

Healthnet Homecare Nurse Agency

Unit 1
Orbit Business Park
Alfred Eley Close
SWADLINCOTE
DE11 0WU

Telephone: 08000 833 060

Type of inspection:
Announced (short notice)

Completed on:
28 February 2025

Service provided by:
HealthNet Homecare (UK) Limited

Service provider number:
SP2021000076

Service no:
CS2021000122

About the service

Healthnet Homecare has been registered with the Care Inspectorate as a Nurse Agency since 28 June 2021.

Healthnet Homecare is registered to supply or introduce registered nurses to people in their own homes following a prescribed treatment plan under the direction of the NHS.

At the time of inspection, there were eight nurses deployed throughout Scotland.

About the inspection

This was a virtual inspection which took place between on 30 January 2025 and 28 February 2025. This was our first inspection of this service following registration and was carried out by one inspector.

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.

In making our evaluations of the service we:

- spoke with eight clients and service users
- spoke with 11 staff and management
- reviewed documents.

Key messages

- People were highly satisfied and held staff in high regard.
- Management and staff were experienced and responsive to people's needs.
- Professional and skilled nursing staff were supplied to deliver care.
- Nurses felt well supported, confident and competent in their roles.
- Quality assurance systems were being developed to support service improvement and expansion.

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 evaluated this key question as very good, as there were significant strengths in the way the service was delivered, and the care and support provided.

We recognised the provision of nurses as a key element of the person's agreed NHS treatment plan. We found they helped ensure the whole process could run as smoothly as possible. This meant people were confident any unplanned events were managed in a way that resulted in as little disruption as possible. People valued the service as it reduced hospital visits, supported continuity, good relations with the nurses, and improved their wellbeing.

Management clearly demonstrated the Health and Social Care Standards (HSCS) in terms of their values and within their aims and objectives. Staff provided a very good account of working within their professional code of conduct. People reported feeling well supported and highly satisfied with their nurses' performance. People felt respected and experienced compassionate care and support. As a result, they had a positive experience of the service. Their comments included, "this is a good service, well organised" and "there is good communication, I can rely on my nurses."

People said they felt comfortable about raising any issues with the nurses or the agency, and felt confident this would be acted upon if needed. We discussed how improvements could be made in the the involvement of, and information available to everyone with an interest in the service. **(See Area for Improvement recorded under Key Question 2)**

We found staff had a clear understanding of their responsibilities to protect people from harm and support positive outcomes. For example, timely access to medication and referrals. Staff were confident that if they identified concerns, the culture within the service meant they would respond appropriately and people could be kept safe.

Training, policies and procedures were in place to support staff work confidently with new treatments, legislation and good practice guidance. This meant people could be kept safe.

How good is our leadership and staffing?

5 - Very Good

We evaluated this key question overall as very good. We found significant strengths in the service delivery which supported positive outcomes for people. There were few areas for development and a clear commitment to improvement.

Detailed recruitment checks were undertaken to ensure staff were recruited safely and continued to remain suitable for working with people.

Management demonstrated a clear understanding about what was working well and what improvements were needed. Outcomes experienced by people who were using the service, and the support for nurses they deployed, were central to their consideration of the systems and people running the day-to-day service. They had very good oversight of staff training and performance. Nurses verified they had all the training and equipment required to do their job.

One client commented on the delay experienced when suitable people were identified for the home care service, and we found the service was rapidly growing to meet demands

As part of our inspection, we discussed areas to be considered in order to sustain standards and support improvement. The provider had identified the need to review the resources and systems in place to support a growing service. This should include:

- Supporting service user involvement in assessing the quality of service and inform service developments;
- Highlighting the nursing element vital in supporting the process of homecare; and
- Continuing the development of a service improvement plan. **(See Area for Improvement 1)**

People described a very good level of continuity with staffing. They described very good relations with Healthnet Homecare and held their nurses in high regard. Their comments regularly included, "they are excellent." This continuity also meant the nurses could develop their knowledge of the people and provide well informed care and support. We found people were not always clear about the systems in place specifically to address any aspect of nursing care, and that improvements could be made in the information available to clients and patients. **(Area for Improvement 1 applies)**

Nurses were confident that they had the right skills and knowledge to support the people they cared for. They reported very good communication and support from management. The nurses we spoke to were positive about working for Healthnet Homecare because of the systems in place to support communication and training. They felt valued, respected and were supported to carry out their work. The only negative aspect identified was in regard to the scheduling of appointments, which often meant a lot of travel.

Areas for improvement

1. To support a culture of responsive and continuous improvement, which meets the health and wellbeing needs of supported people, the provider should ensure that:

- a) people's views, suggestions and choices are gathered on a regular basis and this information is used to improve people's outcomes and experiences;
- b) clearly identify systems in place to support feedback regarding people's nursing care; and
- c) develop the service improvement plan to mitigate risk associated with expansion.

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)

and

'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
1.1 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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