

# TXM Healthcare Nurse Agency

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**Type of inspection:**  
Announced

**Completed on:**  
23 December 2024

**Service provided by:**  
TXM Healthcare Ltd

**Service provider number:**  
SP2018013208

**Service no:**  
CS2018370507

## About the service

TXM Healthcare (TXM) has been registered with the Care Inspectorate as a Nurse Agency, since 7 February 2019. TXM is registered to supply nurses to a range of clients and at the time of our inspection, they were a small service, supporting the NHS and private sector.

The service Aims and Objectives reflect the values and principles of the Health and Social Care Standards (HSCS) and includes, "to provide quality care you can trust consistently".

## About the inspection

This was an announced inspection which took place between 10 and 23 December 2024. This was our first inspection of this service following registration. 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:

- accessed feedback the provider had from clients
- spoke with six 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 clients.

## 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

At the time of this inspection TXM was a well established nurse agency and was a relatively small service. We evaluated this key question overall as, very good. Based upon the size of the team, systems in place to support the service and short lines of communication which meant the service could be responsive to the requests from clients.

The service aims and objectives clearly reflected the principles behind the Health and Social Care Standards. Very good policies and procedures were in place to guide and support staff and there was evidence of regular review. As a result, people could be confident they should experience care and support based on clear and up to date guidance.

Management clearly demonstrated the Health and Social Care Standards in terms of their values and approach to delivering their service. The nurses told us they felt the training offered was thorough, which resulted in their confidence that their practice supported the best outcomes for the people in their care. They confirmed their e-learning included essential practice areas such as, medication management and infection prevention and control. The nurses were well informed about their duties under their professional code of conduct and provided a good account of their own role and responsibilities. As a result, people could be confident they should experience safe nursing care.

The agency's service contract held all relevant information which meant clients could have a clear understanding of what to expect from the service.

The manager provided examples of written feedback from clients which reflected a positive measure of the nurses' performance. The nurses we spoke to reported direct feedback from patients and colleagues that provided reassurance that they were valued and doing a good job. One said, "they are always glad to see me". The manager had already identified gathering views as an area for improvement and vital to inform service developments. **(See Area for improvement 1)**

The nurses said that their experience gained from their substantive post could easily support their work for the agency and where they needed advice about people's care needs, they could obtain this from the services they were sent to. We found they had a clear understanding of their responsibilities to protect people from harm and support positive outcomes.

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, they would respond appropriately and people could be kept safe. Nurses held office based staff in high regard and that they felt well informed and supported. This provided further assurance regarding keeping everyone safe.

## Areas for improvement

1. To sustain a culture of responsive and continuous improvement which meets the health and wellbeing needs of clients, the provider should ensure that, people's views and suggestions are gathered on a regular basis and that this information is used to improve their 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. We found TXM was a small nurse agency and where staff had relevant knowledge and experience.

The service had a very good recruitment procedure for prospective nursing staff in line with safer recruitment guidance. This helped ensure that nurses were fit to carry out the duties they were employed for. Checks on Nursing and Midwifery Council (NMC) registration were carried out before starting employment. These were checked regularly thereafter. An appropriate induction programme was in place to support new nurses.

Ongoing online training was up to date. Appraisal sessions were carried out regularly, usually by telephone and as a result, staff training needs could be identified.

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

There was a detailed complaints procedure that enabled concerns to be raised and staff provided a very good account regarding their roles and responsibility and protecting people.

The registered manager demonstrated a clear understanding about what was working well and what improvements were needed. They ensured that the outcomes for clients 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. We found very good quality assurance systems and records were in place to measure service performance and inform improvements. In recognition of the importance of service user involvement in self evaluation and improvement planning, we would recommend systems are reviewed to strengthen staff and client involvement. (Area for improvement 1 under section 'How well do we support people's wellbeing?' applies)

## 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?	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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