



Annual Quality and Impact Report

2022

Better together

As an organisation,
care is at the heart
of everything we do.



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Values and Mission Statement

Our mission statement

Our mission is to be the leading provider of quality care to vulnerable people across the UK health and social care sector. We achieve this by being positive in everything we do and a trustworthy partner, committed to the delivery of the best possible care. Together we all take responsibility supporting our clients and our care givers, ensuring we all make a difference to people's lives.

From companionship and nursing to complex care services, our clients trust us to provide exceptional staffing solutions to the care sector. Through a process of rigorous recruitment, training and supervision, we aim to provide experiences which are consistently delivered with passion and professionalism, ensuring they reflect our high standards.



We are proud of our experienced care workers who share our passion for delivering the highest standard of care; enabling us in continuing to make a positive difference to peoples' lives.



Caring

It sounds obvious, but it's what we do and why we do it.

“We are compassionate, dedicated, considerate and supportive.”



Trustworthy

We deliver a high standard of care, with integrity, through people who are passionate about what they do.

“We are reliable, safe and diligent.”



Positive

We endeavour to encourage optimism and positive outcomes because we are enthusiastic about what we do.

“We are pragmatic, tenacious, willing and conscientious.”



Welcome note from the CEO

“Welcome to our very first annual quality and impact report.”

We are very proud to share our fantastic achievements from 2022 with you, from the continued growth of our core business, to the expansion of our Care at Home services and the exciting technology developments we’ve successfully implemented. It was a busy year with many great initiatives, some new and some revived as we fully emerged out of the pandemic. Our focus remained on people, whether this be our much valued Clients or our own Colleagues and Workers. Improving their experiences with Nurseplus and positively impacting their daily lives is at the heart of everything we do and it’s a pleasure to be able to reflect on this throughout this report.



Joshua Collins MBA

#Bettogether

Thoughts from our Clinical Compliance & Training Director

I am hugely proud and excited to share with you our first quality and impact report and all that we've achieved throughout 2022.

Nurseplus has always been committed to delivering a high quality service and this is something that drives and helps to shape our plans for improvements. This year was no different, with improved CQC ratings, the continuous expansion of our business with a brand new branch in Swindon and 8 brand new Care at home locations, the introduction of our centralised Live-in Care team and the launch of our centralised Recruitment Compliance Team. We also took huge steps forward in our ESG journey, as well as our enhancements through tech, enabling us to become more efficient and improve the experience of both our clients and our workers.



The key development I've been a huge advocate for is the introduction of our new Homecare Management System, CareLineLive. We welcomed this into our homecare services, as well as Nurseplus Connect and they have both revolutionised how we deliver care and, more importantly how our clients receive their care. As you will see throughout the report, the use of CareLineLive has significantly improved our quality metrics and allows us to deliver even safer and more responsive care to our clients. It also allows loved ones to check in on their family, giving them that peace of mind that they are being well looked after. Nurseplus Connect, goes that step further by giving our clients free access to GP, counselling and physio services aiming to provide a real holistic, high-quality service.

With the world now comfortably living with COVID, 2022 was all about pushing forward with our planned innovations, which focused on further enhancing the Nurseplus experience for people. We've enhanced our infrastructure and service delivery significantly this year, allowing us to enter into 2023 ready to drive forward once again. None of this would be possible without the expertise and commitment of our amazing care workers and dedicated teams throughout the whole of Nurseplus. Our people are at the heart of everything we do and everything we are, and it's important to all of us that we can offer a service that we can be justifiably proud of. I hope as you read the report, particularly the case studies included, you gain a real insight into the positive impact we've had throughout 2022 and what our key priorities are to continue delivering into 2023.

Vicki Gidalla

The QA Team



As it's our first quality report, we'd like to introduce you to the team behind delivering our quality objectives.



Vicki Gidalla
Clinical Compliance and Training Director

Vicki is a Registered Adult Nurse with a background in critical care and clinical research trials. Vicki joined Nurseplus over 8 years ago and is responsible for directing the Quality Assurance and Training Teams and is the CQC Nominated Individual for Nurseplus.



