

# CERA - Nurse Agency Nurse Agency

47C & D , Algo Business Centre  
Glenearn Road  
Perth  
PH2 0NJ

Telephone: 01738 450 426

**Type of inspection:**  
Unannounced

**Completed on:**  
7 August 2024

**Service provided by:**  
CERA Care Operations (Scotland)  
Limited

**Service provider number:**  
SP2009010680

**Service no:**  
CS2014334280

## About the service

The provider of the service is CERA Care Operations Scotland Limited. Registration to operate the service was granted in April 2015. CERA Nurse Agency is registered to supply registered nurses to a maximum of 20 service users. The service operates from one office base in Perth. The areas covered are Aberdeenshire, Highland, Perthshire, Forth Valley & Glasgow.

## About the inspection

This was a short notice inspection which took place on 31 July and 7 August 2024. The inspection was carried out by one inspector 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 family members of people who were using the service
- spoke with staff and management
- reviewed documents.

## Key messages

- Professional and skilled nursing staff were supplied to deliver care.
- Detailed recruitment checks were undertaken to ensure staff were recruited safely and continued to remain suitable for working with people.
- The agency had a strong focus on providing the right staff for the services being supported.
- Nurses felt well supported, confident and competent in their roles.
- The detailed quality assurance system prompted a culture of continuous improvement.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service was not yet undertaking self-evaluation. We discussed the benefits of self evaluation and how this approach should be adopted to support improvement in the service.

## 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 evaluated this key question as very good. We found significant strengths in the service delivery and support provided, which supported positive outcomes for people.

CERA 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.

People were confident that nurses coming to support them were well trained and understood their roles and responsibilities. A comprehensive training program was in place. Staff completed their core training before commencing placement. Training was monitored and updated annually. The management team had high expectations of their staff. This included staff displaying professional values and ensuring their staff worked as part of the client's team. Where issues had arisen, this was discussed and prompt action was taken, either through the agency's formal processes or informally through coaching conversations. The agency engaged positively with organisations to resolve any issues and used learning from these to make improvements to the service they delivered.

Comprehensive and up-to-date policies and procedures were readily available to both agency staff and clients via the agency's electronic management system. Staff were frequently reminded of changes and updates to the policies and procedures by the management team. As a result, staff had all the relevant best practice information and guidance available to support their practice.

Communication with the agency was very good. People said that when they deal directly with the agency, their queries are responded to quickly and efficiently. The manager was readily available to discuss any concerns or issues no matter how small. As a consequence, people felt comfortable to raise any issues with the agency and felt confident their feedback would be acted upon.

## How good is our leadership and staffing?

5 - Very Good

We evaluated this key question as very good. We found significant strengths in the service delivery and support provided, which supported positive outcomes for people.

Staff were being recruited safely. The agency followed national Safer Recruitment guidance. The process of recruitment was well organised and documented so that all the elements of the procedure were followed consistently and audited on an ongoing basis. Detailed policies and processes were in place to ensure that they fully monitor and comply with any restrictions placed on staff as part of their right to work in the UK. This meant people using the service could be confident that staff had been recruited safely and were working within their requirements, whilst keeping them safe from harm and risks.

The management team demonstrated a clear understanding about what was working well and what improvements were needed. They ensured that the outcomes for people who were using the service and the support for nurses they deployed remained central to the systems. There was a wide-ranging quality assurance process in place, supported by the agency's electronic management system. There was a mixture of formal and informal feedback obtained on a regular basis on the performance and quality of the agency and the staff they supply.

A detailed improvement plan was in place. This plan was available to all staff, staff were given the opportunity to contribute or comment on the improvement plan. There was a culture of continuous improvement clearly evident at this inspection. We found learning from complaints and incidents was central to the provider's quality assurance processes and informed a dynamic approach to quality improvement in all areas including medication management.

Systems and processes to support and develop staff were in place. All staff had access to the agency's electronic management system. This detailed their role and responsibilities of working for the agency and information to support their practice and placements. Formal and informal processes were being used to support staff, through one-to-one meetings and appraisals. The nurses told us they felt the training offered was good, which resulted in them having confidence in their practice supporting the best outcomes for the people in the homes they supported. They confirmed their e learning included essential practice areas such as medication management and infection prevention and control. The nurses were well informed about their responsibilities under their professional code of conduct. As a result, people could be confident they should experience safe nursing care.

## 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

It is recommended that care plans be improved by:

- a) including person centred details about the individual; for example, about their choices and preferences, their history and important people in their lives and about how they communicate.
- b) reviewing the care plan at six monthly intervals or sooner if requested or there has been significant change. If appropriate, the person receiving the service and/or close relative(s) should be included in the review. Minutes should be kept showing who attended, what was discussed, actions identified and who was responsible to carry these out.

This is to ensure that care and support is consistent with the Health and Social Care Standards: 1.12 which states that; 'I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change,' 1.15 which states that; 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' and 2.9 which states that; 'I receive and understand information and advice in a format or language that is right for me.'

**This area for improvement was made on 5 February 2019.**

## Action taken since then

Information held on clients was seen to be detailed, person centred and subject to regular reviews. Six monthly reviews were held with families/representatives and a minute of these was taken and shared with all relevant parties.

This area for improvement has been met.

## Previous area for improvement 2

It is recommended that management ensure that the service quality assurance processes cover all aspects of the service. Management should make sure that all parts of the service were performing to a good level. Management should use information from quality assurance system to develop an improvement plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards 4.19 which states that; 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' and 4.23 which states that; 'I use a service and organisation that is well led and managed.'

**This area for improvement was made on 5 February 2019.**

## Action taken since then

The service has a broad range of comprehensive audits and overviews. Overall governance of the service was strong and quality assurance processes were robust. A well-structured service improvement plan was in place for the service. This was informed by input from stakeholders, ensuring people's experiences were being evaluated and feedback acted on.

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?	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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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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