



Inspection Report on

Procure Nursing Agency

**Procure Nursing Agency Ltd
1 Radnor Court
256 Cowbridge Road East
Cardiff
CF5 1GZ**

Date Inspection Completed

6 and 9 July 2021

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About Procure Nursing Agency

Type of care provided	Domiciliary Support Service
Registered Provider	Procure Nursing Agency Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	10 July 2019
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Procure Nursing Agency Ltd is a domiciliary support service operating in the Cardiff area. Procure Nursing Agency Ltd is also the name of the company that owns the service. The service is currently without a Responsible Individual (RI), but an application for a new RI is in process with Care Inspectorate Wales (CIW). There are suitably qualified and professionally registered managers who look after the day-to-day running of the service.

The service has recently (January 2021) started delivering care to children and young people in addition to its usual provision for adults. This service is run from a separate office and operates under the name "In Safe Hands". It is currently part of Procure Nursing Ltd but is in process of registering as a separate service with CIW.

Generally people reported experiencing a good service. Most are very satisfied with their service, others did raise comments about changes to staff. Auditing and oversight of the care delivered to adults needs to be more robust, and the provider must offer care staff a choice of employment contracts, where relevant. There is an appropriate recruitment system, and management demonstrate good oversight of care workers' development and support needs. There is good feedback from care workers. Quality assurance systems need improving in adult Support to promote good standards of practice. The statement of purpose needs to be updated to reflect the service provided. The service needs a consistent and stable management team to ensure there is appropriate oversight and they are proactive in revising systems and processes, where needed, to promote the effective running of the service.

Well-being

The service consults with people and/or their representatives when developing a personal plan. People's wishes and preferred routines are well-documented and there is detailed, clear guidance for care workers to follow. Plans are kept under regular review. Daily recordings are generally well maintained and provide the relevant information needed to monitor people's daily well-being. People have opportunity to share their views about the service via regular reviews and feedback sought for quality assurance. The children's provision would benefit from developing a way of capturing children's and young people's direct feedback in addition to parental feedback. In both services regular audits of daily recordings would strengthen managerial oversight of the daily care delivered. Daily records indicate that generally people have a consistent staff support them.

Overall people are very happy with the standard of care and support they receive and feel they have good continuity. People spoke very highly of the support and care. We were told *"can't praise enough, they are diligent, they listen to me and are very professional."*

"Really pleased with support for mum so far, its early days but they are really helping in finding out what support she needs, they are quick to respond to changes."

"The support we receive is life changing, my son would not be where he is now, staff use initiative they are just brilliant".

"They help us so much, they are family centred and very well trained".

There are some times when people report they do not receive a service support in the way they wish, in particular changes of staff. This has not had a major impact on anybody, but it affects people's confidence in the support. Where this was identified we fed back to the managers of each service to follow up.

The service supports people's well-being and safety. There is a robust recruitment process and good oversight of the service by management. Appropriate safeguarding measures are in place and the provider liaises with relevant professionals where necessary. The service promotes safe practices overall regarding managing medication and infection control.

Care and Development

Staff treat people with dignity and respect. People are satisfied with their overall service. Communication between the service and people is generally good. The service usually notify people in appropriate time of changes to their planned calls. Continuity of care workers is generally good. A system for planning and monitoring calls is used. Peoples' care is generally in set runs, so they do not usually experience many changes to staff or times outside of the usual things like covering staff sickness or annual leave. We were made aware of some instances of people having changes made to staff and this was fed back to the service managers to look into. People have access to relevant written information about the service, such as the written agreement, statement of purpose (SOP) and the service's written guide. The provider should review the statement of purpose though, to ensure it contains all of the information about both of the services operating under Procure Domiciliary Support Ltd. The services currently have separate SOP documents but until they are registered as separate services they need to operate under one registration and have all the information contained in the SOP document for Procure Nursing Domiciliary Support Ltd.

Medication Is suitably managed. Regular audits are completed to check the accuracy and completeness of medication administration records. Care staff receive medication training and maintain appropriate records of medicines administered. Practice is supported by a medication policy.

Measures are in place to promote people's safety. People have access to key information which includes how to make a complaint, and advocacy services. Care staff receive safeguarding and infection control training. Safeguarding, whistleblowing and infection control policies are present and care staff known how to access them. Management oversee records regarding incidents, accidents and safeguarding matters. They carry out spot checks to ensure care staff are maintaining safe practices, including correct personal protective equipment (PPE) use. Care staff have access to PPE and people told us they use it at calls. There is evidence the service liaises with relevant professionals appropriately.

Leadership and Management

Management show appropriate oversight of care workers' training, support and appraisal needs. A suitable recruitment system is in place and a range of policies support the delivery of the service. Internal audits and quality assurance measures need to be strengthened to promote good practice standards, in particular the regular auditing of daily records. This is an area for improvement.

The service's management is prompt in addressing any care workers' performance and/or conduct matters, in consultation with relevant professionals, to ensure people's safety. There is appropriate oversight of incidents, accidents and safeguarding matters. The provider needs to appoint an RI to ensure there is suitable oversight of the service, and there are registration issues that need to be addressed as a priority.

The recruitment process helps to safeguard vulnerable people by ensuring care staff are suitable to deliver care and support to them. There is appropriate training and supervision of care workers. Care staff are supported with the completion of a structured induction, and professional registration.

We considered that there has been changes since the last inspection regarding leadership and management. We note from discussions with management, individuals and care staff that the service has experienced challenges regarding retaining a consistent management team. This has created pressure on the service and affected the ability to maintain a consistent approach for staff and people receiving a service. The provider assured us they are actively addressing this and reflecting on how this may be improved. Management meet regularly to oversee progress. In the main, care staff feel sufficiently supported, trained and valued in their role. The provider takes action to address unsatisfactory performance and/or conduct matters and ensures staff are aware of the expectations of their role.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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