

# Trust Care Staff & Training Ltd Nurse Agency

Trust Care Staff & Training Ltd  
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**Type of inspection:**  
Unannounced

**Completed on:**  
5 August 2024

**Service provided by:**  
Trust Care Staff & Training Ltd

**Service provider number:**  
SP2017012851

**Service no:**  
CS2017353427

## About the service

Trust Care Staff & Training Ltd is registered as a nurse agency. It supplies or introduces registered nurses to registered care services and other healthcare services.

## About the inspection

This was an unannounced inspection which took place on 5 August 2024. 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 had discussions with the manager of the service.

## Key messages

- Regular checks were carried out to ensure nurses were appropriately registered with the governing body (NMC)
- 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
- Quality assurance processes were in place to provide reassurance that key aspects of the service were monitored and evaluated
- The manager had a strong focus on self-evaluation and improvement
- The evaluation of training, one to one supervision, feedback, induction and clinical skills review should continue to be further developed to ensure the current good practice is sustained should the agency employ more nurses.

## 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?	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?

4 - Good

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

The provider ensured prospective clients had detailed information about the service to be provided through the client handbook. This gave information on placement, costs, contact details and the range of policies available which informed nurse's practice. The handbook also gave information on training undertaken to ensure placed nurses had the appropriate up to date mandatory training such as moving and positioning and infection prevention and control. All nurses were required to complete a comprehensive range of mandatory training. This ensured that they had the relevant knowledge to provide respectful care and support that promoted people's dignity and choice. People supported could be confident the nurses provided by the agency were well trained and understood their roles and responsibilities.

Nurses were matched to care services, by ensuring their skills met the expectations of the placement. An initial visit would be carried out to assess any specific areas of training needed and who would provide this. At the point of inspection, only two agency nurses were employed. Both of whom had regular placements in two specific care homes. This meant there was a greater level of consistency for the care homes who had provided very positive feedback about the placements.

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.

Nurses had to attend allocated one to one meetings and mandatory training to continue to be placed in a care service. Should they not achieve this as a minimum they would not be able to be offered placement. 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.

Quality checks, including feedback from the nurse and the care homes had recently been introduced by the manager. This enabled the manager and placing nurse look at any individual areas for development, as well as gain feedback about the skills of the placed nurses. This should continue to be developed to ensure clinical skills were kept up to date, and where gaps are identified, training sourced as needed. This would also support the revalidation process with the NMC.

## 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 outweighed areas for improvement.

Nurses went through a comprehensive recruitment process. This included competency checks. Nurses 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. The records we reviewed demonstrated that staff had been consistently recruited well and in line with good practice guidance.

The manager had a strong overview of improvement. A self-evaluation had been completed for the service which linked into the improvement plan. As a direct result of this, evaluation and feedback forms had been introduced for both staff and for the care homes, where staff had been placed. This gave an opportunity to raise any concerns or discussed any future development needs. Where nurses were on longer term placements, a six monthly review was held with a representative of the care service. This would in turn link into the nurses one to one supervision meetings. This meant feedback directed development and practice. It was evident from the staff feedback, they felt very well supported by the agency.

Regular checks completed on staff NMC registrations to ensure there were no restrictions imposed on their ability to practice. All placement decision making were made by a qualified nurse, who was also responsible for training and development.

Staff working for the service had completed a comprehensive induction and 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.

We suggested compiling a list of clinical skills /gaps for each nurse employed at the point of induction. This could then be linked into staff one to one meetings, providing support to access training from external agencies, where needed.

Evaluations of competency through feedback from the care services, nurses were placed in should continue to be developed to link into training, development, individual appraisal and the overarching improvement plan.

## 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	5 - Very Good
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	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	4 - Good

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