

# C and S Recruitment Agency Nursing and Care Services Nurse Agency

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

**Completed on:**  
1 August 2024

**Service provided by:**  
C & S Recruitment Limited

**Service provider number:**  
SP2022000113

**Service no:**  
CS2022000158

## About the service

C and S Recruitment Agency Nursing and Care Service operates from an office base located in the city centre of Glasgow. The provider is registered to supply or introduce adult registered nurses to NHS services, independent healthcare services and registered care services within the Greater Glasgow and Clyde health board areas. At the time of this inspection, the service employed six nursing staff.

The service aims "to support care homes and hospitals to help patients achieve their own personal goal".

The service was registered with the Care Inspectorate on 17 June 2022.

## About the inspection

This was a short notice follow up inspection which took place between 31 July 2024 and 1 August 2024.

The inspection was undertaken with a mix of virtual technology and onsite visit. The inspection was carried out by two inspectors 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 and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with two staff and management
- reviewed documents.

## Key messages

- Two requirements made at a previous inspection have been met.
- Staff recruitment processes had improved.
- Quality assurance processes had improved.
- Staff supervision processes need to improve.

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

### Requirements

#### Requirement 1

By 22 July 2024, the provider must ensure that people experience care which is provided by staff who have been safely recruited and inducted into their new roles. To do this they must:

a) Ensure that recruitment is undertaken in line with the "Safer recruitment through better recruitment" guidance.

This is in order to comply with Regulation 9 (2)(b) and Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/ 210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am confident that people who support and care for me have been appropriately and safely recruited." (HSCS 4.24)

**This requirement was made on 30 May 2024.**

#### Action taken on previous requirement

There had only been one individual employed since the last inspection. We sampled the recruitment file of the individual. We found that the service had followed best practice guidance when recruiting new staff. Appropriate pre-employment checks had been undertaken prior to new staff commencing employment. We asked the service to consider implementing an overview for each staff recruitment file. This would provide increased oversight in this area and bring together the different systems being used for the recruitment process. The management team demonstrated a clear understanding of the principles of safe recruitment.

This requirement has been met.

**Met - within timescales**

## Requirement 2

By 27 May 2024, the provider must ensure that quality assurance processes are carried out effectively and in a manner which achieves improvements in the provision of the service. To do this the provider must ensure:

- a) Regular feedback is sought from those who purchase nurse hours on the performance of the registered nurses, ensuring that when required appropriate actions are taken.
- b) An analysis of incidents and the actions taken are evidenced.
- c) Routine and regular management audits are completed across all areas of the service provided.
- d) Clear action plans with timescales are devised where deficits and/or areas for improvement have been identified.
- e) Action plans are regularly reviewed and signed off as complete once achieved by an appropriate person.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

**We have extended this requirement to 22 July 2024.**

**This requirement was made on 3 May 2024.**

### Action taken on previous requirement

At the last inspection, the service had requested feedback from services they had supplied registered nurses to, however, there had been no responses. During this inspection we were able to review direct feedback received from services that nurses had been placed with. Feedback had been received electronically and with direct comments on timesheets. The service had commenced a monthly analysis of the feedback received. The management team should continue to request and analyse feedback following the placement of registered nurses. This will help to identify any trends.

There had been no reportable accidents or incidents since the last inspection. We reviewed the actions taken in response to one incident identified at a previous inspection. The management team had taken appropriate action in response. This helped to ensure that the individuals practice was up to date.

This requirement has been met.

**Met - within timescales**

## 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

The provider should ensure staff supervision is carried out in accordance with the provider's policy and procedures to ensure staff are supported to discuss and develop their roles and reflect on practice.

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)

**This area for improvement was made on 3 May 2024.**

#### Action taken since then

Not all staff had received a supervision. These supervisions were planned. The service planned to change the format of the supervision overview. This would enhance the oversight in this area. This area for improvement will be repeated and we will follow up at a future inspection.

This area for improvement has not 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).

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