

Inspection report

Victor Wolf Limited Nurse Agency

West Balloch
Kirriemuir
DD8 5EY

Inspected by: (Care Commission officer)	Timothy Taylor
Type of inspection:	Announced
Inspection completed on:	1 September 2010

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Service provided by:

Victor Wolf Limited

Service provider number:

SP2009010493

Care service number:

CS2009234708

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Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



We gave the service these grades

Quality of Information		4	Good
Quality of Care and Support		4	Good
Quality of Staffing		4	Good
Quality of Management and Leadership		4	Good

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

What the service does well

This service ensures that the nurses it acts for from overseas are equipped to enter the nursing profession in this country. This is the first inspection of this service.

What the service could do better

The service is still developing its practices and procedures.

What the service has done since the last inspection

This is the first inspection of this service.

Conclusion

This service is developing its provision of nursing staff for the British market. It is keen on supplying nurses who know about British medical practice and are proficient in speaking English.

Who did this inspection

Lead Care Commission Officer

Timothy Taylor

Other Care Commission Officers

None.

Lay Assessor

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Victor Wolf provides qualified nurses from Europe for the UK care home market.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Information	4 - Good
Quality of Care and Support	4 - Good
Quality of Staffing	4 - Good
Quality of Management and Leadership	4 - Good

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What activities did we undertake during the inspection

This report was written following an announced inspection on 1 September 2010 and contained the following inspection activities:-

- Interview with staff members.
- Inspection of policies and procedures.
- Inspection of training programmes.
- Inspection of recruitment materials.
- Discussion with the manager of the service.

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
 - decide how we will inspect services.
-

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

Annual Return Received

No

Comments on Self Assessment

A comprehensive self assessment document was submitted by the service.

Taking the views of people using the care service into account

A company who has handled nurses produced by the service, and could therefore comment on the quality of nurse, was contacted. They were happy with the quality of nurse and said that the feedback they got from the care homes in which they placed nurses was that they home were happy with the level of skills that the nurses had in relation to nursing in a care home. Where there had been an issue - with standards of English - Victor Wolf had addressed this.

Taking carers' views into account

N/A

Quality Theme 0: Quality of Information

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the information provided by the service.

Service Strengths

This service provides a good system whereby users of the service can participate in the service. Here are some points of evidence:-

- The service gathers feedback from companies that purchase their nurses to assess their quality and ability to fulfil nursing tasks in Britain.
- There are regular reviews of the progress of candidate nurses and they are assessed and given feedback on how they are progressing.
- The implementation of rigorous checks ensures that nurses who are recruited are honest in their feedback.
- The service has a commitment to constant re-evaluation of how it trains nurses from Eastern Europe so they can work in this country. This involves gathering feedback from them.

Areas for Improvement

The service has plans to make use of modern technology to increase the feedback they can gather. They plan to expand their website and use Facebook and Twitter so that users of their service can talk about things more easily. The service should put together a participation policy that outlines how they are going to gather the views of successful candidates for the purpose of improving the service. See recommendation 1.

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1.

The service should put together a participation policy that outlines how they are going to gather the views of successful candidates for the purpose of improving the service. See NCS 5(2) Nursing Agencies - Concerns, Comments and Complaints. You know that the nurse agency has a written policy and procedure in place for comments, suggestions and complaints which is easily available and understandable, and keeps accurate records of all the comments, suggestions and complaints it receives. If you are paying for the nurse agency directly

Statement 2

We provide full information on the services offered to current and prospective service users. The information will help service users to decide whether our service can meet their individual needs.

Service Strengths

This service provides a good level of information to prospective candidates (at present service users do not come into the equation as the nurses work for other organisations). Here are some points of evidence:-

- The service has a website which contains a lot of accessible information for European nurses to access exactly what the service offers. Prospective commissioners can also use the website to see how the service functions.
- Once candidates commence the course they are given study guides, course content - all the information they need to progress their training.
- Candidates complete a CV to give to prospective employers.
- Candidates have access to contact with Victor Wolf staff via email and Skype.
- There are local agents who candidates can contact in their own countries.
- In recruitment the service uses all ready recruited nurses to talk to prospective candidates.
- The service is committed to improvement and development in this area.

Areas for Improvement

The service should continue to develop how it provides information to candidates and commissioners.

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

This service provides a good system whereby users of the service can participate in the service. Here are some points of evidence:-

- The service gathers feedback from companies that purchase their nurses to assess their quality and ability to fulfil nursing tasks in Britain.
- There are regular reviews of the progress of candidate nurses and they are assessed and given feedback on how they are progressing.
- The implementation of rigorous checks ensures that nurses who are recruited are honest in their feedback.
- The service has a commitment to constant re-evaluation of how it trains nurses from Eastern Europe so they can work in this country. This involves gathering feedback from them.

