

## ICARE 24 Nurse Agency

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**Type of inspection:**  
Unannounced

**Completed on:**  
28 March 2024

**Service provided by:**  
ICARE 24 Ltd

**Service provider number:**  
SP2019013338

**Service no:**  
CS2019376229

## About the service

ICARE24 is a nursing agency operating from an office in Glasgow city centre. The providers headquarters are based in Birmingham.

The service has been registered with the Care Inspectorate since August 2019.

The agency supply registered nurses to service users who are providers of care services throughout Scotland. The staff working in the office are responsible for placing nursing staff in services and providing on-call services for the staff.

## About the inspection

This was a virtual inspection which took place between 21 February 2024 and 28 March 2024. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service.

In making our evaluations of the service we:

- spoke with seven people using the service
- spoke with 17 staff and management
- reviewed documents.

## Key messages

People can be confident that the agency nurses who supported them have been safely recruited.

Nurses felt supported by the management and co-ordinating teams.

The quality assurance and improvement processes in place ensured that the service was providing good standards of service.

The provider should continue to review policies and procedures to ensure that they refer to Scottish legislation.

## 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?	3 - Adequate
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?

## 3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

The service had a range of training modules and policies to guide staff regarding Equality, Dignity and Human Rights. This helps staff to support people's rights.

There were policies and procedures in place regarding safeguarding of vulnerable people and children. However, the policies did not refer to current Scottish legislation. The provider was in the process of reviewing policies to resolve this.

There was evidence that nurses had received training regarding the safeguarding of vulnerable adults and children. The content of the training needed to be reviewed to ensure that it referred to Scottish legislation.

The guidance in place to direct nurses about escalating concerns about harm of vulnerable people and children needed to be reviewed to ensure that it was clearer. This would ensure that the appropriate agencies would be informed of incidents of harm without delay. These issues were discussed with the provider during the inspection, and they had started to act to improve these areas.

**See Area for Improvement 1.**

As part of the recruitment process the skills and experience of the nurse were assessed. Details of these skills were detailed into the booking system to allow coordinating staff to effectively match nurses to the needs of the service requesting agency staff. This ensures that people were supported by nurses with the appropriate skills and experience.

Clients we spoke with said that the nurses allocated had the skills and experience appropriate to the placement. One client confirmed that when they asked for a nurse with specific clinical skills the agency was able to provide this.

There was evidence that Infection Prevention and Control training for nurses was up to date. This training was supported by a video to direct nurses about the correct use of PPE (Personal Protective Equipment) and effective handwashing. This ensured that the agency nurses were following current best practice guidance to safeguard people from infection.

There was good evidence that nurses have completed training modules on medication management. There were policies and procedures in place to guide staff regarding medication management. Systems to assess nurses' understanding of the training were in place. This ensured that agency nurses were competent and could support people safely.

### Areas for improvement

1.

To safeguard people from harm and ensure that staff are aware of their role and responsibilities the provider should complete the following,

- review vulnerable adult and child protection policies to ensure that they refer to current Scottish legislation

- review the content of vulnerable adult and child protection training to ensure that it refers to current Scottish legislation
- develop clear guidance to direct agency staff how to fulfil their professional duty to report any concerns regarding suspected harm of vulnerable adults and children.

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

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.2).

'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).

## How good is our leadership and staffing?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The providers recruitment policies and procedures were in line with current guidance on safe recruitment. The provider states that they aim to "ensure the fitness to work of all nurses by conducting a stringent recruitment process".

We sampled recruitment files and found evidence to confirm that nurses had been recruited safely. The essential and relevant checks had been done prior to the person commencing employment. Nurses we spoke with told us that they had been recruited using a process which included online interviews. There was evidence that during interviews nurses had answered questions about their skills, experience and how they would manage specific clinical situations. This helps to safeguard people.

There was a range of quality assurance processes in place to assess the quality-of-service provision. Compliance audits were carried out ensure that policies and procedures were adhered to. The provider stated that they were committed to continual monitoring of service provision to ensure stakeholder satisfaction. This included gathering the views of nurses and service users to inform improvement of the service. Clients we spoke with confirmed that they are asked for their views of the quality-of-service provision and abilities of nurses assigned.

There was a complaints process in place, clients were aware of how to raise a concern or complaint. There was evidence that complaints were managed in line with the providers policy and that issues were resolved promptly. Outcomes of complaint investigations and actions taken were fed back to clients. This demonstrates a culture of continuous improvement.

There was a service development plan in place for the Glasgow branch of the agency. The plan should be reviewed to demonstrate that actions taken have improved service provision and the outcomes for stakeholders.

### See area for Improvement 1.

There were systems in place to ensure that nurses' training was kept up to date. Training was delivered using online eLearning modules and face to face training. There was good evidence that nurses had

undertaken core training to ensure that their knowledge and skills was up to date. Nurses we spoke with said that the training they were offered was relevant to their role. And that there were opportunities to do more specialised clinical training when this was needed.

Nurse told us that they felt supported by the management and coordinating teams. There was an on-call system to support them out of office hours which nurses said was reassuring and helpful.

There was a system of undertaking annual appraisals for all staff. To further support the nurses the provider should develop a schedule of regular supervision meetings. Supervision gives opportunities for staff to discuss their training and development needs and reflect on their practice. This would support staff and help promote good practice.

**See Area for Improvement 2.**

## Areas for improvement

1. The provider should ensure that the service development plan is reviewed regularly to demonstrate that improvements have positively impacted on outcomes for stakeholders.

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

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

2. To support staff and promote best practice the provider should introduce a schedule of regular supervision meetings for staff.

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?	3 - Adequate
1.1 People's rights are promoted and respected	3 - Adequate
1.2 People's health and wellbeing benefits from their care and support	4 - 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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