

Sciensus Pharma Services Limited Nurse Agency

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Type of inspection:
Announced (short notice)

Completed on:
7 November 2024

Service provided by:
Sciensus Pharma Services Limited

Service provider number:
SP2004006616

Service no:
CS2004072127

About the service

Sciensus Pharma Services Limited is a provider of specialist homecare nursing services.

People may be referred from the NHS or from private consultants. The Service is provided by a field based clinical team.

They can provide a wide range of services to the NHS and the private sector. These include:

- IV chemotherapy administration to people at home
- IV antibiotic administration to people at home
- Training for self-administration of various therapies for a wide range of disease areas
- Enzyme Replacement Therapies.

They deliver care to approximately 350 people across Scotland each month. These numbers can fluctuate continually.

About the inspection

This was a short notice inspection which took place on 4 - 7 November 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:

- obtained feedback from 12 people using the service
- obtained feedback from 6 staff and management
- reviewed documents
- obtained feedback from an NHS health professional.

Key messages

- Sciensus Pharma Services Limited were sector leading and supported experiences for people which were of outstanding high quality.
- People were respected and listened to because their wishes and preferences were used to shape how they were supported by the nursing team.
- Staff demonstrated the principles of the Health and Social Care Standards in their day-to-day-practice.
- Leaders were proactive in regularly evaluating both nurses practice and people's experiences.
- Staff were safely recruited, robustly inducted and provided with ongoing training.
- People they had supported were confident that staff had the necessary skills and competence to support them.
- Staff recognised changing health needs and shared this information quickly with the right people.
- Management demonstrated a clear understanding about what worked well and had plans in place to drive 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?	6 - Excellent
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?

6 - Excellent

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

People experienced excellent care and support with compassion because there were warm, encouraging, positive interactions between the nurses and people experiencing care and support. One person told us, "Sometimes I dose off during the treatment and wake up and the nurse has put a blanket over me", whilst another felt, "I can't fault them, they are absolutely fabulous".

People were respected and listened to ensuring that their wishes and preferences were used to shape how they were to be supported. The service was excellent at giving people time to talk along with support to allow them to be empowered to discuss concerns or ask questions around their condition or the treatment. People told us, "They're very good, nurses are lovely and were very good at teaching me", "The nurse was very knowledgeable and took her time" and "They're really, really good. Explained more than the dermatologist did".

Sciensus were excellent at ensuring that people were enabled to experience care and support that promoted their identity, independence, dignity, privacy and choice. One person told us, "The nurse works her visit around my job". Another explained, "The nurse worked with me to build my confidence to now be able to self administer, which is more flexible for me".

Where the nurse promoted a more independent approach, this was carried out in a safe and supportive way without people feeling rushed or without support. One person explained, "The nurse was very knowledgeable and great at demonstrating and fully explaining everything. Took her time and stayed in case of any reaction. She offered a second visit, but I don't feel I need it. I was given numbers and contacts. I was very impressed".

People could be confident that staff understood the importance of infection prevention and control (IPC). We saw that the service had robust IPC policies and procedures in place that reflected up-to-date best practice guidance. Staff had received appropriate training in safe IPC practices. One minor aspect was highlighted to us and on discussion with management, we felt assured that this was already a priority focus area. Therefore, we were confident that the risk of infection spread was reduced and people were kept safer as a result.

How good is our leadership and staffing?

5 - Very Good

We found significant strengths in how the staff team were led and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

People could be confident that staff were recruited in a way that had been informed by all aspects of safer recruitment guidance. The process of recruitment was well organised and documented so that core elements of the procedure were followed consistently.

People using Sciensus were supported to understand the standards they should expect as there was a robust welcome process in place. People were confident giving feedback and raising any concerns because they knew leaders would act quickly and use the information to help improve the service. One person told

us, "I received a welcome pack and call, then the nurse read through the pack with me and answered any questions during the first visit", whilst another felt, "Any small issues I've had have been dealt with quickly and not re-occurred".

Quality assurance systems were in place and included some recent self-evaluation. This enabled leaders to demonstrate a clear understanding about what was working well and what improvements were needed. Action plans were in place to work through these.

Staff were clear about their roles and responsibilities. They had access to up-to-date policies and procedures relevant to their role, and a named member of staff for support. Staff were clear about their conditions of employment and the arrangements for ongoing clinical supervision, support and governance.

Staff felt confident and supported as there was an identified point of contact with a registered nurse at all times and clear processes in place for responding to incidents, reporting concerns and seeking guidance.

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

To support improvement, the provider should ensure people are offered regular opportunities to provide their views on the quality of service they receive. A variety of methods should be in place in accordance with people's preferences. The analysis of this information should be compiled and shared with people.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve." (HSCS 4.8).

This area for improvement was made on 13 July 2023.

Action taken since then

People were confident giving feedback and raising any concerns because they knew leaders would act quickly and use the information to help improve the service.

Learning from complaints was central to quality assurance processes and fully informed the dynamic approach to quality improvement in all areas.

This area for improvement is met.

Previous area for improvement 2

To improve communication, internal departments should work in a way that will benefit both the staff and people receiving a service. Relevant information about people should be shared with key staff timeously.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which

state that "I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected." (HSCS 4.18).

This area for improvement was made on 13 July 2023.

Action taken since then

Staff felt confident and supported as there was an identified point of contact with a registered nurse at all times and clear processes in place for responding to incidents, reporting concerns and seeking guidance.

This area for improvement is met.

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?	6 - Excellent
1.1 People's rights are promoted and respected	6 - Excellent
1.2 People's health and wellbeing benefits from their care and support	6 - Excellent
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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