Laura Blunt
Head of Quality Assurance and Training

Laura joined the QA team as a Quality Assurance Advisor in 2018, but very quickly progressed into managing the QA team and at the end of 2021, also incorporated oversight of the Training team. Prior to joining Nurseplus, Laura worked for an Independent Fostering Agency, overseeing information management and quality procedures to support the Agency through Ofsted inspections.



Benita Davies-Williams
Clinical Lead and Quality Assurance Advisor

Benita has been a Registered Adult Nurse for 30 years and has a wealth of experience in a variety of settings including operating theatres, care home management, disability assessment and operational management. Benita specialises in offering our branches clinical advice regarding the delivery and management of care to our clients.



Donna Hopper
Health and Safety Quality Assurance Advisor

Donna has been with Nurseplus for almost 10 years and has over 25 years' experience in Adult Health & Social care. Donna is NEBOSH qualified and is responsible for supporting Health & safety across the business.



Ashleigh Clark
Quality Assurance Advisor

A new hire for 2022! To support our expanding coverage, particularly within our homecare provisions, we welcomed Ashleigh Clark in September of 2022 to the team. Ashleigh was previously a Registered Manager, bringing a wealth of experience in regulated social care.

Our CQC Ratings for 2022

We are very proud that all of our locations have been rated either 'Good' or 'Outstanding' by the Care Quality Commission.

Registered Location	Overall Rating
Andover	Good 
Bournemouth	Good 
Colchester	Good 
Dorchester	Good 
Dover	Good 
Eastbourne	Good 
Exeter	Good 
Gosport	Good 
Hastings	Good 
Maidstone	Good 
Newton Abbot	Good 
Plymouth	Good 
Salisbury	Good 
Southampton	Good 
Swindon	Good 
Truro	Outstanding 

*Our 2 new locations are yet to be inspected and rated.

Quality is at the forefront of everything we do and our CQC ratings reflect the commitment our teams have to ensure that our clients always receive a personalised, safe, high quality service.

Care Quality Commission Achievements



This year, the CQC have released regular updates on progress as they work towards a new regulatory model. Our QA team keep up to date with these releases including attending regular webinars, listening to podcasts and reviewing all written communications released. The QA team use this information to support Nurseplus' Registered Managers in understanding what this means for them.

Although changes are not due to come into effect until Spring 2023, we are already seeing inspectors behaving differently. In addition to our proactive approach, we also reflect on interactions with the CQC, particularly following inspection and implement any lessons learned, company wide.

10 new managers

were registered in 2022 compared with 2 in 2021, taking our overall number of Registered Managers in the business to 18


















2 new CQC registered locations, taking us to 18 CQC registered sites



3 on-site CQC inspections were completed.



	Truro May	Bournemouth July	Plymouth November
Safe	Good 	Good 	Good 
Effective	Outstanding 	Good 	Good 
Caring	Outstanding 	Good 	Good 
Responsive	Good 	Good 	Good 
Well-led	Outstanding 	Good 	Good 

Truro maintain their outstanding rating, achieving **outstanding** across 3 Key Lines of Enquiry, an increase from 2 in their prior inspection.



Bournemouth successfully demonstrate improvement and move from a Requires Improvement rating to an overall **Good** rating.



Plymouth maintain their overall rating of **Good**.



Keeping people safe



One of the key processes we have in place is our safeguarding and incidents process. We are passionate about promoting the welfare of all of our clients and our workforce. Everyone at Nurseplus is trained to recognise and report any potential safeguarding concern or incident so that we can respond quickly and effectively.

In order to support our teams through the reporting process, we have a dedicated member of our Quality Assurance team on-call throughout office hours for expert advice. We actively encourage our teams to report and fully investigate every concern. Our internal audit process regularly checks our compliance to our safeguarding process and flags any concerns or requirement for additional training. This gives us and our clients the reassurance that we are safe and responsive.

