



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Jane Lewis Health & Social Care - Nurses Agency

Ffordd Richard Davies
St Asaph Business Park
St Asaph
LL17 0LJ

Type of Inspection – Baseline inspection

Date(s) of inspection – 04/02/2013

Date of publication – 26/02/2013

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Summary

About the service

Chester Healthcare Ltd., trading as Jane Lewis Health and Social Care Nursing Agency is registered with Care and Social Services Inspectorate Wales to provide registered nurses to registered establishments and direct to a person over the age of Eighteen.

The Responsible Individual is Mr. Nicholas Hodson.

The manager is Charlotte Griffiths who is registered with the Care Council for Wales, she is not a registered nurse, and there is a lead nurse who covers the clinical areas of practice.

The office is situated off the A55 in St. Asaph business park; the office has disabled access and parking for visitors.

What type of inspection was carried out?

This was a baseline unannounced inspection which was carried out on the 4th February, 2013, between the hours of 09:00hrs and 12:00hrs. The following methodologies were utilised to assist in the inspection process.

- Case tracking of three nurse's files. Examining recruitment process.
- Supervision.
- Induction.
- Training.
- Availability of nurses.
- Reviewing the information received in the questionnaires from, staff and professionals.
- Complaint book.
- Quality assurance audit.

What does the service do well?

Robust recruitment in place, which will assist in the safeguarding of people using the service.

During recruitment the agency ensures that the qualified nurses have the right experience, knowledge and confidence to work independently in various settings.

What has improved since the last inspection?

This is a newly registered setting.

What needs to be done to improve the service?

No non compliance notices have been issued as a result of this inspection. One good practice recommendation has been made to ensure the agency continues to improve the service delivery. The Responsible Individual attends the agency on a weekly basis and the manager states he does keep a record. This should be retained at the agency.

Quality of life

As this is a nursing agency which supply nurses to registered settings and NHS hospitals, this section does not apply to the inspection. The quality of staffing and leadership will impact on the quality of life for people using the agency and the next two sections refer to this.

Quality of staffing

Overall people using this agency can be assured that the agency has a robust recruitment process in place which will ensure that the people are safeguarded. During the case tracking of three files, there was evidence of an application form, three references, two forms of identity, photograph, contract, confidentiality statement, statements relating to medical/health fitness, interview notes and ensuring there were no gaps in employment history. This is good practice. We have recommended that the agency keeps a copy of the letter sent to the applicant to say they have been successful at interview.

There was evidence within the file that the agency had ensured that the nurses employed at the agency had a valid PIN number which indicates they are fit to practice and a valid Criminal Records Bureau check this again demonstrates that the agency are safeguarding the people who will receive the care.

We (Care and Social Services Inspectorate Wales) case tracked three nurses' files. There was evidence that the registered persons had taken effective steps to ensure that the agency is following the correct procedures to ensure the wellbeing of people using the agency. An induction had taken place and there was written information in relation to this. There was evidence that training in manual handling, first aid, medication, protection of vulnerable adults and health and safety issues, had taken place. The agency had also encouraged the staff to attend other health related training such diabetes awareness and epilepsy. There was also evidence that the agency ensured that training certificates are photocopied and kept on file. This is good practice.

People using the service can be confident that staff are motivated and have the emotional support to carry out their role; this is because there was evidence that staff receive supervision and post appraisal feedback. The agency had ensured that these were done on alternate months which ensure continuity. Through supervision they are asked about training needs, how they are working and any concerns they have. The post appraisal forms are from managers' at the homes they have been working at and this too is discussed with the staff members. Questionnaires returned by staff stated that they are very happy working for the agency.

In the questionnaires there was reference made to being let down on occasions from professionals. This was discussed with the manager who stated that if a member of staff telephoned late in the evening reporting sick and they have not been able to cover with another member of staff, then this has occurred but this is very rare. The manager stated that the staff employed at present are very good at assisting at short notice.

Staff employed at the agency can be assured that their safety is taken into account. Name badges are given out, all staff are aware of the lone working policy and actions to take if any concerns are raised, and access to out of office telephone numbers for emergencies are made available.

Quality of leadership and management

Overall people using this agency can be assured that the registered persons are clear of their responsibilities, are compliant with the regulations, and have an effective quality assurance which monitors, improves and audits its service delivery.

This is because the statement of purpose was forwarded to CSSIW prior to the inspection. It has sufficient information for the prospective clients to make an informed choice on whether the agency can meet the needs of the people on whom they are to care for.

This is a new registration where the registered persons were required to forward all policies and procedures for the agency on how they operate to CSSIW before registration would be granted. All have been updated and registration is complete.

People using the agency can be assured that any concerns/complaints they may have will be listened to and actions taken. We examined the complaint book there was evidence that the nature of the concern/complaint was recorded, and the actions the management had taken to resolve the issues.

