

# Recruitta Nurse Agency

294 Duke Street  
GLASGOW  
G31 1RZ

Telephone: 01413709038

**Type of inspection:**  
Unannounced

**Completed on:**  
18 September 2024

**Service provided by:**  
Recruitta Limited

**Service provider number:**  
SP2022000045

**Service no:**  
CS2022000068

## About the service

Recruitta is registered as a nurse agency to supply or introduce registered nurses to adult care homes in Greater Glasgow & Clyde, Edinburgh and the Lothians.

The service registered with the Care Inspectorate on 16 March 2022 as Recruitta Limited and the service has offices based in Edinburgh and Glasgow.

At the time of this inspection, the service had not recruited any active nursing staff.

## About the inspection

This was an unannounced inspection which took place on 18 September. 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 the manager of the service.
- Reviewed relevant documentation and procedures.

**Key messages**

- Since their last inspection the service has still not recruited or supplied any nurses to adult care homes.
- The service management have several years experience of running recruitment agencies.
- The recruitment documentation and interviewing procedures that would be implemented were appropriate to recruit people safely.

**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 good is our leadership and staffing?	3 - Adequate
--	--------------

Further details on the particular areas inspected are provided at the end of this report.

## How good is our leadership and staffing?

## 3 - Adequate

The service has not yet employed or provided any registered nurses, therefore we were unable to fully assess some of the quality indicators under this section.

From the discussions and information provided by the manager and in the absence of any nurses or services to gain feedback, we have continued to evaluate this key question as adequate.

We saw that the management team of the service were experienced in managing and running recruitment services. The registered manager of the service was a registered nurse.

The recruitment procedures and documentation that is in place is adequate and covered the main requirements, including reference checks, right to work certification, police checks, and professional registration requirements.

The director and one other person are nominated signatories for the appropriate police record and registration checks. This allows them to submit police record requests and also check individuals professional registration requirements.

Recruitment is mainly carried out through online process using the company's website app and other recruitment websites. All details are stored on the service's own secure hard drive, that only the director and one other person has access to. There are minimal hard copies of information kept.

We discussed the interview process with the manager. Once all the necessary recruitment documentation has been appropriately completed, face to face interviews then take place with two people in attendance with relevant interview questionnaires completed.

Prior to placing staff, the service would check the suitability of the person to ensure they are the right person with the right skills, qualifications and experience for the job.

The service have access to a fully equipped training room with hospital bed, hoists and other apparatus used to aid personal care. This helps to ensure they are able to assess the competency of staff and provide physical hands on training to the staff they are recruiting.

## 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 good is our leadership and staffing?	3 - Adequate
2.1 Safer recruitment principles, vision and values positively inform practice	3 - Adequate

## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.