We pride ourselves on training our workers to a high quality and actively encourage the reporting of any safeguarding concerns, this includes concerns over the welfare of our clients, practice concerns and also any concerns regarding our workers directly. Our statistics demonstrate that despite the high number of care hours we deliver, our incidence of safeguarding matters is low.

Homecare Safeguarding Matters

From a total of

653,310

care hours delivered:

69 CQC Notifications were submitted
(0.01 % against care hours delivered)

10 of these were substantiated
(less than 15 % of those reported)

Establishment Safeguarding Matters

From a total of

3,100,159

care hours delivered:

63 Safeguarding incidents were reported
(0.002 % against care hours delivered)

6 of these were substantiated
(less than 5 % of those reported)

Audit Schedule



Nurseplus has a comprehensive audit programme.

This year, **156** audits were carried out across Nurseplus internally.



Out of our 71 services

50 maintained a low risk rating for the duration of 2022.

21 were rated as medium risk throughout 2022.

4 Branches fell into medium risk twice so additional support was given from a multi-departmental approach to embed long term good practice effectively and they continue to remain low risk.

On average branches returned to low risk within **6** weeks.



Policies and Procedures

New policies introduced to the Business this year included:

- ✓ Oral Health Policy
- ✓ Supervision, Appraisal and Development Policy
- ✓ Fit and Proper Persons Policy
- ✓ Mental Health and Wellbeing
- ✓ Corporate Social Responsibility (CSR) Policy
- ✓ Waste Management Policy
- ✓ Sustainable Procurement Policy
- ✓ Bring your own device Policy
- ✓ Internet, Social Media and Email Policy
- ✓ IT Security Policy



Each of our **100 company policies and procedures** were reviewed at least once this year in line with our internal KPI.

Where changes to practice, legislation or guidance changed, our internal policies are always updated to reflect this.



Service User COVID Infection Control Risk Assessment

Our infection control risk assessment in relation to Service Users has been developed further to take into account and mitigate the potential risks posed to them.



Reliance on Carer (ROC)

We have implemented a ROC assessment tool that allows assessors to quickly identify the level of risk of dehydration or malnutrition and incorporate detailed preventative measures into the Service Users' care plan.



Oral Health

We have implemented a visual assessment tool to allow assessors to quickly identify any risks associated with a client's oral health, implement relevant protocols to support the Service User and make any recommendations required to Service Users or their representatives.



Updated Handbook and Code of Conduct

The Worker Handbook has been overhauled to avoid duplication with induction and training materials, as well as links to current relevant company policies, essentially ensuring Workers always have access to the most up to date, current information. The code of conduct has also been polished to avoid any doubt in areas of appropriate conduct or professional expectations.



Living with COVID

As we emerged from the pandemic and adjusted to life with COVID we've ensured we follow the latest government guidance and adjusted risk assessments for employees, workers and service users alike.

We continue to ensure that testing requirements and PPE requirements are adhered to and will continue to carefully assess these practices to keep people safe.



Practice improvements



Implementation of a new IT System for Homecare

Commencing in March 2022, we integrated a new IT system to manage our homecare service called CareLineLive. This platform provides us with much improved tracking and oversight in areas such as compliance, live call management, rostering, medications and concerns regarding the welfare of our clients. It also has the ability to make updates instantly to both the client's record and the carers, by use of an app. Additionally we launched the Family and Friends feature, allowing those closest to our clients to check in with them remotely. The system offers high levels of security and data protection and assists us to ensure the delivery of safer and better care.

Immediate benefits we've seen

- ✓ Medication errors have decreased by 62% on the prior year.
- ✓ Missed calls have decreased by 80% on the prior year, with the last 4 months of 2022 seeing 0 missed calls.
- ✓ Increased client and family satisfaction through use of the Family and Friends feature.

Practice improvements

- ✓ Introduction of a centralised Recruitment Compliance Team
- ✓ This team ensures we have improved robustness in our operation and are able to manage vacancies and absences effectively, ensuring a smooth on-boarding for candidates and no disruption for our clients.



Nurseplus Connect

We launched Nurseplus Connect - enabling our valued Care at home clients to have free access to a private GP, Physio and Counselling services if required.