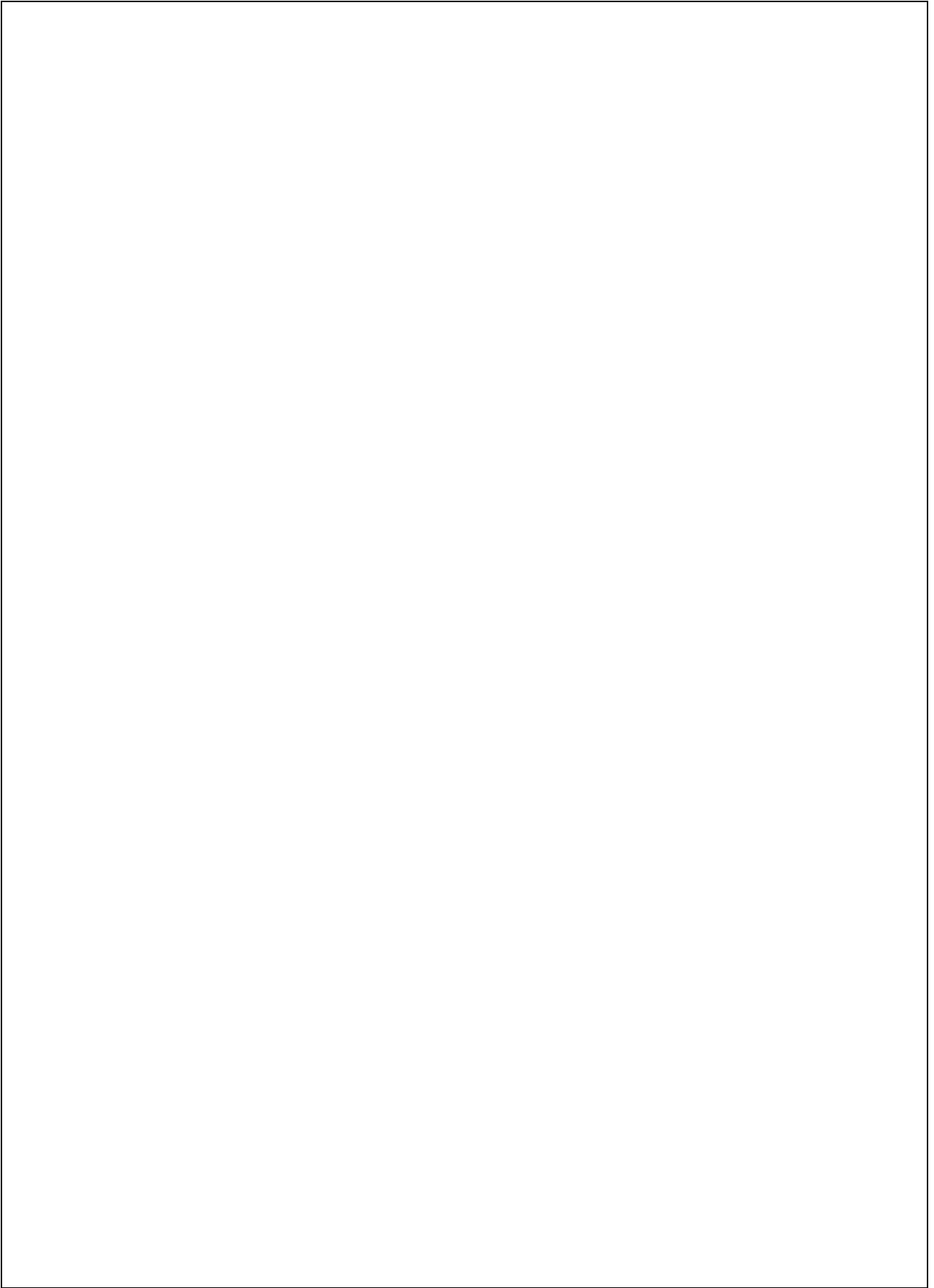
There was evidence in the complaint file that when allegations of abuse had been made, the management had taken the corrective action in alerting the Protection of Vulnerable Adult Co-ordinator. This is good practice.

People using the agency can be assured that the manager has the experience and knowledge to manage the agency with the right support. The manager is registered with the Care Council for Wales and has management experience. She is not a registered nurse but there is a lead nurse who ensures the clinical areas of practice are addressed. There is also staff at head office in Chester who can assist if there are any issues in relation to nursing care. Questionnaires responses stated that the manager is approachable and information is kept confidential.

The manager stated that she is supported in her role and that the responsible individual visits on a weekly basis, and is available on the telephone for advice and guidance. There is also a Human Resources team who can assist with any queries she may have. We recommend that when the visits take place the record kept by the responsible individual is kept at the office for the manager to refer to and for the inspector to examine during the inspection.

People using the agency can be assured that the agency is sustaining and improving its service, this is because there was evidence in the files that the agency seeks the views of the people using the agency. Staff responses in the questionnaires were positive, through discussion with the manager around recruitment for nurses she emphasised the importance of ensuring that the nurses who were coming forward for employment were of the right calibre and had enough experience to be able to lead a team of staff and take charge/manage a care home. The agency is collating the questionnaires returned for their quality assurance audit and once published will forward to CSSIW.

People using the service can be confident that the agency ensures that information is kept confidential, we observed files being stored in locked filing cabinets, all visitors have to sign the visitor's book and there is an alarm system in place.



Quality of environment

As this is a nursing agency which supply nurses to registered settings and NHS hospitals this section does not apply to the inspection.

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.