

Recruit the Best Ltd Nurse Agency

45B West Bowling Green Street
Edinburgh
EH6 5NX

Telephone: 01315 526 499

Type of inspection:
Announced (short notice)

Completed on:
13 August 2024

Service provided by:
Recruit the Best Ltd

Service provider number:
SP2019013279

Service no:
CS2019373546

About the service

At the time of the inspection, Recruit the Best Ltd provided registered nurses to care homes within Edinburgh, the Lothians and Fife. The office is based in Bonnington, Edinburgh. The service was registered with the Care Inspectorate on 11 July 2019 and the provider is Recruit the Best Ltd.

About the inspection

This inspection took place on 8 August 2024 after 24 hours notice to the service. The inspection was conducted by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered.

We evaluated how well people's health and wellbeing was supported as well as the quality of leadership and staffing.

To inform our evaluation we:

- spoke with three care homes which were being supplied with agency nurses
- spoke with two nursing staff and two managers
- visited the office to see how it was run
- reviewed documents and electronic records.

Key messages

- The care homes we spoke to were satisfied with the quality of the nursing.
- Nurse interactions with people receiving care were kind and respectful.
- Safe and effective recruitment practices were in place.
- Nurses were reliable with good time keeping.
- Nurses were well trained and supported.
- People considered that managers were accessible and responsive to any issues they raised.
- 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?	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 the service as operating at a good level for this key question. There were several strengths with the care provided and how this supported positive outcomes for people.

The care homes we spoke to were satisfied with the quality of the nursing. The nurse interactions with people receiving care were kind and respectful. The nurses worked well in the care home teams, able to follow instructions and lead when needed.

The planning of the agency nursing shifts was organised. The office was consistently supplying the same nurses to the care homes which meant they knew people well and there were good working relationships. The nurses were reliable with good time keeping.

Comments from care homes included "the nurses get on really well with the team and the residents and we have no concerns with them at all," "the team are very happy with everyone provided" and "the nurses have got on well with our team and been kind and respectful to our residents."

How good is our leadership and staffing?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with the quality of leadership and staffing.

Safe and effective recruitment practices were in place. Staff did not start work until all employment checks were completed. A registered nurse undertook the nursing interviews. The manager had oversight of nurses' membership of their professional body. People could be confident that staff were appropriately recruited to care and support them.

People considered that managers were accessible and responsive to any issues they raised. Comments from care homes included "the office has always been very helpful, if there are any changes they let us know and are quick to deal with any concerns too" and "the office is very good and always communicates with us if there are any changes to the bookings or anything."

The agency had service agreements in place with the care homes. The agency provided information about the nurses' skills in order to be matched safely to the care home shifts. Nurses had the right skills and knowledge to be matched effectively.

The service sought feedback from care homes and agency nurses through satisfaction surveys. However, the service needed an improvement plan to show what improvements have been identified, what difference these changes will make to the people using the service and the timescales. This ensures that there is a culture of continuous improvement for people experiencing support.

Essential staff training had been undertaken. Training for moving and assisting people was taking place annually with a practical element regarding techniques and equipment (as is good practice). The nurses had access to policies to allow them to be confident when working with people. Policies to support safety included adult support and protection, medication and infection and prevention control. Staff we spoke with told us they felt supported and there were some informal supervision sessions and team meetings. These needed to have a regular timescale and a written record to assist communicating effectively with staff.

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?	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?	4 - Good
2.1 Safer recruitment principles, vision and values positively inform practice	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
2.3 Staff have the right skills and are confident and competent	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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