Increased our training offering in Quality Assurance

- Zoom Workshops were introduced for both Establishment and Homecare Staff
- A regular schedule of Care Planning Training was introduced, led by one of our QA Advisors
- 6 Care Planning Training courses took place, attended by 23 individuals
- 19 Establishment Training courses were facilitated
- 8 Homecare Training courses were facilitated
- In-person training was delivered on a 1 to 1 basis as required

Accreditations



Nurseplus moved from a standard CHAS accreditation to achieving an advanced accreditation throughout 2022. We were able to demonstrate full compliance with the CHAS standards, in line with SSIP Core Criteria and UK H&S Legislation, as well as meet the requirements of the CDM Regulations 2015. Additionally Nurseplus demonstrated full compliance with 9 modules of PAS 91.



Nurseplus retained its disability confident award, ensuring our recruitment process is inclusive and accessible. It demonstrates that we anticipate and provide reasonable adjustments to any new or existing employee who has, or acquires, a disability or long term health condition, enabling them to stay in work among other commitments.



Nurseplus retained its membership with the REC following assessment. Being a member of the REC means we agree to sign up to their code of practice for safer recruitment and is a prestigious affiliation.



Nurseplus continues to maintain its registration with the Information Commissioners Office. ICO guidance on GDPR, freedom of information and codes of practice are woven into quality assurance policies at Nurseplus.

Our Impact

One of the most crucial questions we ask ourselves at Nurseplus is whether we're having a positive impact on our people and the people we serve.

We think that our 2022 survey results below, and the Client and Care Worker case studies that follow, speak for themselves...



92% of Care Workers said that in their role they make a positive difference to people's lives

90% enjoy their role with Nurseplus

100% of our Branch Managers said that in their role they make a positive difference to people's lives

92% enjoy their role with Nurseplus



95% of our clients told us that their Care Workers are friendly and caring

86% of our clients felt Nurseplus made a positive difference to their life

87% of our clients felt that Nurseplus Care Workers display the values of being Caring, Trustworthy and Positive

86% of our clients felt that Nurseplus Care Workers met their needs and conducted care in a way that they felt comfortable

ESG and charitable giving



We established an ESG Focus Group in the business with specific annual targets, which have all been met for year 2022 and already more than 50% of those set for 2023.



Some of the key initiatives:



Actively reduced our vehicle fleet by 50% and are swapping the vast majority of the remaining cars from a traditional fuel car to a hybrid model



Committed to becoming a carbon neutral company by 2030



Provided an additional day of leave to the whole workforce as a "Birthday Day"



Championed Mental Health awareness in the business



Achieved EcoVadis Silver Medal award for the 2nd year running



Published our first Annual ESG Report

We have also set up a Charitable Giving Committee, which donated nearly **£4k across 12 charities**, either by raising funds from activities or from company profits.





Case Studies



Susan

Nurseplus support Roger throughout the night and Susan, Roger's Wife, talks us through her experience with Nurseplus Care at home:

My husband, Roger, has vascular dementia and was unfortunately in a road traffic accident where he was left badly injured and his dementia started getting exceedingly worse. As a result of his Dementia he can be unsettled at night time and gets up on average 5 times a night. I was finding it very difficult to cope caring for Roger during the day as well as being up all night. I knew I needed help, so we went to Nurseplus to ask for some help.

The branch staff came round to conduct an initial assessment of mine and Roger's needs and I thought they were wonderful; they listened to what I had to say and talked me through the different options. We decided that we would have a night carer 5 nights a week initially, but after this had been in place for around a month it was apparent that I was still struggling during the days, so now we have a carer every night from 10pm to 7am. Once we had arranged the initial care plan, we agreed that my granddaughter would be at home with us when we met the carer for the first time, to ease any anxieties

that I had about the care plan and how Roger would get along with having someone new in our home overnight. The branch also suggested that we start with a 3 day trial which I found comforting, but it was clear that the support was very much needed and we would be continuing with the plan.

