

## Care Crew Scotland Nurse Agency

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
16 June 2025

**Service provided by:**  
Care Crew Scotland Limited

**Service provider number:**  
SP2023000128

**Service no:**  
CS2023000203

## About the service

Care Crew Scotland is a nursing agency based in Edinburgh. Care Crew Scotland provide temporary registered nursing staff to services around Edinburgh and the Lothians. The agency has been registered with the Care Inspectorate since July 2017.

## About the inspection

This was a full inspection which took place on 03, 04 and 05 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:

- spoke with services who have had registered nursing shifts carried out
- spoke with five staff and management
- reviewed documents.

## Key messages

- Agency staff treated people with respect and compassion.
- Staff were up to date with mandatory training.
- Seeking feedback from services would help to improve the service.
- Regular staff supervision would help the service to monitor agency nurse's performance and development.

## 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?	3 - Adequate
How good is our leadership and staffing?	3 - Adequate

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

## How well do we support people's wellbeing?

### 3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Services we spoke to shared that agency staff treated people with respect and compassion and that interactions between staff and people experiencing care were warm. The agency did not seek regular feedback. Seeking regular feedback from services about staff performance would help the agency to identify any development needs. This would enable the agency to use feedback to enhance the quality of care provided, leading to better outcomes for people.

Comprehensive policies including adult support and protection and whistleblowing provided nursing staff with the necessary guidance about reporting concerns. Policies were easily accessible for staff remotely. This alongside staff having completed adult protection training contributed towards the safety and wellbeing of people who experienced care.

Staff were up to date with mandatory training including infection prevention and control, medication administration and moving and handling. Staff shared that they received adequate training and felt equipped to do their jobs. This meant people's health and wellbeing needs were being met by staff who were appropriately competent and skilled.

Although the agency's training policy was comprehensive, not all regulatory bodies were referred to within their policy. Adapting this policy to be more relevant to registered nurses would help the agency to ensure nurses were adequately trained to support people experiencing care.

Staff profiles provided services with information about the staff member's training but lacked detail. Including information about previous experience, any specialist areas of practice and particular interests would help services to match staff with the appropriate skills and experience for their service. The manager was informed of this during the inspection and has agreed to implement the necessary changes. This would help to ensure people who experienced care received support that was right for them.

## How good is our leadership and staffing?

### 3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Although some areas of recruitment were found to be satisfactory, there were areas that could be improved. Interviews questions were appropriate and included a combination of values and competency-based questions. The agency should ensure that a registered nurse is consistently involved throughout the interview process. This would support the agency to recruit staff with the appropriate skills and experience.

Staff did not start employment until necessary pre-employment checks were carried out and an induction period, including mandatory training was complete. All staff sampled were registered appropriately with Nursing and Midwifery Council (NMC). This protected the safety of people who experienced care.

Staff were clear about their roles and responsibilities and knew where to find information relating to policies and procedures. Staff shared that they felt well supported and had access to on-call support from a registered nurse. This meant that people experienced care from agency nurses who had access to the necessary support and resources.

From discussions with staff and documentation sampled, supervision sessions lacked consistency. Having regular supervision would create an opportunity to share relevant information, monitor professional development and discuss any challenges the staff member was experiencing. This would help the provider to ensure staff are well-prepared to meet people's needs.

Regularly seeking feedback from services about both individual staff members and the service as whole would enable the agency to use this information to drive improvement. Strengthening the audit process would enable the service to gather valuable data and identify where improvements are needed. Having a clear continuous improvement plan would help the provider to set goals and implement strategies for areas identified. This would support delivery of high-quality care, leading to better outcomes for people.

### Areas for improvement

1. 1. To support the health and wellbeing of people experiencing care, the agency should offer regular supervision for staff. This should include, but is not limited to, supporting staff to reflect on their practice and identifying any development needs they may have.

This is to ensure that 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](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	3 - Adequate
1.1 People's rights are promoted and respected	3 - Adequate
1.2 People's health and wellbeing benefits from their care and support	3 - Adequate

How good is our leadership and staffing?	3 - Adequate
2.1 Safer recruitment principles, vision and values positively inform practice	3 - Adequate
2.2 Quality assurance and improvement is led well	3 - Adequate
2.3 Staff have the right skills and are confident and competent	3 - Adequate

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