



*Making Social Care
Better for People*

inspection report

NURSES AGENCY

D`Vanest Temps

**31 Donne Close
Higham Ferrers
Rushden
Northants
NN10 8PF**

Lead Inspector
Lesley Allison-White

Unannounced Inspection
20th November 2006 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

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Document Purpose	Inspection Report
Author	CSCI
Audience	General Public
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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	D` Vanest Temps
Address	31 Donne Close Higham Ferrers Rushden Northants NN10 8PF
Telephone number	01933 317135
Fax number	
Email address	lochessy@hotmail. com
Provider Web address	
Name of registered provider(s)/company (if applicable)	D` Vanest Limited
Name of registered manager (if applicable)	Esther Aluoch
Type of registration	Nurses Agencies

SERVICE INFORMATION

Conditions of registration:

None

Date of last inspection

New Service

Brief Description of the Service:

This is a new nursing agency situated in Northamptonshire. It provides services to National Health Service trusts, private hospitals and care homes. D'Vanest Temps provides nurses and other health care staff to its customers 24 hours a day, 365 days of the year. The managers of this agency are nurses.

Fees range from £25.00 per hour to £35.00 per hour.

The Statement of Purpose and the Service User Guide are available on request.

This is their first key inspection and there are no previously published Commission of Social Care (CSCI) reports.

SUMMARY

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

D'Vanest Temps is a new nurses agency. It was registered with the Commission of Social Care Inspection in August 2006.

The focus of inspections undertaken by the Commission for Social Care inspection is on outcomes for service users and their views of the service provided.

The inspection took four hours to complete.

The inspection focussed on checking existing records kept by D'Vanest Temps.

A pre- inspection questionnaire (this is current information about the service) received from the provider and the service history was used to plan this inspection.

This was a good inspection most of the key National Minimum Standards were met.

What the service does well:

This is D'Vanest Temps first statutory inspection and the D'Vanest Temps is ready to accept service users.

What has improved since the last inspection?

Not applicable as this is a first inspection.

What they could do better:

Records seen at inspection needed amendments to ensure that the information contained were current and relevant. One example of this was the staff handbook it was not seen at the time of inspection. This document has now been sent to the Commission and gives comprehensive details about the roles and responsibilities for new staff at induction, and for current staff. This ensures that they are aware of the expectations of the agency when providing care for their service users.

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. The summary of this inspection report can be made available in other formats on request.

DETAILS OF INSPECTOR FINDINGS

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Recruitment and Supply of Nurses (Standards 3-6)

Complaints and Protection (Standards 7-11)

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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 adequate.

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

The agency should provide sufficient information to enable service users to make an informed decision on whether to engage the agency's services.

EVIDENCE:

The Commission of Social Care certificate of registration is displayed in the office.

Paper work relating to this agency needs to be updated.

The Statement of Purpose (information about the Agency) and Service User Guide (up to date information about the agency and the services it provides) is available for service users and for new Agency staff; it does not mention any cover provided by the agency with regard to insurances.

The Service User Guide needs to be amended to reflect the new name of the Commission.

There is a contract between the service user and D'Vanest Temps Nursing Agency in place; this way the prospective service user is able to make an informed decision about whether to engage its services.

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

Quality in this outcome area is good

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

Persons with suitable qualifications manage the agency.

EVIDENCE:

The Responsible Individual and the Registered Manager of the agency was considered by the Commission for Social Care Inspection to be suitable to manage the agency at a fit persons interview held in July 2006.

The registered providers facilitated the inspection.

The Responsible Individual and the Registered Manager are Registered Nurses with current Personal Identification Numbers. (The PIN is a registration number given to all nurses and has to be updated at specified intervals as proof of current registration.)

The registered providers who spoke with the inspector were able to demonstrate that they were knowledgeable and experienced in health care. This ensures that service users needs are met.

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 and 6

Quality in this outcome area is adequate.

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

The evidence provided indicated that when nurses are supplied by the agency they will be competent and will not jeopardise the safety of patients.

EVIDENCE:

Staff records of the Responsible individual and Registered Manager were inspected by CSCI at time of registration.

There were no other staff records, however evidence provided indicated that the recruitment process is satisfactory and will include professional registration checks.

A general outline of the recruitment process is detailed in the Statement of Purpose however; further detail needs to be added to policies that have been developed and to include an equality in employment document. (A separate recruitment policy should also be written detailing the steps taken).

The Statement of Purpose describes nursing staff as experienced practitioners. All nurses employed are registered with the Nursing and Midwifery Council.

The Registered Providers explained that all new staff would receive a copy of the Statement of Purpose, a Service User Guide, the Complaints procedure, the telephone number and Identification card (ID).

A staff handbook was not seen at the time of inspection. It has now been sent to CSCI. It is comprehensive and includes details about the roles and responsibilities of staff.

Consent is obtained by means of a contract between the service user and D'Vanest Temps nursing agency in this way the prospective service user is able to make an informed decision about whether to engage its services.

The Registered Manager receives information about the placement from the service user.

The training programme for the agency is being developed. Training will be dependent on the role of the Registered Nurse.

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 and 11

Quality in this outcome area is adequate.

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

Information supplied indicates that the agency will investigate complaints and promote and protect service users health, safety and welfare.

EVIDENCE:

The Commission of Social Care Inspection has not received any complaints about D' Vanest Temps.

Evidence provided by D'Vanest Temps demonstrates that complaints will be taken seriously. There is a complaints procedure although this does not include the stages to follow however the 'Have Your Say' document for all service users clearly identifies the stages of a complaint.

The Service User Guide could also include details of the complaints procedure. It is recommended that the Service User Guide be updated to reflect this.

The Registered Providers demonstrated an awareness of adult protection issues and what action they would take in the event of a suspected adult abuse situation. The Registered Providers should ensure that they have all current information and guidance relating to abuse including information relating to the 'no secrets' document and may wish to include it as part of their induction process. This will be a recommendation.

Registered Nurses employed by D'Vanest Temps are subject to the Nursing and Midwifery Council Codes of practise.

The agency operates an after hours service and could write a policy to say how it will protect the health, safety and welfare of its service users/staff. This will be a recommendation.

The Registered Providers explained that service user and staff information is stored in accordance with the Data Protection Act 1988.

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):

15 and 18

Quality in this outcome area is good

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

Nurses supplied by the agency work under a professional code of conduct that results in the best interests of service users being protected.

EVIDENCE:

Organisational policies were seen and discussed in detail and have been referred to under the relevant section headings of this report. A copy of the staff handbook has now been sent to the CSCI and policies as discussed updated.

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	
Standard No	Score
1	2

REGISTERED PERSON	
Standard No	Score
2	3

RECRUITMENT AND SUPPLY OF NURSES	
Standard No	Score
3	2
4	3
5	X
6	3

COMPLAINTS AND PROTECTION	
Standard No	Score
7	3
8	2
9	3
10	X
11	2

MANAGEMENT AND ADMINISTRATION	
12	X
13	X
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
1	NU8	13 (1) (g)	The Registered Providers must ensure that they have policies and procedures relating to abuse and include information relating to the 'no secrets' document and may wish to include it as part of the induction process for staff.	31/01/07

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
1	NU1	The Service User Guide needs to be amended to reflect the new name of the Commission. The Service User Guide could also include details of the complaints procedure.
2	NU11	The agency operates an after hours service and could write a policy to say how it will protect the health, safety and welfare of its service users/ staff.

Commission for Social Care Inspection

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