

ID Medical Nurse Agency

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Type of inspection:
Unannounced

Completed on:
24 February 2025

Service provided by:
ID Medical Group Limited

Service provider number:
SP2014012346

Service no:
CS2016350820

About the service

ID Medical is registered as a Nurse Agency and provides registered nurses and midwives to the NHS across Scotland. They currently supply staff to ten NHS services in Scotland. The service registered with the Care Inspectorate on 5 May 2018.

About the inspection

This was an unannounced virtual inspection which took place over two days between 31 January and 24 February 2025 between 09:30 and 15:30. The inspection was carried out by one inspector from the Care Inspectorate. As this was a virtual inspection information was shared using online discussions, emails and telephone calls.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, information submitted by the service, and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- received communication from three clients of the agency;
- received communication from six nursing staff and the management team;
- sampled service documentation.

Key messages

- Clients who used the service were very happy with the care and support provided in their services.
- Systems in place to ensure nurse competence were of a very good standard.
- Nursing staff told us the service was overall well managed.
- Some aspects of training should be brought in line with Scottish practice.
- Service should develop a service improvement plan.

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?	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?

5 - Very Good

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

People's health and wellbeing benefitted from the care and support they received. We received positive feedback from clients who had utilised the service. It was evident from this feedback that nursing staff used were of a high standard. Feedback from three National Health Service (NHS) areas commented: 'Interactions are professional and of a good quality', '[ID Medical] are a reliable provider of agency nurses', 'never had any compliance issues', 'both formal and informal interactions with ID Medical are professional', '[Client] is content with the service provided by ID Medical'.

The service provided a good level of information. We found evidence in email exchanges that the service in some cases provided nurses' Curriculum Vitae (CVs), a breakdown of skills and experience, to inform clients of the experience and specialisms nurses had so that skill sets could be assessed and matched against the clients' needs. This process provided a very good level of information so clients could decide if the service was appropriate for them and gave assurances about its performance.

As part of the process of engaging with the service, feedback information was returned to the service to ensure nurses' skill sets were right for the people supported and assess the quality of the nurses provided. We saw evidence of feedback completed by clients after their engagement with nurses to feedback to the service of both positive and, if any, negative elements of nurses' performance. This gave assurances that nurse quality and appropriateness for engagement was assessed through issue and receipt of relevant information. This exchange was of a very good standard and aided in meeting people's needs to a high standard.

How good is our leadership and staffing?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service carried out regular compliance checks to ensure nurses were competent to be assigned to clients. The elements checked by the service included one that ensured nurses were all appropriately registered with their professional body. They also maintained training records to ensure nurses had completed their listed mandatory training prior to being placed. Clients we engaged with were satisfied that the nurses provided had maintained the relevant training standards. Nurses were subject to annual appraisals to review their performance and identify any development needs. Feedback on performance was provided by clients to identify positive and, if any, negative aspects of performance post assignment. This meant nurses were being continually assessed and their competence maintained to meet the needs of clients and the people supported.

Although the service does provide extensive Safeguarding training we saw no evidence it linked its training directly to Adult Support and Protection legislation that applies in Scotland. Safeguarding and Adult Support and Protection are very similar in themes and actions. However, it should be recognised that those nurses working in Scotland should receive formal training in the relevant legislation that applies to adult protection in Scotland. This should form an element of the compliance checks carried out prior to nurses being

assigned to clients. To keep people safe it is important that care staff are aware of their duties under the appropriate legislation in any part of the United Kingdom they may work in. **(See area for improvement 1).**

On requesting information from the service during inspection it was identified that the service did not maintain a service improvement plan. We encourage services to do this so they can identify what they do well and what could be improved. This was discussed with the management team as something that could enhance the service provision and ensure core areas of service provision are regularly considered for improvement. This ensures clients receive a regularly evaluated service that strives to meet people's needs. The relevant guidance links were shared with the service so that any appropriate adjustments could be made.

(See area for improvement 2).

Areas for improvement

1. To ensure people are kept safe Adult Support and Protection training needs to be delivered in line with Scottish legislation to meet the needs of clients and staff.

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

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities'. (HSCS 3.20).

2. To ensure the service has good oversight of areas of service provision it needs to improve upon, a service improvement plan should be developed in line with best practice. This should be subject to regular reviews and an associated action plan.

This is to ensure that care and support is consistent with Health and Social Care Standard (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19)

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?	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?	4 - Good
2.3 Staff have the right skills and are confident and competent	4 - Good

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