

# Robinson Medical Recruitment and Associated Company Robinson Recruitment Solutions Nurse Agency

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
24 May 2024

**Service provided by:**  
Robinson Recruitment Solutions  
Limited

**Service provider number:**  
SP2011011668

**Service no:**  
CS2011281661

## About the service

Robinson Medical recruitment Ltd (RMR) registered as a nurse agency on 30 August 2011 operating from an office base in Edinburgh and Glasgow. They provide agency Nurses on a temporary and permanent basis. They work in partnership with Public and Private Healthcare organisations.

## About the inspection

This was a short notice announced inspection which took place on 21 May 2024. Two inspectors carried out the inspection.

To prepare for this inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year as well as reviewing documents.

## Key messages

Staff have been recruited safely and effectively.

Feedback should be sought by the agency, on the nurses placement to be evidenced and used to continually look at ways of improving the service.

People receive care from professional nurses who are knowledgeable and well matched to people's needs.

The management team were responsive to suggestions and advice which would enhance the development of the agency.

## 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?	4 - Good
How good is our leadership and staffing?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

4 - Good

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

The Service provided agency nurses to both Public and Private Healthcare organisations. Feedback we received from services we spoke with, told us people experience care and support with compassion and warmth, with positive interactions between agency nurses and people experiencing care. One home manager who used the agency told us 'all the staff that have been sent here are amazing, very proactive'.

Nursing staff had a range of core online training courses to complete as well as in house training for basic life support and moving and handling among others. Staff were aware of how to access training and what they require to carry out their role.

The on line system flagged up to both the nurses and management when training needed to be refreshed. This meant people could be confident nurses' training was up to date and in line with best practice. There were plans in place to expand in house training courses with the focus on medication management, dementia and epilepsy. The nursing staff would have opportunities to access further online courses if they wished to do so. People could be confident the nurses who supported them were well trained and understood their roles and responsibilities. One service using the agency told us 'we have the same agency nurses coming in which provides good continuity of care for our residents. The agency nurses are experienced with good clinical skills'

Staff were not currently assessed on medication competency during their induction. This will be re-introduced and management were looking introducing a medication assessment as part of the interview process.

There was good communication between the agency and the services to ensure staff with the appropriate skills, knowledge and understanding were matched to their needs. However, there was little written evidence of this. Feedback we received from services using the agency assured us this was occurring and the management team at RMR made a commitment to ensure evidence is documented and stored effectively.

All nurses were registered with the Nursing and Midwifery Council (NMC) and had access to the NMC code of conduct. Guidance was in place to all nurses, highlighting the importance of keeping their registration and revalidation up to date. The staff handbook issued to all staff at all levels contained information regarding their roles and responsibilities and how to contact managers in an emergency. This ensures people could have confidence that people providing their care are trained, competent and skilled, and are able to follow their professional and organisational codes.

## How good is our leadership and staffing?

3 - Adequate

We evaluated this key question as adequate. Whilst some strengths could be identified, key areas needed to improve.

Management should have a clear and robust understanding of their roles in monitoring practice and identifying where improvements can be made. This includes self-evaluation which helps the development of

an ongoing improvement plan ,detailing the future direction of the agency. The agency needed to provide regular opportunities for people and organisations to provide feedback on individual staff or the service itself and document it as evidence and use to improve the service.

Complaints were dealt with in line with organisational policy and in a professional and timely manner. However notifiable events were not being submitted to the care inspectorate as per guidance. An area for improvement regarding notifications has been made. Please see area for improvement one.

Very few supervisions were taking place which was not beneficial for management or the staff as they offer a vital channel of communication and can be used to share useful information or discuss any challenges or issues the nurse is experiencing. Please see area for improvement two.

Staff are very clear about their roles and responsibilities as well as their conditions of employment. Staff feel confident and supported as there was an identified point of contact via an on call system. Feedback from nursing staff stated the on call system worked well and any issues were responded to very quickly.

