

Nurse Call Nurse Agency

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Unannounced

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Service provided by:
Nurse Call Ltd

Service provider number:
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Service no:
CS2023000384

About the service

Nurse Call is a registered nurse agency operating in East Renfrewshire and Ayrshire. The provider is Nurse Call Ltd.

The service supplies registered nurses to adults living in their own homes who also receive support from Nurse Call Ltd's care at home service. The service supports people with physical disabilities, various health conditions, cognitive impairment, and palliative care needs. The hours and type of support a person receives is determined by a needs assessment. There were two nurses employed by the service at the time of inspection.

Nurse Call aims to support people to achieve their own personal objectives by providing high quality, safe and compassionate care that meets needs and promotes rights, with a person-centred approach

About the inspection

This was an unannounced inspection which took place between 15 to 17 April 2024. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about this service. This included, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with six people using the service and eight of their friends and family members
- spoke with two.

Key messages

People using the service received high quality and consistent care and support.

Staff were kind caring and compassionate.

Staff were knowledgeable and skilled in delivering person-centred care.

Nurse call care at home and Nurse call nurse agency work collaboratively to ensure a seamless care journey.

Leaders should continue to develop staff support and supervision and recording of minutes.

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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Nursing staff demonstrated the principles of the Health and Social Care Standards in their day-to-day practice. This promoted a culture of respect, genuine warmth, and commitment to providing the best possible care for the people using the service. We saw positive outcomes throughout our visits including people being supported to maintain their independence and positive risk taking. The service also supported people effectively with their medication. We observed clear communication, appropriate support, and robust recordings where medication audits were carried out monthly. This supported people to improve their health and wellbeing.

Feedback we received from the people we visited and their families was positive. One person told us "The service is very good with caring, friendly nurses who offer praise and encouragement". This opinion was shared by everyone we spoke to. Support benefited both people using the service and their relatives. A family member explained "They give me space to talk, and I feel listened to". People and relatives told us that having continuity in their nursing staff team was important to them. We were pleased to see people had a consistent team of nurses which allowed for positive relationships to be formed and a deeper understanding of people's needs and wishes.

Every person supported by the service had a personal plan, known as a care plan. Care plans contained detailed information on people's holistic needs including physical, mental and emotional health. This provided clear guidance to nursing staff to meet people's needs. People can expect their personal plan to set out their needs, wishes and choices. This was done well with person-centred planning that gave detailed description of the support each individual required to achieve their goals. There were comprehensive and up to date risk assessments that promoted people's safety and ensured support was right for them.

Care plans were particularly effective for end of life planning. Nurse Call worked alongside people using the service and family to put in place an end of life care plan which respected people's wishes. Nurse Call operates a care at home and nurse agency which allowed for people to have a full journey of care through to end of life. Having a service which provided full circle care which was well coordinated ensured people experienced consistency and continuity. People's care plans were also reviewed regularly with the service and family members to ensure that information was up to date and reflected changes to individual's needs.

Nurse Call was outcome-focused and supported people to have positive life experiences, and where appropriate promoted positive risks. We spent time with families who were able to relive special family moments they thought were lost. Nurse Call care at home and nurse agency worked in partnership together to ensure risk assessments were carried out to facilitate these experiences, with people and relatives involved at every step of the way. People told us this approach helped to provide hope, meaningful moments, and enabled people to live life to the full.

People were supported by nurses who understood their needs and wishes. This was achieved by the service completing staff competency assessments to identify each worker's skills and match them appropriately to people. This promoted high levels of care and support and positive working relationships. Senior members of staff were key workers for people experiencing care. They acted as a main point of contact for people, relatives, and other staff members who needed specialist advice. An out of hours on-call service provided

further support and reassurance. These holistic approaches evidenced the service's person-centred culture and commitment to providing effective care.

The service was analytical which improved practice and outcomes for people. For example, the recording of accidents and incidents was robust and followed a step by step procedure to understand incidents and promote people's safety. Nursing staff's performance was also reviewed, and nurses were supported to identify their training needs and complete reflective practice. This ensured nurses were appropriately trained, competent and skilled, and able to reflect on their practice and follow their professional and organisational codes. Nurses recognise peoples changing needs and share information timely with the right people. This ensured people were supported by a skilled and effective service to meet their needs.

How good is our leadership and staffing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

There was positive morale across the service and people described it as having a close, family atmosphere. A member of staff shared "The team are really supportive and what attracted me to the role was the enthusiasm that came from the managers". People, relatives, and nurses told us that felt confident in giving feedback and asking for support. There was an open-door policy in the office which made the management team accessible. We observed good communication between management, nurses and relatives throughout the inspection. Having leaders who are visible and supportive empowered nursing staff to provide the best possible care for both people experiencing care and families.

People could be confident that nursing staff were recruited safely in line with national guidance with appropriate checks, references, and professional registrations. Nurses were not able to start in their role until all pre employment checks and induction were completed to ensure that people are kept safe. Training provided by the service was thorough and promoted in person courses, e-learning, and self-development. Frequent refresher courses allowed nurses to continuously build on their knowledge and skills, and formal observations of practice ensured nursing staff delivered high levels of care and support.

Nurse Call provided enhanced training and reflective practice to promote the continuous development of their nursing staff and to maintain their professional registrations. To further improve practice, and meet people's complex needs, nurses employed by the service worked collaboratively with various health professionals including district nurses. A district nurse told us "The care Nurse Call gives is second to none and they are a pleasure working alongside". Nurses were specially trained on wound care, palliative care, and blood transfusion amongst many other specialist needs. Having nurses with specialist training allowed for effective care to be provided in a time efficient manner which alleviated pressure on people using the service, district nurses and other health professionals. Nurse Call were able to provide meaningful person-centred care at a time in people's lives when they need it most.

Nurse Call regularly sought feedback from people using the service, relatives, and staff. This allowed people to share what was working well and what could further improve the service. This information was valued by the service as they reviewed key themes from feedback and took appropriate actions. We encouraged Nurse Call to record people's feedback in the service development plan to include people more formally in improvement and give them an even stronger voice in the service.

A review of rotas evidenced that people were supported by nurses who were familiar to them. There was consistency and people were cared for by the right number of people at the right time, promoting effective

care and meaningful relationships.

Staff wellbeing was at the heart of the service, and nursing staff told us they enjoyed regular events and celebrations that boosted their morale. Nursing staff felt valued which enhanced their motivation to meet people's outcomes. For example, staff provided additional visits to people at Christmas and other important life events. This demonstrated the service's dedication, and these shared moments of joy and connection enhanced people's wellbeing.

A new digital application was being developed by the service for care planning and recording daily notes. This was a positive initiative which will make plans more accessible to people and families. Information will be updated more promptly, and this efficiency will allow nursing staff to have more time to provide high levels of reliable and effective care. The new digital application will also make planning shifts more efficient which should further enhance continuity in people's care, which was important to them.

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?	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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