Since having Nurseplus come, I feel I can cope much better during the day now, where it was fair to say I wasn't coping at all before. I must admit I was like a zombie, especially with the shock of the accident plus during all of this I had a knee replacement so I wasn't very mobile. Having somebody come in and take over Roger's care throughout the night was just wonderful, I can't tell you just how wonderful it was - the carers are just so supportive. To begin with it was probably more support for me and it didn't really affect Roger too much other than the fact that there was someone there to help him at night who wasn't me, but as he's got to know the carers he looks forward to them coming. I think quite honestly he thinks they're family members and always calls them his girls. He has such a lovely relationship with them.

“I feel that because of Nurseplus I've got my life back, you're helping me tremendously.”

Simon

Nurseplus support Simon through companionship care to ensure Simon can benefit from the quality of life he enjoys. Simon talks through his experience with Nurseplus Care at home:

I had a brain haemorrhage in 1995 and used various different care companies initially to prepare meals for me and help with tasks at home. As time went on I found that what I really needed was to go out and use the gym.

The previous care company I was with stopped offering care where I live and other care companies weren't able to take people out as part of their visits, which is when I was put in touch with Nurseplus. We spoke about the things that I wanted to do and what I needed help with and then it all came together fairly quickly with regular visits put in place.

My carers take me out and most of the time it's to go to the gym. My regular carer enjoys exercise like me, so she helps and prompts me in the gym and encourages me to do a little bit more, nothing dangerous but helps me to go just that little bit further. My carers also help me get to appointments and get me out to the shops.

Where my regular carer is also passionate about the gym and exercise she teaches me new exercises which really does help me. I struggle with balance and co-ordination, so if there are things that I can't do by myself she helps me do them or suggests alternative things. As my carer does a lot of gym work in her private

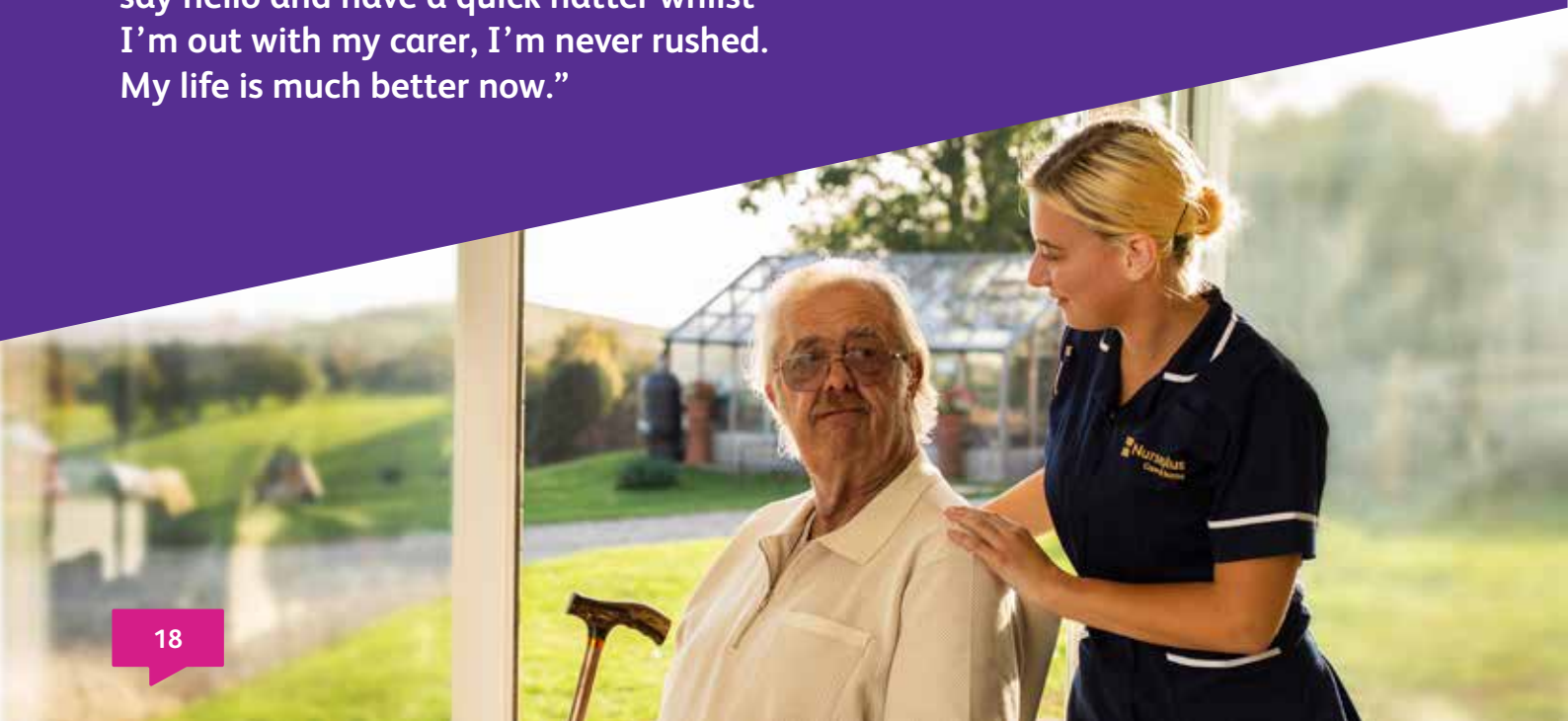
time she has different techniques for exercises, so she will suggest ways of doing these exercises that might be easier for me. We get on really well together, otherwise it just wouldn't work.