Nurses were identified to work with organisations based on specific skill sets to work in certain health care settings. This ensures that the nurse assigned to the job has the correct knowledge and skills to fulfil their role. All placement decision making are made by a qualified nurse. All the staff we spoke with stated their placements are appropriate to their skill set and experience.

To reassure people with dementia that agency nurses caring for them have the right skills, knowledge and expertise the manager should ensure nurses undertake appropriate training. An area for improvement has been carried forward from the last inspection.

Safe recruitment was demonstrated. Staff did not start work until all pre-employment checks had been concluded and relevant mandatory induction and training had been completed. This ensured those receiving care from the agency staff were kept safe and received care from nurses who have the right knowledge and skill set.

Management were very responsive to feedback during the inspection and have already provided evidence of planned improvements going forward with the service.

### Areas for improvement

1. To ensure regulatory responsibilities are met the provider should ensure that all events notifiable to the Care Inspectorate are promptly submitted and reflective of the guidance "Records that all registered services (except childminding) must keep and guidance on notification reporting" (February 2012, Care Inspectorate)

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

2. To support the ongoing development of staff, ensuring they are competent , skilled and able to reflect on their practice to continue to meet people's needs the provider must ensure a supervision system is in place for staff.

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

state 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)

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To make sure that people have confidence in agency nurses who care and support them recruitment and placement processes and policies and procedures should be improved. The provider should ensure;

- that all policies and procedures are in place, (starting with recruitment and medication policies);
- that policies are current and have the capacity to be reviewed on a regular basis;
- that recruitment practices are audited annually and improvements made so that PVGs, risk assessments, indemnity insurance and any other relevant checks are in place;
- that the skills checklist should also be reviewed to ensure more detail is requested about the skills, experience and qualifications that nurses have

This is to ensure that care and support is consistent with the Health and Social Care standards, standards 3.14:

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 and 4.11: I experience high quality care and support based on relevant evidence, guidance and best practice. (HSCS 4.11)

The document Safer Recruitment through Better Recruitment (Care Inspectorate, Scottish Social Services Council 2016) may support meeting this recommendation

**This area for improvement was made on 6 September 2022.**

#### Action taken since then

Improvements have been made and a robust system is now in place. This area for improvement has been met.

#### Previous area for improvement 2

To reassure people with dementia that agency nurses caring for them have the right skills, knowledge and expertise the manager should ensure nurses undertake appropriate training. Where the nurses are placed in specialist dementia units their training should meet the enhanced level of training identified by the Scottish Promoting Excellence in dementia framework. Nurses could access the free training resource directly <http://www.sssc.uk.com/workforcedevelopment/supporting-your-development/promoting-excellence-in-dementia-care>.

This is to ensure that care and support is consistent with the Health and Social Care standards, standard 1.19:

My care and support meets my needs and is right for me. (HSCS 1.19)

**This area for improvement was made on 6 September 2022.**

#### Action taken since then

There was no ongoing training regarding dementia , however there were plans in place for this to commence this year. Therefore this area for improvement will be carried forward.

#### Previous area for improvement 3

To reassure people that agency nurses have the right skills, training, experience and qualifications to care and support them well RMR should ensure clients' contracts make clear that they have a shared responsibility. They should continue to remind care services to advise them of any special skills needed by the agency nurse.

This is to ensure that care and support is consistent with the Health and Social Care standards:

Standard 4.17 :

If I am supported and cared for by a team or more than one organisation, this is well coordinated so that I experience consistency and continuity.

Standard 4.18:

I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected.

**This area for improvement was made on 6 September 2022.**

#### Action taken since then

Services using the agency told us there was ongoing communication between them and the management team and a registered Nurse within the agency allocates the placements of the nurses. This area for improvement has been met.

## 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?	4 - Good
1.1 People's rights are promoted and respected	4 - Good
1.2 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership and staffing?	3 - Adequate
2.1 Safer recruitment principles, vision and values positively inform practice	4 - Good
2.2 Quality assurance and improvement is led well	3 - Adequate
2.3 Staff have the right skills and are confident and competent	4 - Good



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