

Evolve Primary Care Consultants Nurse Agency

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Announced (short notice)

Completed on:
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Service provided by:
Evolve Primary Care Consultants Ltd

Service provider number:
SP2023000174

Service no:
CS2023000276

About the service

Evolve Primary Care Consultants (EPCC) has been registered with the Care Inspectorate as a Nurse Agency, since 25 August 2023. EPCC supplies nursing staff to provide remote/online consultations for Tayside and Grampian GP medical practices. EPCC is a small specialist service supplying Advanced Nurse Practitioners.

The service Aims and Objectives reflect the values and principles of the Health and Social Care Standards (HSCS) and are, "to support high quality and timely patient care".

About the inspection

This was a short notice announced inspection which took place between 27 November 2024 and 11 December 2024. This was our first inspection of this service following registration and was a virtual inspection. 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, registration information, information submitted by the service and intelligence gathered since registration.

In making our evaluations of the service we:

- spoke with three clients using the service
- spoke with four staff and management
- reviewed documents.

Key messages

- There were very good systems in place to support a high quality service.
- Management and staff were experienced and responsive to the needs of GP medical practices.
- Quality Assurance should be developed to include gathering feedback from people.

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?	5 - Very Good
How good is our leadership and staffing?	5 - Very Good

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

How well do we support people's wellbeing?

5 - Very Good

We evaluated this key question as very good. We found significant strengths in the service delivery and support provided.

Management clearly demonstrated the Health and Social Care Standards in terms of their values and within their aims and objectives. Staff provided a very good account of working within their professional code of conduct. As a result, people were recognised as partners and could experience respect and compassionate support. We found improvements could be made in the way feedback was gathered and used to inform service developments. **(See Area for improvement 1)**

We found staff had a clear understanding of their responsibilities to protect people from harm and support positive outcomes. For example, timely access to medication and referrals. Policies and procedures were in place to support staff to work confidently with legislation and good practice guidance. Staff were confident that if they identified concerns, the culture within the service meant they would respond appropriately and people could be kept safe.

The agency's service contract held all relevant information. Clients said they felt comfortable about raising any issues with the nurses or the agency and felt confident this would be acted upon if needed. They reported very good communication with reference to shared systems and highly skilled staff being of benefit to themselves and their patients. They valued EPCC both when there had been short notice requests for support and where they had engaged the service on a planned basis.

Areas for improvement

1. To support a culture of responsive and continuous improvement, which meets the health and wellbeing needs of supported people, the provider should ensure that people's views, suggestions and choices are gathered on a regular basis and that this information is used to improve people's outcomes and experiences.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve' (HSCS 4.8).

How good is our leadership and staffing?

5 - Very Good

We evaluated this key question overall as very good. We found significant strengths in the service delivery and support provided, which supported positive outcomes for people. There were few areas for development and a clear commitment to improvement.

The service had a very good recruitment procedure for prospective nursing staff in line with safer recruitment guidance. We found EPCC was a small, specialised service where staff had relevant knowledge and experience rooted in their substantive posts.

Agency nurses were confident that they had the right skills and knowledge to support the people they called. They reported very good communication and support from management. The nurses we spoke to were positive about working for EPCC because of the systems in place to support communication. They felt valued and respected.

There was a detailed complaints procedure that enabled concerns to be raised. Clients said that they were comfortable raising concerns with the service and confident that these concerns would be addressed.

The registered manager demonstrated a clear understanding about what was working well and what improvements were needed. They ensured that the outcomes of people who were using the service and the support for nurses they deployed, were central to the systems and people running the day to day service. As a result, people and organisations depending on the agency could have confidence in the standard of service being delivered. Although we found areas for improvement regarding formal records, there was a culture of continuous improvement clearly evident at this inspection. **(See Area for improvement 1)**

Clients described a very good level of continuity provided when nurses were booked in advance, which meant the nurses could develop their knowledge of residents and provide well informed care and support. They described very good relations with the agency and said that the nurses were an asset.

Areas for improvement

1.
To evidence quality assurance and staff training, the provider should ensure that EPCC records reflect:

- a) Quality assurance processes are effective in identifying areas for improvement. Where areas for improvement are identified they should contribute to a development/improvement plan for the service.
- b) Staff receive regular supervision and appraisals to ensure their learning and development needs are assessed, reviewed and addressed.

This is to ensure that care and support is consistent with 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); and

'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

How well do we support people's wellbeing?	5 - Very Good
1.1 People's rights are promoted and respected	5 - Very Good
1.2 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership and staffing?	5 - Very Good
2.1 Safer recruitment principles, vision and values positively inform practice	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
2.3 Staff have the right skills and are confident and competent	5 - Very Good

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