

# Robinson Medical Recruitment and Associated Company Robinson Recruitment Solutions Nurse Agency

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
4 June 2025

**Service provided by:**  
Robinson Recruitment Solutions  
Limited

**Service provider number:**  
SP2011011668

**Service no:**  
CS2011281661

## About the service

Robinson Medical Recruitment Limited is registered as a nurse agency and was operating from an office base in Edinburgh and Glasgow. At the time of inspection, nurses were being provided to private hospitals and care homes across Scotland. The service was registered with the Care Inspectorate on 30 August 2011 and the provider is Robinson Recruitment Solutions Limited.

## About the inspection

This inspection took place on 29 May 2025 after 24 hours notice to the service. The inspection was conducted 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, complaints and intelligence gathered.

We evaluated how well people's health and wellbeing was supported as well as the quality of leadership and staffing.

To inform our evaluation we:

- spoke with care homes which were being supplied with agency nurses
- spoke with nursing staff, office staff and managers
- visited the office to see how it was run
- reviewed documents and electronic records.

## Key messages

- The care homes we spoke to were very satisfied with the quality of the nursing.
- Nurse interactions with people receiving care were kind and respectful.
- Nurses were reliable with good time keeping.
- Safe and effective recruitment practices were in place.
- Nurses were well trained and supported.
- The planning of the agency nursing shifts was organised.
- People considered that managers were accessible and responsive to any issues they raised.

## 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 the service as operating at a very good level for this key question. There were significant strengths with the care provided and how this supported positive outcomes for people.

The care homes we spoke to were very satisfied with the quality of the nursing and considered them skilled and experienced. The nurse interactions with people receiving care were kind and respectful. The agency nurses worked well in their teams, able to follow instructions and lead when needed. When possible, the agency provided the same nursing staff and this consistency assisted with improving the care people experienced. The nurses were also reliable with good time keeping.

## How good is our leadership and staffing?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the quality of leadership and staffing.

Safe and effective recruitment practices were in place and interviews were completed by nurse managers and were thorough. Staff did not start work until all employment checks were completed. The manager had oversight of nurses' membership of their professional body. People could be confident that staff were appropriately recruited to care and support them.

People considered that managers were accessible and supportive as well as responsive to any issues they raised. The service sought feedback through satisfaction surveys from the private hospitals and care homes they supplied as well as their agency nurses. Any incidents or complaints were reported thoroughly with actions on improvements where needed. The service needed to further develop an improvement plan to show what improvements have been identified, what difference these changes will make to the people using the service and the timescales. This ensures that there is a culture of continuous improvement for people experiencing support.

Agency nurses reported good informal support available from the office and their nurse managers. Regular supervision sessions and an annual appraisal were being held to support and develop nursing staff. There were also quarterly clinical meetings to discuss practice issues in a group setting. This ensured people experienced high quality care and support based on relevant guidance and best practice.

Essential staff training had been undertaken. Training for moving and assisting people was taking place annually with a practical element regarding techniques and equipment (as is good practice).

The agency had quality information about agency nurses' individual skills to be matched safely to shifts. Nurses had the right skills and knowledge to be matched effectively. The electronic systems used for agency nursing shifts was well organised. The Team Leads who matched nurses to shifts were experienced and competent.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To ensure regulatory responsibilities are met the provider should ensure that all events notifiable to the Care Inspectorate are promptly submitted and reflective of the guidance "Records that all registered services (except childminding) must keep and guidance on notification reporting" (February 2012, Care Inspectorate).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

**This area for improvement was made on 25 April 2024.**

#### Action taken since then

The service has been submitting notifiable events to the Care Inspectorate since the last inspection.

This previous area for improvement has been met.

#### Previous area for improvement 2

To support the ongoing development of staff, ensuring they are competent, skilled and able to reflect on their practice to continue to meet people's needs the provider must ensure a supervision system is in place for staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 25 April 2024.**

#### Action taken since then

Agency nurses reported good informal support available from the office and their nurse managers. Regular supervision sessions and an annual appraisal were being held to support and develop nursing staff. There were also quarterly clinical meetings to discuss practice issues in a group setting. This ensured people experienced high quality care and support based on relevant guidance and best practice.

This previous area for improvement has been met.

#### Previous area for improvement 3

To reassure people with dementia that agency nurses caring for them have the right skills, knowledge and expertise the manager should ensure nurses undertake appropriate training. Where the nurses are placed in specialist dementia units their training should meet the enhanced level of training identified by the Scottish Promoting Excellence in dementia framework. Nurses could access the free training resource directly

<http://www.sssc.uk.com/workforcedevelopment/supporting-your-development/promoting-excellence-in-dementia-care>.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support meets my needs and is right for me' (HSCS 1.19).

**This area for improvement was made on 6 September 2022.**

#### Action taken since then

There was a high level of completion for e-learning courses on understanding dementia and dementia informed practice.

This previous area for improvement has been met.

## 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?	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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