

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Report Nurses agencies

Andover Nursing Services Limited
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Date of Visit: 01 February 2012

What does the service do well?

Andover Nursing Services adheres to robust staff recruitment procedures.

Staff are well supported and receive regular training updates, supervision and appraisal.

The service has good Quality Assurance systems, and monitors and reports on the quality of services provided.

There is a good level of satisfaction expressed by organisations / customers who receive services from the Agency.

What needs to be done to improve the service?

There were no developmental areas identified.

Quality of Management and Staffing

The Agency's primary function is the provision of registered nurses and health care assistants to a range of settings including the National Health Service and independent care sector. Andover Nursing Services specialises in acute mental health, forensic mental health, older adults nursing, substance misuse, critical care, learning disability and community based care.

Customers are satisfied with the service they receive from Andover Nursing Services. This is because the agency is reliable, consistent and provides continuity of staff. The Agency's Quality Assurance reports provide evidence of this. Feedback is obtained from both customers and staff of the agency on a monthly basis and any key issues are taken into account.

People can be assured that the staff from the Agency have been properly vetted and recruited. This is because robust recruitment procedures are adhered to. Personnel files evidence that the registered person had obtained information to establish the 'fitness', as defined by the Regulations, of nurses employed by the agency.

There is an established system for checking and recording the Nursing and Midwifery Council PIN details of registered nurses.

People can be assured of the suitability of the staff provided. This is because staff are adequately trained and supported. In order to protect people using their services a range of comprehensive policies and procedures have been drawn up that staff are expected to be familiar with. These documents are regularly reviewed and updated, with the most recent review having been undertaken in October 2011.

The Agency is well managed and suitable for its intended purpose. This is because the registered persons continue to update their knowledge and skills in clinical, managerial, legal and professional matters.

Inspection methods:

This inspection focused on the experience of people using the service and the management and conduct of the Agency. The method was chosen because the service has a good track record.

The focus of the inspection was on people using the service, not compliance with standards. This will be checked at future inspections.