



*Making Social Care  
Better for People*

# inspection report

## **NURSES AGENCY**

**New Linc Ltd NA**

**335A High Street  
Slough  
Berkshire  
SL1 1TX**

*Lead Inspector*  
Julie Willis

*Unannounced Inspection*  
23rd February 2009      10:00

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

<b>Reader Information</b>	
Document Purpose	Inspection Report
Author	CSCI
Audience	General Public
Further copies from	0870 240 7535 (telephone order line)
Copyright	This report is copyright Commission for Social Care Inspection (CSCI) and may only be used in its entirety. Extracts may not be used or reproduced without the express permission of CSCI
Internet address	<a href="http://www.csci.org.uk">www.csci.org.uk</a>

This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this agency are those for *Nurses Agencies*. They can be found at [www.dh.gov.uk](http://www.dh.gov.uk) or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)

This report is a public document. Extracts may not be used or reproduced without the prior permission of the Commission for Social Care Inspection.

# SERVICE INFORMATION

<b>Name of service</b>	New Linc Ltd NA
<b>Address</b>	335A High Street Slough Berkshire SL1 1TX
<b>Telephone number</b>	01753 535921
<b>Fax number</b>	01753 551992
<b>Email address</b>	
<b>Provider Web address</b>	
<b>Name of registered provider(s)/company (if applicable)</b>	New Linc Ltd
<b>Name of registered manager (if applicable)</b>	Mr Lloyd Kwaramba
<b>Type of registration</b>	Nurses Agencies

# **SERVICE INFORMATION**

## **Conditions of registration:**

**Date of last inspection**            N/A

## **Brief Description of the Service:**

New Linc is a nurse agency that has offices in the centre of Slough. It supplies Nurses, Healthcare Assistants and support workers to various organisations and individuals. Its value base is to respect peoples right to privacy, dignity, confidentiality, rights and choice.

The cost of the service varies between 25.95 and 48.35 pounds per hour depending on time of day, weekends, bank holidays etc

# SUMMARY

This is an overview of what the inspector found during the inspection.

The quality rating for this service is **2 star**. This means that people who use this service experience **good** quality outcomes.

This unannounced inspection took place on weekday morning and afternoon over the course of five hours. It was the first inspection of this agency since it opened for business. It was a thorough look at how well the service is doing. It took into account detailed information provided by the service's manager, and any information that CSCI has received about the service since it opened for business.

Prior to the visit survey and comment cards for people who use the service and nurses were sent to the Manager for distribution. Any replies were used to help form judgements about the service. Consideration has also been given to other information that has been provided to the Commission.

The inspector visited the offices, examined records and met staff employed in the agency's offices.

From the evidence seen by the inspector and comments received, the inspector considers that this service has a good awareness and understanding of equality and diversity issues and would be able to provide positive outcomes for residents in the areas of race, ethnicity, age, gender, sexuality, disability and belief.

The inspector gave feedback about their findings to the homes Proprietor/ Manager at the end of inspection. There were no legal requirements made as a result of this inspection.

## **What the service does well:**

This agency provides sufficient information to enable people who wish to use the service to decide if the agency is the right one for them. It is clear about the type of services it can offer and these are set out plainly in its written information.

The nurses provided by the agency are robustly recruited to ensure the safety and welfare of service users. The agency carries out all necessary checks to ensure the nurses are knowledgeable well-trained professionals and have the necessary skills and competence to provide quality care to users. The agency has its own induction and training programme, which ensures that nurses employed have the clinical competencies needed to meet the needs of users.

The service is provided flexibly and is tailored to meet the specific needs of each user. All risks to staff are fully assessed and effective guidelines are put in place to ensure the health & safety of the agencies nurses.

Service users are protected by the agencies policies and procedures and can be confident that any concerns or complaints will be taken seriously and dealt with swiftly and efficiently.

The agency is well managed by competent professionals who are committed to providing high quality care. The agency operates an effective quality assurance system, which actively seeks the views of its users and uses the information gained to improve the quality of its services.

The agencies premises are fit for purpose and easily accessed. There are sufficient people in the agencies offices to deal with enquiries promptly and efficiently.

### **What has improved since the last inspection?**

Not applicable, this was the first inspection of this agency.

