

Quality Care (SC) Limited Nurse Agency

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Telephone: 01315 522 271

Type of inspection:
Announced (short notice)

Completed on:
10 February 2025

Service provided by:
Quality Care (SC) Limited

Service provider number:
SP2017013030

Service no:
CS2017362643

About the service

Quality Care (SC) Limited has been registered with the Care Inspectorate as a Nurse Agency, since 22 May 2018. Quality Care (SC) Limited is registered to supply or introduce registered nurses to registered care homes within Edinburgh, the Lothian's and Fife.

At the time we inspected, the agency was not supplying nurses.

The manager of this service is also the manager for Quality Care (SC) Ltd - Care at Home.

The service Aims and Objectives include:

"To meet and exceed the requirements of our service users.

To work in partnership with individuals, who may have a range of needs and with families, carers and other professionals.

To provide highly trained, skilled and caring staff to deliver a quality service at an economical price that meet and, where possible exceed relevant statutory legislation and sector guidelines.

To be a caring employer and business that takes into account any impact its services may have on the environment and society in general."

About the inspection

This was an announced inspection which took place between 4 and 10 February 2025. This was our first inspection of this service following registration and was a virtual inspection. 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 registration.

At the time we inspected, the agency was not supplying nurses, which limited the evidence available to us. In making our evaluations of the service, we spoke with management and reviewed documents.

Key messages

- At the time we inspected, the agency was not supplying nurses.
- The manager provided sufficient information to show they could provide a nurse agency and were keen to deliver a reliable and good quality service when they do.
- We found management and systems in place to support the service, reflected the values and principles of the Health and Social Care Standards.

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?	3 - Adequate
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 well do we support people's wellbeing?

3 - Adequate

At the time of this inspection, Quality Care (SC) Limited was not supplying nurses. In the absence of nurses or clients, we evaluated this key question, overall, as adequate. This was based upon the systems in place to support the service.

We found management and systems in place to support the service, reflected the values and principles of the Health and Social Care Standards. This provided assurance regarding the support nurses should receive, the service clients should get and the outcomes people might experience.

The provider had developed quality assurance which would support the involvement of people experiencing their service. Feedback from clients could be obtained by post placement phone calls, performance reviews and feedback forms.

How good is our leadership and staffing?

3 - Adequate

At the time of this inspection, Quality Care (SC) Limited was not supplying nurses. In the absence of nurses or clients, we evaluated this key question, overall, as adequate. This was based upon the systems in place to support the service.

We met with the manager to discuss the service and its operation. At this meeting and through all communication, we found them to be cooperative and professional. The manager had been responsive and supplied all information requested to support the business of inspection. Their conduct and approach was professional throughout, which provided assurance regarding the way they would conduct themselves with prospective clients and anyone with an interest in the service.

We found management and systems in place to support the service, reflected the values and principles of the Health and Social Care Standards. This provided assurance regarding the support nurses should receive, the service clients should get and the outcomes people might experience.

We sampled policies and procedures. These were sufficient to support and re establish a reliable and good quality service. The service had adequate recruitment and selection, staff induction and staff development procedures. This meant people could be kept safe through safer recruitment procedures.

The provider had developed quality assurance which would support the involvement of people experiencing their service. There were systems to audit staff training and revalidation and registration with the Nursing and Midwifery Council. Feedback from clients could be obtained by post placement phone calls, performance reviews and feedback forms.

Complaints

There have been no complaints upheld since registration.

Detailed evaluations

How well do we support people's wellbeing?	3 - Adequate
1.1 People's rights are promoted and respected	3 - Adequate
How good is our leadership and staffing?	3 - Adequate
2.1 Safer recruitment principles, vision and values positively inform practice	3 - Adequate
2.2 Quality assurance and improvement is led well	3 - Adequate

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