The lockdowns during the Covid pandemic were particularly difficult for me, as I had to stop my visits and no one was allowed out on non-essential trips which I had come to rely on, especially the social aspect of it. When I was able to resume my visits the branch matched me with a carer who had been a personal trainer in a previous job, so she was able to help me do some exercises with the equipment I had at home. She would also help me get out for a walk or go to get some shopping which I really needed.

Receiving help from my carers to get to the gym regularly has helped to keep me moving and prevent me from seizing up which is great for me physically, but there's also the social side of things; I've met a lot of people and Nurseplus has helped me do this – I always have time to say hello and have a quick natter whilst I'm out with my carer, I'm never rushed.

My life is much better now. I stayed in for 12 months over the Covid pandemic and lost a lot of muscle strength, my body started seizing up because I wasn't doing anything and I was just sat down all the time. Getting out and about with Nurseplus has got me moving again and pushing myself a bit harder. It's widened up different aspects of my life; it's opened up the outdoors to me and meeting people and doing different things.

“I've met a lot of people and Nurseplus has helped me do this – I always have time to say hello and have a quick natter whilst I'm out with my carer, I'm never rushed. My life is much better now.”



Ethan

Ethan is a Live-in Carer for Nurseplus. Registering with us in 2022, Ethan tells us all about his journey with us.



Before becoming a Live-in carer with Nurseplus, I did all kinds of work but mainly construction and hospitality. I worked as a chef in a few restaurants, however I was made redundant during the COVID pandemic. After the pandemic started easing up, I was looking for more stable and reliable work. My auntie came round one weekend for a coffee and brought up the idea of a career in care. I couldn't believe I hadn't thought about it before. So, as anyone does nowadays, I hopped online on Indeed and an advert for Nurseplus popped up. I always do a bit of research before I apply for a job and the company reviews were great. It was really easy to find information on the company and the application process was really simple.

The Live-in carer role interested me because it seemed like an adventure. I liked the fact it was flexible with how many weeks, or months in my case, I wanted to work and it just seemed like a great fit for me. It also provides security knowing where you are at all times and what you have to do.

The recruitment process with Nurseplus was very quick and I was kept updated throughout. I applied online and within the first 24-hours I had a reply with an online form to fill out. After that I was contacted by a lovely person called Hayley who explained that I would have a telephone interview to find out more about me as a person, and why I wanted to work in care. We spoke in depth about who I am, where I'm going, and what interested me. She then asked several security questions about my background and work experience. It was reassuring to me that the client's needs came first, but also that they care about their staff being happy and comfortable. All of this gave me peace of mind, and I knew that Nurseplus wouldn't place me to care for somebody that I wouldn't get along with.