### **What they could do better:**

There were no requirements or recommendations made as a result of this inspection.

Please contact the provider for advice of actions taken in response to this inspection.

The report of this inspection is available from [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk) or by contacting your local CSCI office. The summary of this inspection report can be made available in other formats on request.

# **DETAILS OF INSPECTOR FINDINGS**

## **CONTENTS**

Information (Standard 1)

Registered Persons (Standard 2)

Recruitment and Supply of Nurses (Standards 3-6)

Complaints and Protection (Standards 7-11)

Management and Administration (Standards 12-18)

Scoring of Outcomes

Statutory Requirements Identified During the Inspection

# Information

## The intended outcome for Standard 1 is:

1. Prospective service users have the information they need about the agency in order to make an informed decision on whether to engage its services.

## JUDGEMENT – we looked at the outcome for standard:

Quality in this outcome area is **good**. Prospective users of the service have the information they need to make an informed decision on whether to use the services of the agency.

This judgement has been made using available evidence including a visit to this service.

## EVIDENCE:

From examination of documentation it is evident that the service provides sufficient information in its Statement of Purpose & Service user Guide to enable a potential user of the service to decide if the service can meet their need. Both documents provide an overview of services on offer, the agencies mission statement and aims and objectives.

Both documents are written in plain English and provide all information required by regulation and standard including the qualifications and experience of staff recruited, hours of operation, charges and cancellation fees and a brief overview of the agencies policies and procedures. These documents can be provided to service users in range of formats and languages on request.

The agencies Certificate of Registration is displayed prominently in the agencies offices and accurately reflects the service provided.

# Registered Persons

## The intended outcome for Standard 2 is:

2. Service users are assured of the integrity of the agency and have confidence that it is run by a fit person or organisation.

## JUDGEMENT – we looked at the outcome for standard:

Quality in this outcome area is **good**. People who use the service have confidence that the agency is run by a fit person and organisation.

This judgement has been made using available evidence including a visit to this service.

## EVIDENCE:

The Responsible Individual and Manager – Lloyd Kwaramba is a registered mental health nurse (RNMH) with extensive nursing experience in a wide range of clinical settings. He is currently undertaking a Bachelor of Science degree on substance use and misuse. He is supported in his management task by a team of skilled professionals who work in the company's offices.

The agency's Marketing and Quality Manager – Javed Gill has also achieved general nursing qualifications and assists in the selection and recruitment of staff, training, induction, risk assessment and the formulation of effective care plans and policies.

The agency currently places nurses into a variety of clinical settings including hospitals, clinics and care homes.

## Recruitment and Supply of Nurses

### The intended outcomes for Standards 3 - 6 are:

3. The process for recruitment and selection of nurses meets all the requirements of legislation and employment law including that related to equal opportunities and anti-discriminatory practice.
4. Service users are confident that nurses supplied by the agency will provide good quality care and will not jeopardise the safety of patients.
5. The agency has documentary evidence demonstrating the personal identification, registration, ongoing eligibility to be employed as a nurse, and relevant qualifications of each nurse to be supplied.
6. Nurses supplied by the agency are competent and trained to undertake the activities for which they are employed and responsible.

**The Commission considers Standards 3, 4 and 6 the key standards to be inspected.**

### **JUDGEMENT – we looked at outcomes for the following standard(s):**

3, 4, 5, 6

Quality in this outcome area is **good**. Service users benefit from having properly recruited, supervised and well trained nurses to meet their needs.

This judgement has been made using available evidence including a visit to this service.

### **EVIDENCE:**

Examination of the recruitment files for nine employees indicated that all necessary checks are undertaken on prospective staff to ensure the safety and protection of service users. Records were well kept and met the required standard.

All necessary checks to ensure the proper identification, qualifications and competence of nurses were thoroughly checked and appropriately documented. An enhanced CRB check is undertaken on each nurse, which includes POCA and POVA checks

The agency routinely checks the health and immunisation status of each nurse and details of these checks were well documented. The nurses current

registration status is checked using the Nursing & Midwifery Councils Employers Confirmation Service on line, a copy of each result is kept on file in the agency. Photocopies are kept of the Nurses Registration Pin no. & Statement of Entry on the Register, which has been supplied by the nurse at interview.

