

## Mylocum Ltd Nurse Agency

Neptune House  
8-11 Clements Court  
Clements Lane  
Ilford  
IG1 2QZ

Telephone: 02085 184 336

**Type of inspection:**  
Announced

**Completed on:**  
20 March 2025

**Service provided by:**  
Mylocum Ltd

**Service provider number:**  
SP2018013198

**Service no:**  
CS2018370177

## About the service

Mylocum Ltd has been registered with the Care Inspectorate as a Nurse Agency, since 29 March 2019. The service is registered to supply nurses across Scotland and supply or introduce registered nurses to NHS services.

At the time we inspected, Mylocum Ltd were part of the NHS Scotland Framework and supplying nurses to NHS services across Scotland.

The service Aims and Objectives reflect the values and principles of the Health and Social Care Standards (HSCS) and includes, "We aim to provide fully qualified, suitably trained, effectively vetted Registered Nursing Staff of the highest calibre, only supplying workers who can demonstrate a caring patient centred approach".

## About the inspection

This was an announced virtual inspection which took place between 15 January 2025 and 20 March 2025. This was our first inspection of this service following registration and was carried out remotely. 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.

In making our evaluations of the service we:

- spoke with management staff
- contacted clients
- reviewed documents.

## Key messages

- Staff had been recruited safely and effectively.
- There were very good systems in place to support a high quality service.
- An improvement plan should be developed and implemented to reflect the culture of continuous improvement and the involvement of clients and staff.

## 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? | 4 - 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?

4 - Good

We evaluated this key question as good, as there were several strengths which clearly outweighed areas for improvement.

Management clearly demonstrated the Health and Social Care Standards 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. As a result, people were recognised as partners and could experience respect and compassionate support. We found improvements could be made in the way feedback was gathered and used to inform service developments. **(See Area for improvement 1)**

We found staff had a clear understanding of their responsibilities to protect people from harm and support positive outcomes. Policies and procedures were in place to support staff to work confidently with legislation and good practice guidance. Staff said they felt the training offered was good. They benefitted from face to face training in addition to e-learning and were confident that if they identified concerns, the culture within the service meant they would respond appropriately and people could be kept safe.

The nurses said that where they needed advice about people's care needs, they could obtain this from the services they were sent to. They also said that the management team were easily accessible for advice and support if needed.

### 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 people's views, suggestions and choices are gathered on a regular basis and that this information is used to improve people's outcomes and experiences.

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).

## How good is our leadership and staffing?

4 - Good

We evaluated this key question overall as good, as there were several strengths which clearly outweighed areas for improvement.

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

Agency nurses were confident that they had the right skills and knowledge to support the people they called. Training, policies and procedures were in place to support staff work confidently with legislation and good practice guidance. This meant people could be kept safe.

Management had very good oversight of staff training and performance. Nurses verified they had all the training and support required to do their job. Throughout the inspection, management demonstrated a clear understanding about what was working well and what improvements were needed. They demonstrated a clear understanding of their responsibilities and the challenges when supplying nurses remotely. They were responsive and had very good systems in place to support service delivery. These should continue to be developed to evidence improvement planning and stakeholder involvement. **(See Area for improvement 1)**

There was a detailed complaints procedure that enabled concerns to be raised and staff provided a very good account regarding their roles and responsibility, and protecting people and their adherence to local policy and procedures while on placement.

### 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 quality assurance processes are effective in identifying areas for improvement. Where areas for improvement are identified they should contribute development/improvement plan for the service.

This is to ensure that care and support is consistent with Health and Social Care Standards (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](http://www.careinspectorate.com).

## Detailed evaluations

|  |               |
|--|---------------|
| How well do we support people's wellbeing?                             | 4 - Good      |
| 1.1 People's rights are promoted and respected                         | 4 - 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 | 5 - Very Good |
| 2.2 Quality assurance and improvement is led well                              | 4 - Good      |
| 2.3 Staff have the right skills and are confident and competent                | 5 - Very Good |

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.