I attended Nurseplus' new-to-care training, which was 2 days long and then a day course for the administration of medication. I really enjoyed it, it was informative and engaging; a really nice first step. When I left I felt that I was prepared for this work and knew exactly what I was walking into.

Everyone I have come across in this company have honestly been wonderful, I'm not surprised as I think you have to be a caring and nice person to work in this

industry. But the level that Nurseplus are on is outstanding. I felt valued at the training that it was important, that I was surrounded by people who wanted me to succeed. This is the first time I would say training for a role has actually been an enjoyable experience.

It took around 2 weeks for the Nurseplus team to find me a placement. I had calls every other day from Hayley and Luke (Live-in Care Co-Ordinators) with some potential clients, but as such sometimes they have preferences that you don't meet and again it's about the client first. This being said when I heard about Don and the possibility of going there I was quite excited, as well as nervous. I was given his care plan when I was told that Don was happy for me to come, which had a massive amount of information on. This included his likes, dislikes, and how to get there. I was then contacted by his local branch in Hastings to finalise when I was going to arrive and what to expect.

I was very nervous at first, it was the prospect of living with someone I've never met and looking after them, making sure they were happy and got along with me. I feel that I can meet every one of my client's needs and wants through the day as well as making sure he can continue to stay in his home.

My client and I are regulars at a local cafe where we both go in and have a chat with the staff. He attends quite a few clubs and activities that I arranged for him to get out and chat with people, but taking him to a pub last Saturday to see some live music with his family, and watching him catch up with people who hadn't seen him in ages was wonderful. It's an amazing feeling when a family member of the person you look after can say that since you've started working with them that you have given them a new lease of life. That comment is something that I'll never forget.

My advice for anyone thinking about a career in care would be to start by asking yourself a question: do you want to help people? If the answer is yes and you think you're a genuine caring and considerate person, wanting to feel like you make a difference, maybe Live-in care is just the job for you. This job is the most rewarding and amazing thing I've ever done and Nurseplus are genuinely fantastic to work for.

2022 Key Achievements



- ✓ Truro branch maintained their outstanding rating with the CQC
- ✓ Bournemouth branch moved from a 'Requires Improvement' CQC rating to a 'Good' rating
- ✓ Successfully implemented our new homecare management system, CareLineLive
- ✓ Successfully implemented our new Applicant Tracking System, Logic Melon
- ✓ Opened 1 brand new branch and added 8 additional Care at home sites
- ✓ Launch of a centralised Live-in care team – providing Live-in care staff to 25 branches
- ✓ Doubled the amount of Live-in care packages in 1 year
- ✓ Introduced a new on-boarding process for our permanent staff
- ✓ Increased our staff engagement score from 76.5 to 78.6
- ✓ Launched a centralised Recruitment Compliance Team
- ✓ Our Charitable Giving Committee have donated nearly £4k across 12 charities
- ✓ Kept ESG high on the agenda and achieved an EcoVadis Silver Medal award for the 2nd year running
- ✓ Progressed from achieving a standard CHAS accreditation to an Advanced accreditation





Key Priorities for 2023

- ✓ To extend our coverage of our core recruitment business through additional locations
- ✓ Continued roll out of Care at home and Live-in care with a further 20 geographic locations via our existing nationwide branch network
- ✓ To increase our Nursing offering to both our existing clients and new clients
- ✓ Launch of a new Care at home website, providing an enhanced user experience to all key stakeholders via clear, accessible information to help inform decisions regarding a client's care requirements
- ✓ Live-in carer on-boarding experience to be improved through a centralised team to streamline the process and utilise specialist training hubs around the business
- ✓ Introducing a new HR IT System
- ✓ Roll out of a Career Development Pathway initiative for our permanent staff
- ✓ Continue with our ESG journey
- ✓ Further improve benefits for our permanent staff and our Care Workers
- ✓ Make improvements to the structure of our Training Team and our internal training programmes



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