



## **Care and Social Services Inspectorate Wales**

### **Care Standards Act 2000**

#### **Inspection Report**

#### **Jane Lewis Health and Social Care- Nurses Agency**

Suite 22  
Ffordd Richard Davies  
St Asaph Business Park  
St Asaph  
Denbighshire  
LL17 0LJ

**Type of Inspection – Focussed**  
**Date(s) of inspection – 30 January 2014**  
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Please contact CSSIW National Office for further information  
Tel: 0300 062 8800  
Email: [cssiw@wales.gsi.gov.uk](mailto:cssiw@wales.gsi.gov.uk)  
[www.cssiw.org.uk](http://www.cssiw.org.uk)

## Summary

### About the service

The office of Jane Lewis Health and Social Care is based on an industrial estate on the outskirts of St Asaph, with easy access off the A55. The office is modern and is appropriate for carrying on the business. The company provides a domiciliary care service and nurses agency. The nurses agency has been registered since 2002 to provide registered nurses to establishments or direct to service users over the age of 18 years. Currently, the agency does not provide any private nursing packages direct to service users. The agency provides a regular service to 40 clients and currently has approximately 65 nurses on their books. The registered provider is Chester Healthcare Ltd and the responsible individual is Nicholas Hodson. The registered manager is Charlotte Griffiths who has been registered since 2011.

### What type of inspection was carried out?

We (CSSIW) carried out an unannounced, scheduled, focussed inspection on the 30 January 2014 between 3:30 and 5:15 pm. Our visit was to inspect the nurses agency part of the business. Prior to the inspection we read and analysed information from CSSIW relating to the service. Present during the inspection were the Deputy Manager and five other staff. The registered manager was not present during the inspection. During the inspection we followed through a case file, supervision notes, performance reviews and client feedback relating to one individual nurse. We also sampled a small selection of documents including a Client Visit Report, a Post Assignment Appraisal, complaints file and log, and POVA documents.

### What does the service do well?

No significant areas of good practice were identified at this inspection which were over and above those determined by the National Minimum Standards for Nurses Agencies.

### What has improved since the last inspection?

No improvements were identified in the last report though recommendations were made.

### What needs to be done to improve the service?

There were no issues of non-compliance identified during the inspection. CSSIW expects providers to continuously strive to improve their services on an on-going basis.

## Quality of life

This section is not applicable to nurses agencies.

## Quality of staffing

Overall, the agency appears to meet the needs of clients by providing them with qualified, skilled and well trained nurses.

People feel confident in the care they receive because staff are competent and confident meeting their particular needs. This is because the agency employs qualified nurses and provides them with on-going training and supervision. The deputy manager told us that the agency employs a qualified RGN (Registered General Nurse) who is trained in recruitment procedures and is responsible for undertaking the recruitment of nurses. We saw that the agency keeps copies of the nurses' qualification certificates. On one nurse's Post Assignment Appraisal we read a comment from the deputy manager of a dual registered nursing home which said, *"I have known X for some time and it is a pleasure to work with her and have her work here. She is excellent in every way."* Agency staff told us that this particular nurse has been working at the home for two and a half years and the client always asks for them when they need someone.

The deputy manager told us that all new nurses have to complete the agency's induction training. We saw an induction training certificate which showed that the induction includes moving and handling training and first aid awareness. We observed that new recruits are also provided with a Handbook for nurses.

The agency records any existing training that the nurses have declared and we saw evidence of this and also copies of their training certificates. The Deputy Manager told us that the agency uses in-house trainers supplied by the agency's head office. We saw a wall chart which showed information about forthcoming training dates. We read one nurse's file which showed that the nurse attends mandatory training with the NHS and "tops-up" with training from the agency.

The agency's RGN provides supervision for all nurses, the deputy manager told us. We saw from one nurse's supervision notes that their training needs had been identified and that they were expected to provide evidence of continuous professional development.

We observed that the RGN carries out six monthly performance reviews with the nurses and checks that they are complying with the requirement to wear ID. We read one performance review which included information about issues carried forward from the last review, a list of training that the agency could provide for the nurse, actions to be taken, the view of the nurse, immunisation status and any concerns. The review was signed and dated by both parties. The nurse said that they were happy in their present role working in nursing homes as the care was different to their normal working environment.

We followed through the same nurse's case file and found that a Post Assignment Appraisal had been undertaken. The deputy manager confirmed that this is always done when a nurse has completed a placement. We noted that the document included appraisal of performance of duties, care and concern, reliability, appearance and placement suitability. We saw that the client had graded the nurse as 'excellent' in all areas and had commented, *"No problems at all. X is well liked and does a good, professional job."*

## Quality of leadership and management

Overall, the agency provides a well-run and organised service which meets the needs of their clients and the nurses they recruit.

People receive effective support from a service which can fully meet their needs. The agency takes care to find the right person for the job. The deputy manager told us that when recruiting nurses the agency identifies their skills and experience so that they can match them up with the needs of the client. She added, *“Our nurses call in to see us regularly, it promotes good relationships and the nurses meet the staff.”* We observed that the agency monitors relationships between nurses and clients and uses a booking system which shows their working history. This enables the agency to judge if nurses meet the skills required by the agency’s clients. On the agency’s booking system we read a comment from a client who said, *“The manager is happy with the inducted staff who work at the home.”*

People using the service can be confident the provider will respond positively to feedback and critical incidents. The agency has a complaints policy and a safeguarding policy and takes action when necessary. We observed that the agency maintains a complaints file and log and that they had reviewed their complaints policy in January 2012. We saw a completed complaints record form dated 22 January 2014. The deputy manager also told us that they had recently suspended a worker who had been suspected of physical abuse and using restraint inappropriately. We examined documents relating to this incident and observed that the agency had responded quickly. We found that each action taken by the agency had been recorded and dated and that they used a checklist that was dated and initialled by the registered manager. They had also attended a POVA strategy meeting, informed CSSIW and kept the worker updated.

People see visible accountability and know that there are people who are overseeing the service. The agency ensures that management are fully involved in liaising with their clients. We saw a copy of a Client Visit Report which showed that the deputy manager visits clients face-to-face to keep them updated. The deputy manager told us that the agency had built up good rapport due to regular communication with their clients. She added that the agency had received very positive client comments showing that they value the time the agency dedicates to face-to-face meetings. The deputy manager told us that she is in close contact by phone with clients on a weekly basis.

## Quality of environment

This section is not applicable to nurses agencies.

**How we inspect and report on services** We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.