Areas for Improvement

The service has plans to make use of modern technology to increase the feedback they can gather. They plan to expand their website and use facebook and twitter so that users of their service can talk about things more easily. The service should put together a participation policy that outlines how they are going to gather the views of successful candidates for the purpose of improving the service. See recommendation 1.(in 0.1)

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 3

We ensure our service provides care staff who are most suitable to meet individual service user needs. The care and treatment received by the individual service user, is supported by evidence based practice and up to date policies and procedures. These reflect current legislation (where appropriate Scottish legislation).

Service Strengths

The service provides nurses ready to work in care homes for older people. Here are some points of evidence:-

- All staff are inducted into the ethos and values which underpin National Care Standards for care homes for older people.
- The concept of individual choice and care is part of the course. This brings nurses from overseas in line with the culture of care in the UK.
- All nurses are suitably qualified and experienced.
- Training programmes run by the service are constantly being updated and adjusted to meet the needs of the care homes that commission them.

Areas for Improvement

The service should continue to develop in this area.

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service Strengths

The service has a good system for recruiting staff. Here are some points of evidence:-

- Staff must apply for an NMC registration and get a pin number as part of the process they go through. This validates their qualifications and experience to practice as a nurse in the UK.
- The service does a police check on candidates in their country of origin.
- Language skills are checked and worked on if necessary to ensure nurses can communicate effectively.
- Candidates are assessed as they progress through the course and there are robust assessments in place to ensure candidates are ready to work in the UK.
- On the day of inspection two nurses who had been employed after going through the recruitment and training were tracked and this showed all relevant checks had been done by the service,

Areas for Improvement

The service should continue to develop its recruitment practice to ensure service users get nurses who are competent and safe to work with vulnerable client groups.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service Strengths

The service has a good quality of trained and professional workforce. Here are some points of evidence:-

- All staff used are NMC registered nurses. This brings with it confidence about experience and professional qualifications and levels of training. NMC registration also dictates that nurses must keep up-to-date with best practice.
- The service has a rigorous assessment around comprehension of English.
- All staff are aware of the values and aims of the National Care Standards: Care Homes for Older People.
- The manager of the service is a qualified and very experienced nurse.
- Motivation is required of candidates if they are to pass the assessments set by the agency.

Areas for Improvement

The service should continue to develop its workforce training. It is recommended that all candidates be given a copy of the National Care Standards for the type of service they will be working in. See recommendation 1.

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1.

It is recommended that all candidates be given a copy of the National Care Standards for the type of service they will be working in. See NCS 4(4) Nursing Agencies - Management and Staffing Arrangements: You are confident that the nurse agency places nurses who:

- have the skills, experience and ability that are appropriate to the environment of the service and the people who are receiving it;
- are registered with the United Kingdom Central Council for Nurses, Midwives and Health Visitors (UKCC), and work within the UKCC Code of Professional Conduct.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

This service provides a good system whereby users of the service can participate in the service. Here are some points of evidence:-

- The service gathers feedback from companies that purchase their nurses to assess their quality and ability to fulfil nursing tasks in Britain.
- There are regular reviews of the progress of candidate nurses and they are assessed and given feedback on how they are progressing.
- The implementation of rigorous checks ensures that nurses who are recruited are honest in their feedback.
- The service has a commitment to constant re-evaluation of how it trains nurses from Eastern Europe so they can work in this country. This involves gathering feedback from them.

Areas for Improvement

The service has plans to make use of modern technology to increase the feedback they can gather. They plan to expand their website and use facebook and twitter so that users of their service can talk about things more easily. The service should put together a participation policy that outlines how they are going to gather the views of successful candidates for the purpose of improving the service. See recommendation 1.(in 0.1)

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service Strengths

The service has a good level of quality assurance. Here are some points of evidence:-

- The recruitment practice carried out by the service with its police checks, NMC qualification and other references ensures a high quality of nurse.
- Rigorous routes to proving proficiency in English are also used by the service.
- All candidates have to pass a final interview with one of the nurse staff in the service.
- Discussion with a company who has placed some of this service's nurses stated that the service listened to any issues with nurses and acted upon them.

Areas for Improvement

The service should continue to develop its quality assurance systems - including participation from stakeholders. See recommendation 1 in 0.1

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

0

Other Information

Complaints

None

Enforcements

None.

Additional Information

None noted

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

Summary of Grades

Quality of Information - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Quality of Care and Support - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Staffing - 4 - Good	
Statement 2	5 - Very Good
Statement 3	4 - Good
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 4	4 - Good

Inspection and Grading History

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هه بایتسد یم وونابز رگید روا رولکش رگید رپ شرازگ تعاشا هی

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

یرخأ تاغل بو تاقيسين تب بلطلا دن ع رفاوتم روشنملا اذه

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.

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Improving care in Scotland