

Global Healthcare 747 Ltd Nurse Agency

Technology house
9 Newton Place
Glasgow
G3 7PR

Telephone: 0141 2707552

Type of inspection:
Unannounced

Completed on:
20 September 2024

Service provided by:
Global Healthcare 747 Ltd

Service provider number:
SP2023000124

Service no:
CS2023000197

About the service

Global Healthcare 747 Ltd. is a nurse agency. The agency provides registered nurses to care home services and the NHS. The service has an office in Glasgow city centre.

At the time of the inspection the service had 56 registered nurses on their register.

The aims of Global Healthcare 747 Ltd include "Our staff will carry out holistic assessments with the aim of promoting a service user's dignity, privacy and independence whilst maintaining confidentiality".

About the inspection

This was an unannounced virtual inspection which took place between 16 September 2024 and 20 September 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 registration information, information submitted by the service and intelligence gathered since the service registered. This was the first inspection of the service since registering.

In making our evaluations of the service we:

- Spoke with or received feedback from five clients who used the agency.
- Spoke with or received feedback from seven members of staff and management.
- Reviewed electronic documents.

Key messages

- We received positive feedback from those purchasing the service.
- The agency ensured registered nurses' skills and experience matched client's needs.
- The agency communicated effectively with clients who used the service.
- The agency had robust quality assurance processes in place.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had begun to use self-evaluation, however, further work is required to develop this approach to support improvement.

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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People's health and wellbeing should benefit from their care and support. We received positive feedback from clients who purchased nurse hours. It was evident from this feedback that staff treated people with compassion, dignity and respect. One care home manager told us "all nurses are very professional and caring", whilst another commented "nurses work well with the residents and staff". This helped to make people feel valued. We heard about an instance when an agency nurse shared their knowledge and experience of a specific condition an individual was living with. This was shared with the staff and external medical staff and resulted in a change to prescribed medication for the individual receiving care.

The policies and procedures to direct staff took account of best practice. This included areas such as the Health and Social Care Standards, relevant legislation and best practice guidance. Staff confirmed that these were accessible. This helped ensure that people's rights and choices were respected.

A service welcome pack ensured clients were well-informed about the service they had purchased. This allowed clients to make an informed choice about using the agency. This included the expectations from the agency and registered nurses.

The agency had a clear process to match clients' needs with an appropriate agency nurse with the required skills and experience. This ensured that staff worked within an area that they were skilled and experienced in. Registered nurse profiles, which included their skills and experience, were automatically sent to clients when a nurse was allocated. This helped to ensure that people got the care and support that was right for them. Registered nurses were provided with an up to date profile of the care home that they would be working in. This included key information regarding the care home and the skills that the registered nurse would require.

The service gathered feedback from clients. This was positive in respect of staff practice and how registered nurses supported individuals. The service also had a process in place to gather feedback from registered nurses. This was used to shape the service and make changes when required.

How good is our leadership and staffing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People can expect a service that is managed well. Feedback from clients confirmed that the agency staff and management team were accessible, approachable and responsive to needs of their service. One person told us "the agency contacts the homes via email daily", whilst another commented "good communication with the team in the office". This demonstrated confidence in the agency and their staff.

We identified that the service was working outwith the geographical location of their registration. The service worked with Care Inspectorate colleagues to amend the registration conditions.

The service routinely requested and received direct feedback from care homes that nurses worked within. This was used to share what was working well with the staff and if anything required to be changed. This resulted in an overall service improvement plan which identified what was working well and any required improvements.

The service had a complaint policy and procedure in place. This included a complaints overview which demonstrated the action taken to resolve any concerns or complaints. One person told us "if there are ever any issues, the agency will listen and resolve our concerns". This provided confidence that concerns would be responded to.

People could be confident that new staff had been recruited safely and the recruitment process reflected the principles of "Safer Recruitment, Through Better Recruitment". There was a system in place to monitor pre-employment checks and documents were in place. These included the uptake of relevant references, Protection of Vulnerable Group check (PVG), right to work, professional body registration, work experience, skills, qualifications and training.

The service had an overview of staff training. This monitored compliance with mandatory and optional training for the registered nurses. A blended approach had been used with staff training. E-learning covered a wide range of mandatory training. The agency engaged with an external training company for all face to face training. We received positive feedback from the staff team regarding the training available. One registered nurse told us "some nurses had requested specific training, this was listened to and the management team booked this training, ensuring that all the staff had access to this". This helped to keep staff up to date and feel valued within their roles. Training was followed up through feedback from clients. One care home manager commented "all training appears to be well delivered and demonstrated by the nurses".

The service used different methods of keeping in touch with the registered nurses. A group chat allowed for the sharing of information and peer to peer support. Team meetings were offered online. We received some feedback from registered nurses that they would like increased opportunity for face to face meetings. The management team were keen to explore this further. This would allow the staff team the opportunity to meet outwith shifts or scheduled training. It is important for staff to have protected time with their line manager. Staff supervision was scheduled for the year ahead.

Registered nurses confirmed that they had access to a member of the management team when working out of hours. This was welcomed by the staff team as it allowed for support when working within services. One member of staff told us "the out of hours support is excellent".

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.