

# Apodi Healthcare Limited Nurse Agency

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**Type of inspection:**  
Unannounced

**Completed on:**  
12 March 2025

**Service provided by:**  
Apodi Healthcare Limited

**Service provider number:**  
SP2017012972

**Service no:**  
CS2017359563

## About the service

Apodi Healthcare Limited is registered as a nurse agency to supply or introduce registered nurses to the NHS within their premises, hospitals, GP services and to people in their own homes.

The service has been registered with the Care Inspectorate since July 2019. The service offices are based in Maidenhead, England.

The service delivers a training and education programme on specific pharmaceutical products to people. The programmes are negotiated directly between the NHS and the pharmaceutical company who has appointed Apodi Healthcare Limited to deliver this training on their behalf. This training is delivered to NHS patients either face to face to people living in their own homes or virtually depending on the person's choice. At the time of inspection, the service was providing one off training and education sessions to people.

Whilst the service has been registered since July 2019, they have only recently commenced face to face support with people. Information provided showed that the agency has supported 45 people in Scotland since October 2024. At the time of this inspection, two nursing staff were working in Scotland providing support to NHS Lanarkshire.

## About the inspection

This was an unannounced inspection which took place between 3 and 7 March 2025. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we viewed information about this service. This included registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- Spoke with six people using the service.
- Spoke with one family member.
- Spoke with staff and management.
- Received feedback from one external professional.
- Observed practice.
- Reviewed documents.

## Key messages

- People received training and education from professional, knowledgeable, and respectful nursing staff.
- There were high levels of satisfaction from people experiencing care.
- An improvement plan should be developed to promote a culture of continuous improvement.
- The service should provide a distinction between their UK wide service and their service registered in Scotland in relation to audits and consultation carried out.

## 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.

We undertook one home visit and observed the nurse to be respectful, patient and kind in their interactions with people. There were high levels of satisfaction from people experiencing care. One person told us, "If they can all be like that, the world would be a different place". People told us that they felt communication was very good and they had received support by a nurse who was professional, knowledgeable, and kind. People also reported that nurses were punctual and responsive to their needs and had excellent knowledge about the product that they were providing training on. This had a positive impact on people's experiences.

People were not rushed, and training and education was being delivered at the person's own pace. From the people we spoke with, one person told us, "I was able to ask as many questions as I wanted to" and another told us they were "very impressed with her approach". This meant people felt confident and competent following the training that they had received.

A detailed information leaflet about the service and initial welcome telephone calls allowed people to be informed about the service and the support they could expect to receive. This allowed people to be fully involved in decisions about their care and support.

People's health benefitted from safe infection prevention and control practices. Staff had received appropriate training which helped keep people safe and minimised the risk of infection. We saw that the service had policies and procedures in place that reflected current guidance. However, we advised these are reviewed to contain information on the correct process of doffing and donning personal protective equipment. This is important to reduce cross-contamination and exposure to infection. We were confident the service would action this.

The service had an anaphylaxis operation procedure in place. This provided guidance of the actions to be taken should a person suffer from a severe reaction whilst receiving their treatment. Nurses had received anaphylaxis training. During our inspection, we saw the nurse discretely spending time observing the person for any adverse reactions from the treatment they had received prior to them leaving the visit. This meant nurses had the skills and knowledge to recognise changes in a person's condition and could treat and escalate any concerns quickly in the event of an emergency.

## 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's policies, procedures, aims, and objectives reflected values which promoted good staff practice. This meant we were confident staff had access to the right information to guide and support them. The vision and values of the service were underpinned by human rights, inclusion, transparency, and openness. This helped to protect people from harm and respected people's rights and choices.

There was a wide range of effective systems and processes to provide oversight and assess the performance

of the service. Audit and quality control check schedules were developed for the year. These were regularly reviewed by the management team and a governance committee. This helped identify areas for improvement and supported better outcomes for people. However, we did note that audits and reports undertaken were UK wide and for the purposes of the service registration in Scotland, it would help if this information was able to be collated separately.

Managers demonstrated a clear understanding about what was working well and what improvements were needed. However, the service did not have an overall service improvement plan in place. This had been identified as an area for development by the management team and we were confident this would be taken forward. We signposted the service to the Care Inspectorate's "Self-evaluation for improvement - your guide" and "Developing your improvement plan". This would support the continuous improvement of the service.

The service regularly evaluated people's experiences of care. People's views about the service were considered through the use of a survey. We saw that feedback gained from service users and staff was collated, analysed, and used to assess and maintain the quality of the service provided. Feedback received was seen to be overwhelmingly positive. However, we did note that feedback was UK wide and for the purposes of the service registration in Scotland, it would help if feedback was able to be collated separately.

People were being supported by nursing staff who had been safely selected and recruited. We heard staff retention in the service was very good. We reviewed recruitment files and confirmed the agency had completed pre-employment checks. However, we found that some references could have been more detailed. We suggested that where references were ambiguous and only provided employment dates that a character reference was also sought to enhance this information. We directed the agency to the best practice guidance, "Safer Recruitment Through Better Recruitment". We will follow this up at our next inspection.

New staff benefitted from an induction to prepare them fully for their role. The service had an on-board policy and staff electronic platform in place which helped to promote consistent practice within the agency. This meant staff had the necessary information to undertake their role.

Nurses had the right knowledge, and skills to care for and support people. We saw evidence that the agency showed a commitment to ensuring nurses received training appropriate to the needs of the people they cared for and supported nurses with revalidation with the Nursing and Midwifery Council. A training matrix was in place which allowed management to have an overview of training and compliance. We saw that overall training compliance was high. This meant we were confident staff had access to the right training to undertake their role safely and effectively.

Monthly staff meetings were held. This meant staff were provided with the opportunity to share any ideas or concerns that they had. We suggested that the minutes of these meetings could be developed to reflect the team views as these were not evident. We were confident the service would action this.

Observations of staff practice through "field visits" gave assurance that staff were providing care and support in the correct and required way. However, improvements were needed to the recording of these observations to provide good governance, audit, and oversight. This would help ensure that practice guidance is being followed consistently, minimise risk and identify any training needs. We observed that there was a plan in place to support this improvement.

Staff appeared happy, confident, and motivated; it was evident that the values of the service were shared amongst the staff team. Staff reported feeling supported in their role and were very happy working in the

service. Staff were supported to develop and reflect on their learning and practice through regular one to one sessions with their manager. However, improvements were needed to the recording of these meetings to ensure records reflected the detail of discussions held and any actions to be taken. The service was actioning this at the time of the inspection.

## 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?	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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