



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 – Focussed
Date(s) of inspection – 13th March & 11th April 2013
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Summary

About the service

Andover Nursing, was registered as a Nursing Agency in February 2004

The organisations primary function is the provision of registered nurses and healthcare assistants to a range of settings including the National Health Service and the Independent care sector.

What type of inspection was carried out?

This unannounced inspection considered the quality of management and staffing and the experience of clients using the service.

Information for the report was gathered from the self assessment of service documentation, a study of four staff files, a study of its training rota and other staff and management records, a discussion with the Registered Manager and a discussion with two clients from an independent care home and NHS trust.

What does the service do well?

The service has robust recruitment procedures including evidence of advanced health checks. There is a quality of service review undertaken regularly. Staff are supported with training and supervision and annual appraisals. If any issues are identified, with the agency staff, then these are acted upon promptly.

What has improved since the last inspection?

Although there were no developmental areas identified at the last inspection, the service have made the appointment of an Office Manager who has achieved QCF level five in Care Management and the audit process is constantly reviewed to consider development and improvement.

What needs to be done to improve the service?

The service need to ensure that all staff files have the full employment history and any gaps in employment are recorded and the reasons for the gap.

Quality of management and staffing

Overall the service users receive a good quality of service because Andover Nursing, have appropriate recruitment procedures in place, ensure staff are trained and competent in the field in which they are placed and have a robust system of monitoring the quality of service.

People receive a good level of service from staff that are competent, motivated, have the ability and skills and who have the appropriate knowledge to help service users safely.

There are robust systems in place for the recruitment of staff. Staff files viewed contained at least two written references, a full employment history (although one of the four did cover a five year gap) a health declaration, current DBS (CRB) information, the PIN number and date and a record of the interview.

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

A study of the training records evidence that staff are regularly attending update, refresher and new training (dependent upon the needs of the service users) and this information is held within staff files and on a company database. Specific needs training is provided by client's but it would be helpful for evidence of this to be kept within the staff file. There is a record, within the staff file, of staff having undertaken an induction programme and this includes health and safety and POVA training.

Staff regularly receive supervision and an annual appraisal and these were evidenced and up to date in the files viewed.

The service has introduced an Occupational Health Service to support the physical and emotional well being of staff members. In addition staff can access a 24-hour on-call system and the service have made available a stress management clinic through the companies' Occupational Health Service.

Clients spoken with said the nurses supplied to their agency were "excellent" and competent to do the work. One added that inevitably there are minor issues with some staff, but these are "promptly and professionally" dealt with by the service.

People using the service receive effective support, are assured that they will receive a good quality of care, and are confident that the service is well run and will continue to develop and improve.

Clients using the service were complementary of the way in which the conduct of the service is run. One client said she "had no concerns, no problem". The service she added was "professional, with effective communication and highly regarded. I would recommend them". Another said "they cannot be faulted. Any issues raised are dealt with promptly, we are given the nurses training schedules and the nurses are excellent".

The service has a robust quality assurance process and have a monthly schedule of areas that are audited. Some, like personal files are checked quarterly and other like quality questionnaires are audited monthly.

The service has a complaints procedure and clients were aware of this information. They

provide a service user guide and the pre assessment, at the care establishment, is undertaken by the Clinical and Operational Director.

Managerial staff, as well as nursing staff, are provided with appropriate training and a record of this was provided. We (CSSIW) were informed that any areas for development and improvement are considered and implemented by an action plan. The occupational health service as an example given.

Quality of staffing

Quality of leadership and management

Quality of environment

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.