

C and S Recruitment Agency Nursing and Care Services Nurse Agency

2/3
48 West George Street
Glasgow
G2 1BP

Telephone: 01412660382

Type of inspection:
Announced (short notice)

Completed on:
23 June 2025

Service provided by:
C & S Recruitment Limited

Service provider number:
SP2022000113

Service no:
CS2022000158

About the service

C and S Recruitment Agency Nursing and Care Service operates from an office base located in the city centre of Glasgow. The provider is registered to supply or introduce adult registered nurses to NHS services, independent healthcare services and registered care services within the Greater Glasgow and Clyde health board areas.

At the time of this inspection, the service employed three nursing staff.

The service aims "to support care homes and hospitals to help patients achieve their own personal goal".

The service was registered with the Care Inspectorate on 17 June 2022.

About the inspection

This was a short notice inspection which took place between 17 June 2025 and 23 June 2025. The inspection was undertaken with a mix of virtual technology and an onsite visit. The inspection was carried out by two inspectors 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 and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with two members of staff and one member of the management team
- spoke with or received feedback from three clients who used the agency
- reviewed documents.

Key messages

- The agency ensured registered nurses' skills and experience were matched to client's needs.
- We received positive feedback from those purchasing the service.
- People could be confident that the nurses who supported them had been safely recruited.
- Nurses told us they were well trained and well supported.
- Management needed to further enhance quality assurance processes.

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, where a number of strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People's health and wellbeing should benefit from their care and support. Feedback received confirmed that the nurses provided by the agency were trained, competent, and well matched to service needs. One person told us 'the nurse was professional during their work'. This helped to promote good outcomes for people being supported and cared for.

The service had various policies and procedures in relation to health and wellbeing. This included medication administration, adult support and protection and infection control. The policies and procedures took account of the Health and Social Care Standards, relevant legislation and best practice guidance. Staff confirmed that these were accessible. This helped ensure that people's rights and choices were respected. Nurses were confident about how to escalate poor practice or concerns. This helped to protect people.

A 'service agreement' gave clients good information about the service they had purchased. The service planned to enhance this by introducing a service welcome pack. This would ensure clients were well-informed about the service they had purchased. The agency had a clear process to match clients' needs with an appropriate agency nurse with the required skills and experience. This ensured that the agency placed staff within an area that they were skilled and experienced in.

The online booking system allowed people who used the service to view staff profiles. Registered nurse profiles, which included their skills and experience, were automatically sent to clients when a nurse was allocated. Registered nurses were provided with an up to date profile of the service that they would be working in. This included key information regarding the service and the skills that the registered nurse would require. This helped to ensure that people got the care and support that was right for them.

The service requested feedback from clients. Returned feedback was positive in respect of staff practice and how registered nurses supported individuals. One person told us 'the staff team gave positive comments about the nurse that they worked with'.

How good is our leadership and staffing?

4 - Good

We evaluated this key question as good, where a number of strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People can expect a service that is managed well. Since the last inspection the service had improved on requesting feedback from people using the service. As this feedback was not always returned, the service also requested feedback at the end of the nurses placement, via the nurses timesheet. The feedback received was positive. We asked the service to enhance the monitoring of feedback requests and implement an overview of returned feedback. This would allow the service to monitor for any trends in the feedback being provided (**see area for improvement 1**).

The service had a complaint policy and procedure in place. There had been no complaints received since the last inspection. An overview document was available to record and monitor responses to complaints or concerns if needed.

People could be confident that new staff had been recruited safely and the recruitment process reflected the principles of 'Safer Recruitment, Through Better Recruitment'. There was a system in place to monitor pre-employment checks and ensure the required documents were in place. This included the uptake of relevant references, Protection of Vulnerable Group check (PVG), right to work checks, professional body registration, work experience, skills, qualifications and training.

An overview of staff training monitored compliance with mandatory and optional training for the registered nurses. A blended approach had been used with staff training. E-learning covered a wide range of mandatory training. The agency engaged with an external training company for all face to face training. This included moving and handling and emergency first aid. It is important for staff to have protected time with their line manager. Staff supervision allowed staff to discuss their current experience. Although a previous area for improvement has been met, a supervision schedule would provide improved oversight and strengthen this process.

The service used different methods of keeping in touch with the registered nurses. A group chat allowed for the sharing of information and peer support. Team meetings were offered online. We asked the service to set a schedule of meetings to promote attendance. The management team were keen to explore this and take it forward.

Registered nurses confirmed that they had access to a member of the management team when working out of hours. This was welcomed by the staff team as it allowed for support when working within services. One member of staff told us 'I always receive a response when I require support'.

Areas for improvement

1. To promote a culture of continuous improvement feedback received should be collated and analysed and used to inform the service development plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19) and 'I use a service and organisation that are well led and managed' (HSCS 4.23).

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

The provider should ensure staff supervision is carried out in accordance with the provider's policy and procedures to ensure staff are supported to discuss and develop their roles and reflect on practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 3 May 2024.

Action taken since then

See comments within 'Key Question 2'. Staff supervision was being completed in accordance with the providers policy and procedure.

This 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.

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?	4 - Good
2.1 Safer recruitment principles, vision and values positively inform practice	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
2.3 Staff have the right skills and are confident and competent	4 - Good

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Care Inspectorate
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