

Anchor Nursing and Social Care Limited Nurse Agency

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Type of inspection:
Announced (short notice)

Completed on:
25 February 2025

Service provided by:
Anchor Nursing and Social Care
Limited

Service provider number:
SP2017012955

Service no:
CS2017358816

About the service

Anchor Nursing and Social Care Limited has been registered with the Care Inspectorate as a Nurse Agency since 04 June 2018. It is registered to place registered nurses in registered care services, hospitals and health care services in Fife, The Lothians, Glasgow, Lanarkshire, Falkirk and Stirlingshire.

About the inspection

This was an unannounced inspection which took place on 25 February 2025. This was our first inspection of the service since it became registered with the Care Inspectorate. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service such as registration information, information submitted by the service and intelligence gathered since its registration.

At the time we inspected, the agency had provided a very minimal service due to a lack in demand, which limited the evidence available to us. In making our evaluations of the service we spoke with management, staff and reviewed documents. We also spoke with the manager of the most recent care home the agency supplied to.

Key messages

- At the time we inspected, the agency had supplied a minimal service due to lack of demand.
- Detailed recruitment checks were undertaken to ensure staff were recruited safely and continued to remain suitable for working with people.
- We found management and systems in place to support the service. However, to reflect the values and principles of the Health and Social Care Standards, quality assurance systems needed to improve.

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, Anchor Nursing and Social Care Limited had supplied a very limited service due to a lack in demand. Two nurses were employed who had undertaken five shifts between them in the last 12 months. The manager, who is also the provider and a registered nurse, had undertaken shifts in two care homes. We evaluated this key question, overall, as adequate. This was based mainly upon the systems in place to support the service.

People requesting staff were supplied with the registered nurses' profiles. This included information on their skills, knowledge and competencies. As a result, services benefitted from knowing that the agency would supply nurses to meet their service users' requirements and provide continuity of care. One care home manager told us "she is very kind, caring and able. I can't fault her nursing skills and she is very obliging. I would recommend her to other services".

We found management and systems in place to support the service reflected the values and principles of the Health and Social Care Standards. The provider had developed quality assurance which could support the involvement of people experiencing their service. However we found they were not always being implemented. For example, opportunity for client feedback was offered on a section on staff's timesheets but we found these had not been completed. The manager said she always requests verbal feedback post placement from the care home manager but no records were kept. We discussed the benefits of this with the manager to highlight what is working well, and identify areas for improvement. The manager agreed and stated this will be addressed. This would provide assurance regarding the support nurses should receive, the service clients should get and the outcomes people might experience.

An adult and child support and protection policy was in place which had been reviewed and updated to reflect current guidance. Staff had undertaken 'safeguarding of vulnerable adults' training and the manager told us she was confident they would report any concerns.

How good is our leadership and staffing?

3 - Adequate

Due to the minimal service delivered in the last 12 months, and the lack of feedback relating to service delivery, we evaluated this key question, overall, as adequate. This was based mainly upon the systems in place to support the service.

Staff were being recruited safely in accordance with national safer recruitment guidance. The process of recruitment was well organised and documented so that all the elements of the procedure were followed consistently, and audited on an ongoing basis. Detailed policies and processes were in place to ensure they fully monitor and comply with any restrictions placed on staff as part of their right to work in the UK. This meant people using the service could be confident that staff had been recruited safely and were working within their requirements, whilst keeping them safe from harm and risks. Systems were in place to audit revalidation and registration with the Nursing and Midwifery Council.

The provider also has a care agency which is not registerable with the Care Inspectorate. There was only one service improvement plan for both services, as was the case for many policies. Care services should have policies, procedures and improvement plans specific to the service they are delivering, to ensure they relate to achieving the best outcomes for the people receiving the service.

For example, the complaints policy informed people of their right to complain to the Care Inspectorate; this only applies to services registered with the Care Inspectorate and is misinforming some people. We also noted some policies had not been reviewed and updated for several years. We discussed these issues with the manager who gave her assurance they would be addressed.

People were confident that nurses coming to support them were well trained and understood their roles and responsibilities. A comprehensive induction program was in place which staff completed before commencing placement. Training was monitored and the manager said it will be updated annually.

We were informed that all staff had access to the agency's electronic information platform via their phone. This provided staff with up to date guidance and information to support their practice and placements. We saw that one of the two nurses had not been given access to this despite being employed for several months. There were no formal processes to support staff through staff meetings, supervisions, or annual appraisals. The manager and staff spoken with said verbal feedback was sought following each shift but no records were kept. Regular supervision offers an opportunity to discuss any issues arising and support staff development. Consideration could also be given to carrying out direct observation and competency checks. These processes would ensure everyone could be confident that staff were well trained and supported, appropriately skilled and working to required standards. This would support staff to deliver high-quality, safe and effective care to people they support. (See area for improvement 1.)

Areas for improvement

1. To support staff to deliver high-quality, safe and effective care, the provider must develop systems and processes to develop and directly monitor staff practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'If I am supported and cared for by a team or more than one organisation, this is well coordinated so that I experience consistency and continuity' (HSCS 4.17).

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
1.2 People's health and wellbeing benefits from their care and support	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
2.3 Staff have the right skills and are confident and competent	3 - Adequate

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