

One Call 24 Nurse Agency

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Type of inspection:
Announced (short notice)

Completed on:
29 May 2024

Service provided by:
One Call 24 Limited

Service provider number:
SP2023000120

Service no:
CS2023000193

About the service

One Call 24 is a nurse agency that supplies or introduces registered nurses and midwives, on a temporary basis, to NHS health services and registered independent care services.

The registered office is based in Edinburgh, but they provide a service throughout Scotland. At present, One Call 24 only supply staff to NHS Scotland services but intend to expand their business to provide staff to independent hospitals and registered care homes in the future.

About the inspection

This was a short notice inspection which took place on 22 May 2024 between 10:10 and 16:50. The inspection was carried out by one inspector.

To prepare for this inspection we reviewed information about the service. This included the registration assessment and report, information submitted by the service and intelligence gathered throughout the inspection year. In making our evaluations of the service we also reviewed documents and received feedback from staff and management.

Key messages

- Staff were recruited safely and in line with good practice guidance
- A comprehensive training programme was in place that supported staff to have the relevant knowledge in the areas they were placed to work
- Competency-based checks were included in the recruitment process which helped ensure that staff were matched to placements that were within their experience, skills and qualifications
- The service had not been established for long enough to have completed a comprehensive quality assurance cycle. However, a system of audits was in place to provide reassurances that key aspect aspects of the service would be monitored and evaluated to ensure that people receive a high quality service that meets their needs.

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

The service demonstrated major strengths in supporting positive outcomes for people, therefore we evaluated this key question as very good.

One Call 24 provided clear information on their website about the service they provided and what organisations should expect when working with them. This helped people to make an informed decision when about using the service. This was supplemented with further information when nurses were provided on placements. The information was comprehensive, including the mission statement, core values and service agreements. However, the service could further develop by providing all the information in one pack. This could also include how they will monitor quality and how people can raise or make comments or suggestions.

All staff were required to complete a comprehensive range of mandatory training, which was completed on a yearly basis which ensured staff remained up-to-date. This was supported with relevant policies and procedures. This ensured that they had the relevant knowledge to provide respectful care and support that promoted people's dignity and choice. The service should consider how they ensure staff are knowledgeable about the Health and Social Care Standards, especially if they develop to providing staff to care homes.

Staff were trained in infection control, child and adult protection and medication management practice and procedures. Checks on staff competency were included in the staff recruitment process which helped the manager determine if any further training or support was needed. This helped ensure people were safe, protected and received care from staff who had the right knowledge and skills to meet their needs and to work within NHS Scotland policies and procedures.

At the time of the inspection, the service had placed a very small number of nurses to the NHS. This meant that there had been few opportunities to obtain feedback on staff practice. However, systems were in place to obtain this and how it would inform the development of the service and ensure that staff continued to be matched appropriately to each placement. We discussed the benefits of continuing to obtain regular feedback from organisations who use their service. This would ensure they continue to provide staff that are matched well to each placement and to help inform their development and improvement plan.

A comprehensive staff handbook was provided to each staff. This included guidance and expectations of staff in terms of their conduct and practice. One staff told us 'their (the service) handbook outlines their business and expectations from me as a nurse'.

How good is our leadership and staffing?

5 - Very Good

The service demonstrated major strengths in supporting positive outcomes for people, therefore we evaluated this key question as very good.

Staff recruitment was well organised, with clear roles and remits for each aspect of the process. This was further supported by on-going checks, such as requiring references to be updated on a yearly basis and obtaining references from employers to verify the clinical experience for each area that the staff was matched with. The records we reviewed demonstrated that staff had been consistently recruited well and in line with good practice guidance.

The service mission statement and core values were clearly displayed on their website, in the staff handbook and were reflected in the day-to-day running of the service. Staff guidance positively promoted the services' values and guided staff to practice these in their work. Positive staff welfare was supported by a dedicated wellbeing service. Any issues or concerns communicated by organisations about an individual staff member, prompted the service to complete a welfare check with them. When recruiting staff who had not worked within the NHS in Scotland, the manager discussed the values of NHS Scotland and how they incorporate these in their day-to-day practice.

A development plan was in place that identified how the service intended to communicate with their staff, provide updates and develop new opportunities for them. This demonstrated that management promoted open communication and were keen to understand staff needs, promote wellbeing and actively seek new placement opportunities to enhance staff satisfaction. This was confirmed by one staff who commented 'I love the support, honesty and very good communication I have had with them'.

All staff were matched by the manager who was a registered nurse. Systems were in place to ensure that staff were matched to placements that were within their experience, skills and qualifications.

Regular checks completed on staff NMC registrations to ensure there were no restrictions imposed on their ability to practice.

A staff appraisal process was in place to monitor staff competency and practice and support them to complete the necessary learning and development needed to renew their nursing registration.

The service had not been established and placing staff long enough for them to have completed comprehensive quality assurance checks. However, a system of audits, to be completed by One Call 24 and an external company, was in place. These were designed to monitor and evaluate staff recruitment, induction and competence, complaints and customer satisfaction and feedback.

The manager had implemented a service development plan. This outlined how they intended to expand the service to provide nurses to care homes and private hospitals and the actions needed and planned in order to do so. As part of this, the manager intends to develop an evaluation document and system for shadowing staff to be used when they start supplying nurses to care homes. This will support regular evaluation of staff practice as well as people's experience of using the service.

We encouraged the service to include self-evaluation as part of their on-going quality assurance plans. This will further evidence that management are responsive to feedback and outcomes of audits. This can then be used to inform on-going improvement. We will review completed quality assurance audits at the next inspection.

Staff working for the service had completed a comprehensive range of training relevant to the areas of work they were matched to work in. Policies, procedures and the staff handbook provided guidance on the training and competency expectations when working for the service. A dedicated compliance team ensured that staff continue to undertake all relevant training and competencies. Staff are sent reminders when training is due to be completed or renewed. If this is not undertaken, the IT system prevents staff from being offered and accepting any further work until the relevant training has been completed. This was confirmed by one staff member who advised that 'One Call 24 expects us to ensure that all the training is up to date and gives us a reminder if any of the training is due to expire'.

Competency focused questions were included in prospective staff interviews. This helped the manager determine if staff had the right knowledge and skills to work within specific areas within the NHS, and if any

further training or support was needed. We had feedback from two staff who confirmed that they had completed supplementary training where needed.

The service may wish to consider expanding the areas covered by the competency based questions to include adult/child protection, capacity and consent to further check staff knowledge and skills in these areas.

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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