

GGIF Care Ltd Nurse Agency

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Type of inspection:
Announced (short notice)

Completed on:
26 September 2023

Service provided by:
GGIF Care Ltd

Service provider number:
SP2019013257

Service no:
CS2019372502

About the service

GGIF Care Ltd may supply or introduce Registered Nurses to registered care homes. At the time of the inspection, there were approximately 30 Registered Nurses employed by the service. The company is based in Aberdeen but operates nationally, mainly in the North East of Scotland and supplies both Registered Nurses and care workers to registered care homes throughout Scotland.

About the inspection

This was a short notice announced inspection which took place between 5 September and 26 September 2023. One inspector carried out the inspection.

This was the services first inspection. To prepare for this inspection we reviewed information about this service. This included registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with and made contact with three managers of care homes who were using the service
- spoke with staff and management
- reviewed documents.

Key messages

- The agency was responsive to the needs of services.
- Staff had been recruited safely.
- There needs to be better oversight of staff training and how staff practice is monitored.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

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| How well do we support people's wellbeing? | 4 - Good |
| How good is our leadership and staffing? | 4 - Good |

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We made an evaluation of good for this key question. Several important strengths taken together clearly outweighed areas for improvement.

The organisation had a vision of providing high quality care and support, which helped promote high standard person-centred care to adults and older people in Scotland. The agency supplied Registered Nurses to care homes via an umbrella contract with a broker neutral vendor. Services were well-informed about the service they had purchased, as this was included within the information supplied by the neutral vendor. A neutral vendor forms partnerships with various recruitment agencies and when a care home needs vacancies to be filled, the neutral vendor finds the most suitable and cost-effective candidates to fill the requirement. This ensured care homes knew what would be possible if they used the agency.

There were ongoing discussions between the care homes, neutral vendor and the agency, to ensure that staff with the appropriate skills, knowledge and understanding were matched to their needs. As a result, services benefitted from knowing that the agency would supply nurses to meet their and their service users' requirements. A manager of a care home confirmed this when they said, "they will always try and give the same regular members of staff, who have built up a good rapport with residents and staff alike." As there were no direct contracts between the agency and the care home, the manager should consider developing client risk assessments. These risk assessments would ensure that the agency is fully aware of any potential risks or hazards that their staff may encounter on placement.

People were confident that nurses coming to support them were well trained and understood their roles and responsibilities. People shared with us that, nurses "appear to be very knowledgeable and any issues are dealt with immediately by the manager". As a consequence, people who were cared for by the agency nurses were respected and valued.

Communication with the agency was very good. The manager was frequently in contact with the care homes. As a result, they had developed a good working relationship. People said, they are "always very good and respond very quickly" and "the communication is excellent". The manager was readily available to discuss any concerns or issues. As a consequence, people felt comfortable to raise any issues with the agency and felt confident their feedback would be acted upon when required.

How good is our leadership and staffing?

4 - Good

We made an evaluation of good for this key question. Several important strengths taken together clearly outweighed areas for improvement.

Staff were being recruited safely. The agency followed national Safer Recruitment guidance. All pre-employment checks were concluded for new employees before they started employment. As part of the recruitment process the manager should retain copies of people's qualifications. This meant people using the service could be confident that staff had been recruited safely.

The quality assurance systems and processes could be further developed. Due to the size of the agency the vast majority of feedback was informal. People said, "We provide feedback if and when we feel it's necessary". The management was considering proactive ways to obtain feedback on the quality of the staff but also the performance of the agency. There was a complaints procedure, that enabled concerns to be raised formally and informally. This had been shared with staff and care homes. People said that they were comfortable raising concerns with the service and that these concerns would be addressed. As a result, people could be confident that their feedback would be listened to and actioned where required, to improve the service delivered. The management team need to consider developing an improvement/development plan. This would promote a culture of improvement, especially if aiming to expand. Any improvement plan should focus on the outcomes and experiences of people using the service and support a culture of continuous improvement within the service. (See Area for Improvement 1)

Systems and processes to support and develop staff were in place and used in a flexible manner. All staff were issued with a staff handbook. This detailed their role and responsibilities of working for the agency. Formal and informal processes were being used to support staff, through one-to-one meetings and appraisals as and when required. Staff said that they felt well supported. This assisted in assuring staff remained competent, skilled and supported to undertake their role.

A staff competency register and direct observation of practice should be further developed. The completion of these checks would ensure everyone could be confident that staff were well trained, appropriately skilled and working to required standards. This would ensure that staff are placed appropriately and deliver high-quality, safe and effective care to people they support.

There was a mix of online and face to face training taking place. Training was relevant to the nurses' role and the majority of mandatory training was completed before staff began work. The management team need to ensure all training is completed within appropriate timescales. Where staff have completed this training elsewhere, for example, within the NHS, the manager must retain written evidence that the training was completed and the staff member was competent. This would contribute to people who use the agency being confident that staff have the right skills and knowledge to support them safely. (See Area for Improvement 2)

Areas for improvement

1. To ensure people benefit from a culture of continuous improvement, the provider must develop an effective quality assurance process that links directly to and improves the outcomes and experiences for people. To do this the provider must at a minimum, develop a service improvement plan based on self-evaluation.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

2. To ensure all staff have the right skills and knowledge, the provider must ensure all training relevant to the role of the Registered Nurse is completed within appropriate timescales.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

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| How well do we support people's wellbeing? | 4 - Good |
| 1.1 People's rights are promoted and respected | 4 - Good |
| 1.2 People's health and wellbeing benefits from their care and support | 4 - Good |
| How good is our leadership and staffing? | 4 - Good |
| 2.1 Safer recruitment principles, vision and values positively inform practice | 4 - Good |
| 2.2 Quality assurance and improvement is led well | 4 - Good |
| 2.3 Staff have the right skills and are confident and competent | 4 - Good |

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