

Medilink Consulting Ltd Nurse Agency

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Type of inspection:
Announced (short notice)

Completed on:
1 April 2025

Service provided by:
Medilink Consulting Limited

Service provider number:
SP2018013162

Service no:
CS2018368659

About the service

Medilink Consulting Ltd has been registered with the Care Inspectorate as a Nurse Agency since 11 February 2019. The service is based in England and is registered to supply or introduce registered nurses to NHS services in Scotland.

About the inspection

This was an announced inspection which took place between 5 March 2025 and 01 April 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 had not yet supplied nurses in Scotland.
- The compliance officer 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 the 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, Medilink Consulting Ltd had not yet supplied nurses in Scotland. 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 the 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, Medilink Consulting Ltd had not yet supplied nurses in Scotland. 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 compliance officer to discuss the service and its operation. At this meeting and through all communication, we found them to be cooperative and professional. The compliance officer 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 the 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 establish a reliable, 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. Systems were in place to ensure staff undertake necessary training to equip them with the skills and knowledge required to meet people's needs. Policies and procedures relating to staff supervision and annual appraisals had been developed. The service planned to introduce a staff wellbeing programme and enable access to an individual counselling service.

The provider had developed quality assurance to support the involvement of people experiencing their service. There were systems to audit staff training, and registration/revalidation 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
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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