



*Making Social Care
Better for People*

inspection report

NURSES AGENCY

Eleanor Nursing and Social Care Ltd

**157 Uxbridge Road
Hanwell
London
W7 3SR**

Lead Inspector
Ms Jean Bovell

Key Announced Inspection
25th September 2006 11:45

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
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Reader Information

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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 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

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SERVICE INFORMATION

Name of service	Eleanor Nursing and Social Care Ltd
Address	157 Uxbridge Road Hanwell London W7 3SR
Telephone number	020 8579 3233
Fax number	020 8357 0888
Email address	
Provider Web address	
Name of registered provider(s)/company (if applicable)	Eleanor Nursing and Social Care Ltd
Name of registered manager (if applicable)	Vastiampillai Joseph Stanislaus
Type of registration	Nurses Agencies

SERVICE INFORMATION

Conditions of registration:

Date of last inspection 20th December 2005

Brief Description of the Service:

Eleanor Nurses Agency provides temporary Registered General Nurses, Health Care Assistants and Care Assistants to hospitals and Nursing Homes. The Office is situated on a main road in Hanwell, Ealing. It is easily accessible to local amenities and various bus routes which links to Southall, Uxbridge, Ealing Broadway, Hanwell and Northfields underground/main line Stations, are within easy walking distance.

The Agency consists of a main office, an interviewing room, a kitchen and separate toilet with washbasin. The accommodation is appropriately furnished and has all the required office equipment.

Eleanor Nurses Agency was also registered to provide a domiciliary care service on 14th August 2006.

SUMMARY

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

This announced inspection was carried out between 10:45am and 3:10pm on 25th September 2006.

The Registered Provider, Registered Domiciliary Care Manager, Accountant and Administrator were present.

During the course of the inspection, the Agency's records, documents, policies and procedures were examined. Discussions were held with the Registered Domiciliary Care Manager, Accountant and Administrator. All key Standards were examined.

The Registered Provider was co-operative and provided appropriate assistance throughout the inspection.

What the service does well:

All records, policies, procedures and documents viewed were satisfactory.

What has improved since the last inspection?

An office administrator is currently being employed by the Agency.

What they could do better:

No requirements were identified at 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 or by contacting your local CSCI office.

DETAILS OF INSPECTOR FINDINGS

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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:

1.

Quality in this outcome area is good. This judgement had been made using available evidence including a visit to this service.

The Agency's service users' guide and statement of purpose are satisfactory.

EVIDENCE:

The statement of purpose and service users' guide are in place and contain the required information.

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:

2

The Agency is organised and run by appropriately trained and qualified persons.

EVIDENCE:

The Registered Provider/Manager is an experienced Registered Mental Nurse. He holds the Registered Manager's Award and has obtained a certificate in Management Studies. The Registered Provider/Manager confirmed that he had kept up-to-date with regular appropriate training.

The Registered Manager of the domiciliary care service has been employed by the Agency for 14 months and has achieved the Registered Manager's Award.

The domiciliary care service was in the process of being developed at the time of the time of the inspection.

A full-time qualified Accountant is also employed by the Agency.

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 at least once during a 12 month period.

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

3, 4 and 6.

Quality in this outcome area is good. This judgement had been made using available evidence including a visit to this service.

The recruitment process is satisfactory and staff are appropriately trained and qualified.

EVIDENCE:

A number of recruitment files were inspected at random and each file was found to contain the required documents such as application forms, references, CRB disclosure certificates, photo-identification and signed contracts/statement of terms and conditions. Nursing qualifications were also evidenced.

It was reflected on training certificates that staff training included moving and handling, fire safety, basic food hygiene and health and safety.

The Registered Manager confirmed that six health care assistants had achieved level 2 national vocational qualifications in health and social care.

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 at least once during a 12 month period.

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

7 and 11.

Quality in this outcome area is good. This judgement had been made using available evidence including a visit to this service.

The complaints procedure is satisfactory and the health and safety of nurses and health care assistants are being protected.

EVIDENCE:

The complaints policy and procedures were in place at the main office and was clearly stated and concise.

No complaints had been made to the Agency since the last inspection.

The policy and procedures on health and safety were up-to-date and a health and safety poster was on display in the main office. The records indicated that training on health and safety was delivered to all nurses and health care assistants employed by the Agency.

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 at least once during a 12 month period.

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

12, 15 and 18.

Quality in this outcome area is good. This judgement had been made using available evidence including a visit to this service.

The Agency's financial procedures are satisfactory.

The staff handbook is appropriately detailed.

Self monitoring is being adequately undertaken.

EVIDENCE:

A full-time qualified Accountant is employed at the Agency. The business and financial plan dated 31st March 2005 to 31st March 2006 was viewed and found to be satisfactory.

The Inspector was informed by the Accountant that staff members were paid weekly by cheque at the main office following the delivery of time-sheets.

An up-to-date Employment Agents Combined Liability Insurance Certificate was in place.

The Agency's policies and the conduct expected from nurses and health care assistants are clearly stated within the staff handbook.

Systems for quality assurance were seen to be in place. It was indicated that staff members and clients responded to written questionnaires and that summaries in relation measured outcomes had been documented.

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

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

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

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

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

MANAGEMENT AND ADMINISTRATION	
<i>Standard No</i>	<i>Score</i>
12	X
13	3
14	X
15	3
16	X
17	X
18	3

No

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

West London Area Office
11th Floor, West Wing
26-28 Hammersmith Grove
London
W6 7SE

National Enquiry Line: 0845 015 0120

Email: enquiries@csci.gsi.gov.uk

Web: www.csci.org.uk

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