



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

### **Care Standards Act 2000**

#### **Inspection Report**

#### **Andover Nursing Services Limited**

Floors 1 and 2  
19 Victoria Square  
Aberdare  
CF44 7LA

**Type of Inspection – Baseline**  
**Date of inspection – 14 October 2013**  
**Date of publication – 4 November 2013**

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## Summary

### About the service

Andover Nursing Services Limited is registered with the Care and Social Services Inspectorate for Wales (CSSIW) to provide both registered nurses and healthcare assistants. Andover provides agency staff to both the National Health Service and the independent sector.

The registered manager is Ms Dawn Chivers and the responsible individual is Ms Helen Jones.

### What type of inspection was carried out?

We (CSSIW) carried out an unannounced inspection on 14<sup>th</sup> October 2013 between the hours of 09:10 and 11:25. The inspection was carried out in line with Welsh Government guidance and the following evidence was used to compile this report:

- Analysis of pre inspection data including the statement of purpose and self assessment of service statement

- Discussion with the registered manager and responsible individual

- Inspection of four staff personnel and training files

- Perusal of the training schedule, recruitment pack, staff newsletter and various other documentation

- Follow up phone calls to agency staff and clients including NHS and independent sector

### What does the service do well?

The agency has a very robust quality assurance system which ensures the maintenance of high standards.

### What has improved since the last inspection?

The agency ensures new staff have a full employment history which include explanations for any gaps in a staff members previous employment.

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

There were no areas of non-compliance noted.

## Quality of life

This section is not relevant in relation to nursing agencies.

## Quality of staffing

Agency clients and the people they provide care for can be assured that the service they receive will be of a high quality. This is because Andover Nursing Services have a robust recruitment process for its staff members. This ensures that all new staff are competent to deliver care appropriately. Staff are offered work according to their skills and experience.

The application and interview process ensures the right staff are employed to provide a quality service. Expected checks are carried out in relation to identification and suitability in terms of the Disclosure and Barring Service (DBS). We saw evidence of at least two references being sought and received prior to work being offered. Rigorous health checks are also carried out, including what type of vaccinations staff have received. Registered nurses. Nursing and Midwifery Council (NMC) PIN numbers are also checked and recorded. Staff who have not worked a shift with the agency for three months undergo a recruitment check to ensure nothing has changed.

All new staff undergo induction training to ensure their knowledge and awareness of mandatory information and skills is up to date. Mandatory training is monitored to ensure compliance. A training matrix is audited monthly to identify any staff due to undertake refresher courses. Staff also benefit from being able to attend a range of specialist courses on a variety of topics relevant to their particular areas of work. A detail of staff training is kept which is held in individual staff files as well as on the company database. Learning also includes observational training on practical aspects of the work and staff competence is tested and recorded in their files. The agency employs an in-house trainer and we were able to scrutinise the training schedule.

Staff receive regular supervision in the form of both group and 1:1 support and this was confirmed by staff in follow up phone calls. Staff spoken with said they felt appropriately supported and that it was never a problem to speak with someone if informal supervision or advice was needed. Appraisal is generally carried out on at least an annual basis. This proves difficult in some cases due to the distances travelled by some staff to attend the office. One appraisal document viewed did not include a personal development plan. However, it is recognised that qualified staff have a professional duty to ensure they have their own personal development plan in order to maintain their NMC PIN number.

Staff benefit from a dedicated Occupational Health Service where they can receive advice in the instance of personal illness or injury, including back to work interviews. Information is available to staff in relation to flu injections and other available immunisation. All staff are assessed on an annual basis and stress management clinics are available. The service monitors the number of hours worked by staff to ensure a good work/life balance and adequate periods of rest/annual leave. A 24 hour on call system is in operation which ensures that support is given to the staff whilst in the work place.

Staff contacted following the agency inspection told us that where they were registered with more than one agency, Andover was their preferred employer. This was due to the level of support and the quality of the training available. We were informed that the registered manager is accessible to staff and that any issues raised were quickly addressed.

## Quality of leadership and management

Clients benefit from a service which has a clear and concise statement of purpose and a robust quality assurance system. Quality assurance questionnaires are sent out on a monthly basis and customer satisfaction questionnaires are distributed quarterly. This ensures that the registered manager is quickly aware of any trends which may require attention. We saw examples of the documents sent out. An annual quality assurance report is available and the latest one was in the process of being compiled at the time of inspection. We will therefore look at this at the next inspection.

The complaints procedure is robust, any complaints being thoroughly investigated and outcomes addressed appropriately and professionally. We saw evidence of recorded complaints (which were few) and the registered manager explained to us how each issue had been addressed. Where clients do raise concerns, they are encouraged to put these in writing to enable an audit trail to be maintained by the agency. Complaints forms are available and the staff disciplinary procedure can be utilised where necessary.

Recruitment of new staff is an on-going management task and the agency has good links with colleges. Job fairs are attended regularly. And the quarterly newsletter encourages staff to 'refer a friend'.

The newsletter is informative and helpful to staff. The autumn issue gives advice to staff on winter car checks, flu vaccinations and up and coming training opportunities. It enables management and office staff to keep in touch with agency employees and to impart important information, updates and general news.

Both clients and agency staff spoke highly of the registered manager and other office based personnel. One client told us that if ever they had contacted the office with a concern or query, it had been quickly resolved. Clients spoken with said the service offered was excellent and the staff always efficient and well trained. One client told us that they used the agency mainly for specialist care in the field of psychiatric illness or dementia care. Often this would be 1:1 work and they had never had any complaints about the staff provided.

Staff and clients informed CSSIW that the agency are open to ideas and suggestions for additional areas of training and development. The previous inspection report had listed the occupational health service as an example of this.

## Quality of environment

This section is not particularly relevant due to the nature of the registered service. It is suffice to say that the office premises are adequate to ensure staff files and any confidential information can be kept securely. There is adequate space for staff training and supervision. The service is planning to relocate to new premises in the near future.

**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.