

# Your World Nursing Limited Nurse Agency

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
10 February 2025

**Service provided by:**  
Your World Nursing Limited

**Service provider number:**  
SP2018013118

**Service no:**  
CS2018366542

## About the service

Your World Nursing Limited registered with the Care Inspectorate in 2019. The main office is based in London with access to shared office space in Edinburgh. The nurse agency provides temporary nurses to private and NHS hospitals and prisons across Scotland.

## About the inspection

This was a short announced first inspection of the service which took place between 30 January and 5 February 2025. The inspection was carried out by an 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.

In making our evaluations of the service we:

- Spoke with staff and management
- Reviewed documents
- Looked at feedback from involved professionals

## Key messages

- Safer recruitment guidance was followed
- Staff felt supported by the agency
- Quality assurance processes were in place

## 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 service provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The nurse agency provided temporary nursing staff to private and NHS hospitals and prisons throughout NHS Scotland. The recruited nurses had a range of qualifications, skills and knowledge to support people.

Nurses provided their availability in advance. Scheduling systems were well organised. We heard that there was effective communication between managers and agency nurses which resulted in positive outcomes for people supported. This meant people received responsive care and support that was right for them.

An induction and training process was in place for nurses. In addition, some NHS boards requested additional training which the nurses completed. The agency provided each nurse with a candidate handbook which included access to a range of policies. The policies promoted safety for people and included medication administration, adult support and protection and infection prevention control. This meant that people could have confidence that their staff would promote their safety and protection.

The compliance system provided the manager and booking staff with up-to-date information in relation to training that was due or had expired. Nurses were not allocated work unless all training was completed and up to date. This meant people could be confident that nurses had been appropriately trained to support and care for them.

Nurses we spoke with described the effective systems that were in place to match their skills and knowledge to the needs of the people they cared for. The agency gathered clinical feedback about the nurse's performance at regular intervals. The companies the agency worked with also provided updates and feedback and described positive working relationships and communications. This meant that people benefited from different organisations working well together.

The service was looking at further ways to involve people in expressing their views about the care they experience. This will support evidencing the people experiencing care contribute to service improvement planning.

## How good is our leadership and staffing?

5 - Very Good

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

A range of quality assurance practices were in place which included an effective system for regularly monitoring nurses' professional registration. A suite of policies supported staff safety and development. The service regularly updated its compliance report and monitored and undertook investigation of any incidents, accidents or complaints. External assurance audits were undertaken by National Services Scotland. The social site on the web contained information relating to the agency and was easy to navigate. The service held regular internal and external meetings with companies it worked with and received regular reports. People could be assured that the service had developed and monitored its quality assurance processes to promote service improvement.

Robust screening and recruitment processes were in place. A registered nurse completed all nurse interviews. Nurses did not start work until all the checks were concluded and relevant training had been completed. At interview the agency identified nurses' skills and knowledge and areas of specialism which allowed them to place and match requests for nurses safely. People could be confident that staff had been safely recruited and had the relevant skills to care for them.

The service provided annual online and face to face training for all nurses. All nurses had to complete this before they were allocated shifts. The manager had oversight of the nurses training and expiry dates through an online system. An internal process provided incentives with support for job related issues and external signposting for non-work-related advice. This meant people received high quality care and support from the nurses as they had the necessary training, information and resources.

Nurses we spoke with told us they had an identified consultant as a point of contact in the agency, and had a range of methods in place to communicate with them when required. Nurses also had access to an out of hours service. Managers held weekly team meetings. In addition they also had regular opportunities for nurses to meet with their colleagues. Feedback on nurse's performance was gathered at ward level and reviewed during the annual appraisals. This meant people could be confident staff had time to reflect on their practice and that they worked well together.

## 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 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 |

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