

Protect24 Ltd Nurse Agency

222 Lanark Road West
Currie
EH14 5NW

Telephone: 07598846814

Type of inspection:
Announced (short notice)

Completed on:
17 June 2025

Service provided by:
Protect24 Ltd

Service provider number:
SP2015012624

Service no:
CS2015343033

About the service

Protect24 Ltd is a nurse agency registered to place nurses in registered care home service in Edinburgh and the Lothian regions. The provider of the service is Protect24 Ltd. The service has an office base in the Currie area of Edinburgh.

At the time of the inspection, the service employed 18 nurses and supplied nursing staff to seven registered care homes.

About the inspection

This was a short notice announced inspection which commenced on 10 June 2025 with further inspection activity completed remotely on 11, 12 and 16 June 2025. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- Received and reviewed feedback from four clients who used the agency
- Reviewed documentation
- Reviewed feedback from registered nurses and management

Key messages

- Nurses employed by the provider were professional and compassionate in their care and support of people experiencing care.
- The manager matched staff to care homes, to ensure they had the required skills and knowledge to meet people's needs.
- People could be confident of receiving good continuity of care from familiar staff who knew them well.
- People were supported to share their views about the service.
- The manager communicated frequently with care homes using the service to share information and provide consistent, stable support
- The manager should focus on improvement plans being more clearly linked to the experiences and views of people using care services.

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

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 evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The agency's aims and objectives were to 'provide [people] with exceptional standards of care and support.' Feedback from care homes using the agency was positive. They stated the service was reliable and they were able to provide nurses at short notice in emergency situations. This meant the care homes could maintain their usual staffing levels, providing people experiencing care with the support they expected.

The service provided nursing care and support by covering staff shortages in registered care homes. The manager was familiar with the care homes, which helped gain insight into their processes and the needs of people experiencing care.

The manager used a staff matching policy to ensure nurses had the required skills and knowledge to meet people's needs. Staff profiles which were provided to care homes, included details of each nurse's communication skills, work ethics, training and experience. This ensured nurses' strengths and competencies were relevant to ensure people could get the most out of their support.

Managers of registered care homes using the service told us the agency nurses were professional and compassionate in their care and support of people experiencing care. Where possible, Protect24 provided consistent nurses to the same care homes on a regular basis. This promoted good continuity of care and enabled people to develop familiarity and positive relationships with agency staff who knew them well.

The provider had processes in place to obtain feedback from people experiencing care. People were supported by the agency nursing staff to share their views about the service. This supported the provider's aims and objectives which stated people are supported to be 'partners in their care needs'. Whilst this was positive, some feedback only used tick boxes, missing vital written narrative to give context to people's experiences. We spoke with the manager who agreed they could further improve their processes to enhance the quality of people's feedback about the service.

There was regular communication between the manager and care homes using the service. The manager was proactive in sharing information and took swift action to resolve any issues arising. People experiencing care benefitted from different organisations working well together to provide consistent, stable support.

How good is our leadership and staffing?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The provider had aims and objectives in place which focused on people's wellbeing, dignity and rights. The manager understood the importance of providing a service with compassion and respect for people experiencing care.

No new staff were recruited since the last inspection, however the provider had a clear recruitment process which included all aspects of safer recruitment and verification of nurses' qualifications.

The manager had oversight of key areas of currently employed nurses' professional registration. This included nurses' registration and revalidation with the Nursing and Midwifery Council (NMC).

Nursing staff felt valued and supported by the manager, who was accessible to them, including out of office hours. Staff had one to one supervision meetings in addition to telephone conversations which were documented by the manager. Topics of discussion included the leadership skills, knowledge of medication and professional conduct. People experiencing care could be assured of the manager's commitment to the welfare of staff providing their support.

People experiencing care should be confident the provider has up to date and accurate policies and procedures. The manager had key policies in place to give staff guidance and clearly define the workings of the agency. People benefitted from care and support based on current guidance and best practice.

The manager had undertaken a self-evaluation of the service where improvements had been identified and lines of responsibility and accountability were established. We found however the provider's plans for developing the service were relatively static and new ideas for improvement had not been explored since the last inspection.

We spoke with the manager who informed us the self-evaluation was due for review in July 2025. We emphasised the importance of developing dynamic, responsive improvement plans linked to learning from the experiences and views of people using care services. The manager understood and acknowledged the feedback.

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

How well do we support people's wellbeing?	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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.