Where possible, a photocopy of the nurse's membership of the RCN (Royal College of Nursing) or UNISON is kept to prove that the nurse has up to date professional indemnity insurance and these are kept on file for each nurse employed.

The Registered Manager and Marketing & Quality Manager undertake all interviews of nurses and keeps written records of the outcome of these meetings. The interview is thorough and requires all nurses to provide answers to clinical questions. The interviews take place in line with the agencies policies on equal opportunities and anti-oppressive practice.

Nurses are required to provide documentary evidence of their training, skills and competence and all files examined during inspection, contained copies of the nurses training certificates.

Advice was given about ensuring that a profile of the nurses competence is drawn up and a training needs analysis is developed which helps to inform the agencies overall training plan. The competence and training needs analysis should be reviewed and up-dated at each clinical supervision session.

The agency is proactive in inducting their staff into new places of work. Both the Registered Manager and Marketing & Quality Manager regularly undertake clinical duties in each new service. This helps them to form a view about what clinical competencies are needed by a nurse employed there. This ensures that management can inform the nurse of the precise nature of their duties during each assignment. The nurse is provided with a detailed profile of each workplace and is informed of the client's individual expectations of nurses employed and any specific protocols that need to be followed.

Examination of records evidenced that the agencies management visits all new purchasers of services before the agency places any nurses. A courtesy call is made after each first visit to gain feedback about the nurse's performance and the service users overall opinion of the quality of service provided by the Agency.

# Complaints and Protection

## The intended outcomes for Standards 7 - 11 are:

7. Service users are confident that their complaints will be listened to, taken seriously and acted upon.
8. Service users who are also patients are protected from abuse, where the agency is an employment business.
9. Service users who are patients are protected by the agency's procedures for assistance with medication, where the agency is an employment business.
10. Action is taken to protect confidentiality of information relating to service users who are also patients, their carers and advocates.
11. The health, safety and welfare of service users who are also patients, and of nurses, are promoted and protected, where the agency is an employment business.

**The Commission considers Standards 7, 8, 9 and 11 the key standards to be inspected.**

## **JUDGEMENT – we looked at outcomes for the following standard(s):**

7, 8, 9, 10, 11

Quality in this outcome area is **good**. People who use the service are confident that their complaint will be listened to, taken seriously and acted upon. The agency ensures the health, safety and welfare of people who use the service are promoted and they are protected from abuse and exploitation.

This judgement has been made using available evidence including a visit to this service.

## **EVIDENCE:**

The agencies complaint policy and procedure is robust, clear and easily accessed by users of the service. The policy gives clear time scales for action and a final written response to complainants within 28 days. The policy provides details of the CSCI as a point of contact at any point in the process. An examination of the records indicated that there have been no complaints made to the agency about nurses since it opened for business and the CSCI has received no information concerning complaints.

Nurses are reminded about their responsibilities in relation to protection of vulnerable adults and children and their responsibility to whistle blow. This forms part of all nurses' formal induction. The agency has a copy of the 'Inter-agency strategy for the protection of vulnerable adults' and has its own policy, which reflects the content of this document.

Examination of the nurse's handbook indicated that it contained details of the policy in relation to the safe administration of medication. This identifies parameters and circumstances for administering or assisting with medication in accordance with the NMC code of professional conduct. The staff handbook also contains detailed information relating to the agencies policies and procedures on all aspects of care including those relating to health and safety. This aspect of policy and procedure is discussed fully during induction and is documented.

Moving and handling equipment used in care homes and hospitals is checked by the agency to ensure it is maintained in a safe condition. Nurses are required to inform the agency if there are any deficits in maintenance or if they are concerned about the condition of any equipment in use at their places of work.

## Management and Administration

### The intended outcomes for Standards 12 – 18 are:

12. Approved accounting and financial procedures are adopted to ensure the effective and efficient running of the business and its continued financial viability.
13. There are designated premises suitably equipped for the purpose of the day to day operation and management of the service.
14. An appropriate management structure and clear lines of accountability are in place.
15. Nurses supplied by the agency know the standards of conduct expected of them and are aware of the agency's organisational policies, where the agency is an employment business.
16. There is a written agreement between the Agency and nurses.
17. Service users' and nurses' interests are safeguarded by the agency's record keeping policies and procedures.
18. The agency operates in the best interests of service users and of nurses supplied by it.

