



Making Social Care  
Better for People

# inspection report

**NURSES AGENCY**

**D`Vanest Temps**

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

*Lead Inspector*

*Key Announced Inspection*  
1st November 2007      10:30

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>	
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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](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)

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# SERVICE INFORMATION

<b>Name of service</b>	D` Vanest Temps
<b>Address</b>	31 Donne Close Higham Ferrers Rushden Northants NN10 8PF
<b>Telephone number</b>	01933 316 055
<b>Fax number</b>	
<b>Email address</b>	lochessy@hotmail.com
<b>Provider Web address</b>	
<b>Name of registered provider(s)/company (if applicable)</b>	D` Vanest Limited
<b>Name of registered manager (if applicable)</b>	Esther Aluoch
<b>Type of registration</b>	Nurses Agencies

# **SERVICE INFORMATION**

## **Conditions of registration:**

**Date of last inspection**                      20th November 2006

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

This nursing agency is 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.

2007 fees range from £25.05 per hour to £48.00 per hour. Bank Holidays rates are not included please contact the agency for details.

The Statement Of Purpose and Service User Guide (information about the service provided) are available on request.

The Commission of Social Care Certificate of Registration, the Employers Certificate and Public Liability Insurance Certificate is displayed in the office at all times.

This is their second key inspection.

# SUMMARY

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

This was an announced inspection. It took five hours. It was an opportunity to review policies, procedures, recruitment practices and staff records.

This was a satisfactory inspection. The requirements in the last inspection report were met. The key National Minimum Standards were met at this inspection.

The previous report was unavailable for the planning of this report however the service history and Annual Quality Assurance assessment was returned and used in the planning of this inspection.

The Registered persons facilitated the inspection.

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

Vast improvements have been made to the documentation.

The Registered Nurses employed by this agency have good qualifications in nursing which will benefit service users who receive care from them.

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

Improvements have been made in the area of documentation.

Both Registered persons work at the agency full times now.

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

They should continue to update policies to reflect their service.

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:

1

Quality in this outcome area is **good**.

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

The agency's information enables service users to make informed choices about the service offered.

## EVIDENCE:

The Statement Of Purpose and Service User Guide (information about the service provided) is clearly written having sufficient information for clients to be able to make a choice when looking for an agency to deliver their care. The objective and philosophy of the D'Vanest Temps provides meaningful information about the service and includes the skills and qualifications of the staff, how to make a complaint and copy of the fees and payment methods.

Both staff and service users have 24 hour telephone contact with the agency should they need support or advice.

The Commission for Social Care inspection certificate of registration, the Employers Public Liability Insurance certificate is displayed in the office at all times.

## 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 **excellent**.

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

The Registered persons are committed to ensuring the health and welfare of the service users and their staff.

### EVIDENCE:

The owner and manager have extensive knowledge about nursing care issues and now work at the agency full time. Recently the Registered Manager has gained another qualification this time in Health Visiting. Both managers are able to demonstrate through their formal qualifications that they have the ability to run a highly competent service and are developing their quality assurance systems.

The Registered Manager continues to update her knowledge by selecting courses that will benefit her in her role as the Registered Manager such as the Protection of Vulnerable Adults (POVA) training courses.

Policies and procedures are now written for staff to follow and current records kept by D'Vanest Temps Nurses agency are clear and well written.

## 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 **good**.

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

Evidence provided demonstrates that nurses supplied by the agency will be competent and will not jeopardise the safety of service users.

### EVIDENCE:

The recruitment process is good and is always undertaken by a highly qualified Registered Nurse that allows her to match the individuals to the placement.

The recruitment and selection procedure ensures that the agency works as an equal opportunity employer and adopts anti-discriminatory work practices. Staff files also contained copies of employment contracts.

Those staff records inspected contained proof of identity, and a Criminal Records Bureau (CRB) disclosure undertaken by D'Vanest Temps. Current records had POVA first checks. This ensures that staff are fit to work with vulnerable adults.

The records also contained application forms, and written references in relation to their employment. The agency had written confirmation of the nurses' current Personal Identification Number (PIN). The PIN is proof of registration with the Nursing & Midwifery Council. This confirms eligibility, qualifications and competence to practice as a nurse.

New staff is given a copy of the Statement of Purpose, the staff handbook that includes the complaints procedure, the telephone number and identification card (ID).

The staff handbook is comprehensive and includes detail about the roles and responsibilities of staff.

At induction the Registered Manager will meet new staff at their place of work and go through the fire safety procedures with them. The Registered Manager was reminded that evidence of this should be recorded as part of the quality monitoring procedures.

Certificates of training undertaken by the nurses were included in their staff records.

## 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 **good**.

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

The agency's policies and procedures ensure that service users are protected from harm.

### **EVIDENCE:**

The Commission for Social Care Inspection has not received any complaints about this agency.

A complaints procedure is in place.

Registered Nurses employed by D'Vanest Temps are subject to the Nursing and Midwifery Council Codes of practise. (This covers assistance with medications; they have no service users receiving medication in their own homes at the moment.)

The staff handbook contains information on what staff should do if they see bad practice and information on preventing abuse and what to do. A copy of the Northamptonshire inter agency safeguarding adults from abuse procedures is kept at the office for staff to read.

The staff handbook also contains some Health and Safety information for staff to follow. In this way service users and staff are protected by the policies and procedures of D'Vanest Temps 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.

### 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:

The management structure presently reflects the size of the agency and is capable of the demands of the work.

Organisational policies are available for all staff and staff are provided with a staff handbook with key policies for them to have at induction.

Records seen at inspection were clear and well maintained.

# 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>
<b>1</b>	3

REGISTERED PERSON	
<i>Standard No</i>	<i>Score</i>
<b>2</b>	4

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

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

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

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