

Presto Nursing Nurse Agency

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South Gyle
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Telephone: 02081751111

Type of inspection:
Announced (short notice)

Completed on:
10 October 2024

Service provided by:
Presto Nursing Limited

Service provider number:
SP2023000191

Service no:
CS2023000300

About the service

At the time of the inspection, Presto Nursing provided registered nurses to NHS hospitals across Scotland. The office is based in South Gyle, Edinburgh. The service was registered with the Care Inspectorate on 11 September 2023 and the provider is Presto Nursing Limited.

About the inspection

This inspection took place on 8 October 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 a NHS Health Board 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 NHS Health Board we spoke to were satisfied with the quality of the nursing.
- Nurse interactions with people receiving care were kind and respectful.
- Nurses were reliable with good time keeping.
- Safe and effective recruitment practices were in place.
- Nurses were well trained and supported.
- The planning of the agency nursing shifts was organised.
- People considered that managers were accessible and responsive to any issues they raised.

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 NHS Health Board we spoke to was satisfied with the quality of the nursing. The nurse interactions with people receiving care were kind and respectful. The nurses worked well in hospital wards, able to follow instructions and lead when needed. The nurses were reliable with good time keeping.

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. 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.

The agency had a service agreement in place with NHS Scotland. The agency provided information about the nurses' skills to be matched safely to the NHS hospital shifts. Nurses had the right skills and knowledge to be matched effectively. The planning of the agency nursing shifts was organised.

People considered that managers were accessible and responsive to any issues they raised. The service sought feedback from NHS hospitals and their agency nurses through satisfaction surveys. The service had 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 ensured 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. There had not been any annual appraisals yet, as this was a new nurse agency and the eight nurses had not been employed for twelve months. Nursing staff we spoke with told us they felt supported by the service who would check in with them to see how the shifts at the hospitals had gone.

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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