS). Practice in accordance with the HSCS ensures that people's care arrangements are undertaken in a way that respects and protects their human rights. The manager agreed to address this.

## How good is our leadership and staffing?

5 - Very Good

We evaluated this key question as very good, where the service's performance demonstrated major strengths in supporting positive outcomes for people.

People can expect a service that is managed well. Feedback from clients confirmed that the agency staff and management were accessible, approachable and responsive to needs of their service. Comments included "the office team are superb" and "support is great from Search Medical". This demonstrated confidence in the agency and their staff.

Clients could be confident that nurses were recruited in accordance with "Safer Recruitment Through Better Recruitment" guidance. All pre-employment checks were concluded for new employees prior to employment. This included the right to work, membership of the Protecting Vulnerable Groups scheme (PVG) and confirmation of registration with the Nursing and Midwifery Council (NMC). NMC registration was confirmed monthly by the nursing manager.

The nurse manager had meetings with the nurses prior to employment to review and discuss their skills and experience. During recruitment competency and scenarios were provided and assessed." Newly recruited staff benefited from working through an induction programme and mandatory training. This helped prepare them for their agency role.

We saw that Search had relevant and up to date policies and procedures in relation to health and wellbeing. This included the management of Infection, Protection and Control measures.

People benefit from a culture of continuous improvement. Management were proactive in monitoring and assessing the operation of the agency. This ensured the agency operated well. Management met with nurses for staff meetings and one to ones. This gave staff the opportunity to discuss practice, development needs and their day to day work.

The management met weekly to discuss any issues or concerns and how any improvements needed could be addressed. This meant issues were resolved timeously. A detailed development plan was in place to support the ongoing growth of the business.

Agency users could be confident that arrangements were in place to ensure staff were appropriately trained and had a clear understanding of their roles and responsibilities to protect people from harm. This was a combination of online and face to face training. Nurses were very positive about the training available. This included Infection Prevention Control Practice (IPC), assisting with medication, fire awareness, continence, epilepsy and moving and handling. The nurse manager placed importance on maintaining and developing clinical knowledge. This helped ensure agency staff worked in accordance with best practice guidance

Management had completed observations of staff practice. Feedback was provided to inform change and improve practice where required. We saw records of staff reflection and a lessons learned approach where needed.

A formal complaints procedure was in place which enabled investigation and action to be taken to bring about improvement should a complaint or concern be made.

Some reportable events were not notified to the Care Inspectorate. Guidance was provided to the management team for future reporting. The management team were receptive to suggested improvements discussed and demonstrated a commitment to develop existing good practice.

## 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?	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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