

## MM Care Nurse Agency

Mitchell and Murdoch Care Ltd  
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**Type of inspection:**  
Unannounced

**Completed on:**  
14 February 2025

**Service provided by:**  
Mitchell & Murdoch Care Ltd

**Service provider number:**  
SP2021000074

**Service no:**  
CS2021000166

## About the service

MM care is a nursing agency that is part of the privately owned company Mitchell and Murdoch. They are registered to supply nurses across Scotland. The service registered with the Care inspectorate on 20 July 2021

At the time of inspection the agency supplied nurses to their sister organisation, MM Support, for complex care packages. The office base is in Dundee.

The service's published aim is, 'to create a culture that values individuals differences, promotes dignity, equality and diversity while encouraging clients to develop and maximise independence.'

## About the inspection

This was an unannounced inspection which took place on 11, 12 and 13 February 2025. 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 previous inspection findings, registration information, information submitted by the service.

In making our evaluations of the service we:

- spoke with 7 staff and management;
- reviewed documents;
- spoke with a visiting professional.

## Key messages

- A dedicated team of nurses delivered compassionate care.
- Staff demonstrated the principles of the Health and Social Care standards in their day to day practice.
- The service must ensure that they are proactive in regularly evaluating both nurses' practice and people's experiences.
- Management need to further enhance their quality assurance and improvement processes to ensure the service was operating effectively.

## 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?	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?

4 - Good

At the time of inspection MM Care was a small nurse agency providing nurses to their sister organisation MM Support to deliver complex care packages. We evaluated this key question as good based on the size of the team and short lines of communication which meant the service could be responsive to the requests from services and the needs of people using the services. There were a number of strengths which impacted positively on outcomes for people and clearly outweighed areas for improvement.

The agency's policies and procedures, aims and objectives reflected values that promoted good staff practice, which protects people from harm and respects people's rights and choices. Feedback from nurses reflected their awareness of relevant procedures to protect people and how to put these into practice. Staff were able to describe and give examples of how they promoted the identity, independence, dignity, privacy and choice of people in their care. Staff described warm interaction with the people they support, and their colleagues.

The nurses said that where they needed advice about people's care needs, they could obtain this from the primary care nurse. They said that the management team were accessible for advice and support if needed but would like greater clarity of the arrangement when the manager is unavailable.

People using the service were involved in introducing new people to the team which meant they were consulted and involved in matching nurses to the role. We received positive comments from a member of staff overseeing a care package who said the provider is communicating well and trying hard to recruit.

## How good is our leadership and staffing?

3 - Adequate

We made an evaluation of adequate for this key question. There were some strengths contributing to positive outcomes for people, however, these only just outweighed weaknesses.

MM Care had taken over an established team of nurses from another provider in August 2024. Staff were recruited in accordance with good practice and national safer recruitment guidance and checks had been updated by the new nursing agency.

Informal systems and processes to support staff were in place, however, we had concerns that the agency's manager had not yet carried out clinical supervision or checked nurses' competence in the management of medicines for all of the team. We discussed with the agency the importance of ensuring these checks and meetings are held and recorded to support staff to remain competent, skilled and feel supported to undertake their role.

Nurses gave some mixed feedback about the training provided by the agency. They had access to e-learning and had also accessed training independently to maintain their skills and knowledge. The agency advised that they had some difficulties accessing in person training and plans were in place to take this forward. New staff competency checks had been developed and were in the process of being implemented for nurses. The completion of these checks will ensure everyone can be confident that staff are well trained, appropriately skilled and working to required standards. This will support staff to deliver high-quality, safe and effective care to people they support.

Medication administration records (MAR) should support the safe management and administration of medication, however, documentation was confusing and difficult to use. This put people at potential risk of harm. The service was in the process of transferring records from paper to electronic and a requirement has been made to ensure documentation supports the safe administration of medication. **(See requirement 1).**

## Requirements

1. By 31 May 2025 the provider must ensure that quality assurance and improvement is led well in order to ensure the health, safety and wellbeing of people using the service.

To do this, the provider must, at a minimum:

- a) Ensure that leaders are proactive in regularly evaluating both nurses practice and people's experiences;
- b) Ensure that leaders have a clear understanding of their role in monitoring practice and identifying and supporting improvement activities;
- c) Ensure that systems for recording the administration of medication are accurate and safe.

This is to comply with Regulation 4.(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This is to ensure that care and support is consistent with the 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).

'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).

## 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	4 - Good

How good is our leadership and staffing?	3 - Adequate
2.1 Safer recruitment principles, vision and values positively inform practice	4 - Good
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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