### The Commission considers Standards 15 and 18 the key standards to be inspected.

### JUDGEMENT – we looked at outcomes for the following standard(s):

12, 13, 14, 15, 16, 17, 18

Quality in this outcome area is **good**. The agencies operating policies and procedures protect users from harm and are in line with current good practice and clinical guidance.

The agency constantly reviews aspects of its performance through a programme of self-review and by actively seeking the views of service users, staff and other stakeholders.

This judgement has been made using available evidence including a visit to this service.

### EVIDENCE:

Examination of the nurse's handbook evidenced that it includes copies of the agencies policies and procedures. These policies are designed to protect users

from harm and are in line with current good practice and clinical guidance. The handbook details the conduct expected of each nurse, their role and responsibilities in relation to the agencies policies and procedures and the agencies specific requirements in relation to record keeping and confidentiality. It also provides details of the disciplinary action, which may be taken against nurses employed and how it will deal with allegations of misconduct or abuse.

There are currently 83 first level registered nurses on the agencies books including 43 RN(MH) and 40 RGN's. Work is allocated to individual nurses, depending on their qualifications, experience, competence, availability and suitability to work in the particular clinical area. Priority is given to nurses that have worked at the placement before in order to maintain a level of continuity for the client.

In addition to nurses, the agency currently employs health carers through the agencies recruitment business. Domiciliary care workers are also employed by the agencies Domiciliary Care Agency for which the agency is registered separately. The current management structure is sufficient to enable the agency to function effectively and to provide a responsive and flexible service to all of its users.

There was evidence that the agency reviews aspects of its performance through a programme of self-review and by actively seeking the views of service users, staff and other stakeholders. This includes a formal method of monitoring the quality of placements by phone interview and personal visits. Records are kept of the outcome.

The inspector saw evidence of the feedback collated over the past few months. It was in general very positive. The agency collates the responses to questionnaires and telephone monitoring enquiries and also it collates the comments on timesheets that ask the purchaser to grade the quality of nurses provided by the agency 0 – 3 (Nought being poor to 3 being excellent). Responses are used to assist the agency to measure its performance in relation to its overall aims and objectives.

# SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Nurses Agencies have been met and uses the following scale.

**4** Standard Exceeded (Commendable)      **3** Standard Met (No Shortfalls)  
**2** Standard Almost Met (Minor Shortfalls)      **1** Standard Not Met (Major Shortfalls)

"X" in the standard met box denotes standard not assessed on this occasion  
 "N/A" in the standard met box denotes standard not applicable

<b>INFORMATION</b>	
<i>Standard No</i>	<i>Score</i>
<b>1</b>	3

<b>REGISTERED PERSON</b>	
<i>Standard No</i>	<i>Score</i>
<b>2</b>	3

<b>RECRUITMENT AND SUPPLY OF NURSES</b>	
<i>Standard No</i>	<i>Score</i>
<b>3</b>	3
<b>4</b>	3
<b>5</b>	3
<b>6</b>	3

<b>COMPLAINTS AND PROTECTION</b>	
<i>Standard No</i>	<i>Score</i>
<b>7</b>	3
<b>8</b>	3
<b>9</b>	3
<b>10</b>	3
<b>11</b>	3

<b>MANAGEMENT AND ADMINISTRATION</b>	
<b>12</b>	3
<b>13</b>	3
<b>14</b>	3
<b>15</b>	3
<b>16</b>	3
<b>17</b>	3
<b>18</b>	3

N/A

Are there any outstanding requirements from the last inspection?

### **STATUTORY REQUIREMENTS**

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Care Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action

### **RECOMMENDATIONS**

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to Standard	Good Practice Recommendations

## **Commission for Social Care Inspection**

Maidstone Office

The Oast

Hermitage Court

Hermitage Lane

Maidstone

ME16 9NT

National Enquiry Line:

Telephone: 0845 015 0120 or 0191 233 3323

Textphone: 0845 015 2255 or 0191 233 3588

Email: [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk)

Web: [www.csci.org.uk](http://www.csci.org.uk)

© This report is copyright Commission for Social Care Inspection (CSCI) and may only be used in its entirety. Extracts may not be used or reproduced without the express permission of CSCI