

# Inspection Report

## 2023-2024

## Platinum Recruitment Limited

Nurse Agency

19 March 2024

**Under the Regulation of Care Act 2013 and  
Regulation of Care (Care Services) Regulations 2013**



**DHSC**

We carried out this inspection under Part 4 of the Regulation of Care Act 2013 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements, regulations and standards associated with the Act. We looked at the overall quality of the service.

**Service and service type**

Platinum Recruitment Limited is a recruitment agency that deals with recruitment of registered nurses as part of its business.

**People's experience of using this service and what we found**

To get to the heart of people's experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

These questions form the framework for the areas we look at during the inspection.

**About the service**

Platinum Recruitment Limited is a recruitment agency which as part of its operation caters for the recruitment of nurses to specific positions within the Isle of Man.

**Registered manager status**

The agency has a registered manager. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

**Notice of Inspection**

Inspection activity started on 17 March 2024. We visited the service on 19 March 2024.

**What we did before the inspection**

We used the information the provider sent us in the provider information return (PIR), notifications, complaints/compliments and any safeguarding issues.

**During the inspection**

We discussed with the registered the operation of the agency. From the date of registration until the date of inspection there have not been any placement of registered nurses on the Isle of Man.

**Our findings:**

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm. The service does not require any improvements in this area.

This service was found to be safe in line with the inspection framework.

**Systems and processes to safeguard people from abuse**

The agency acts solely as an introduction agency between the Host Organisation (i.e. the employer of the individual) and the Candidate. As such the Candidates are independent of the Host Organisation, and candidates can contact the nurse agency direct if they have any concerns.

The remit of the agency is explained on the company website for potential employers and candidates.

## Inspection Findings

### C2 Is the service effective?

#### **Our findings**

Effective – this means we looked for evidence that people’s care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence. The service does not require any improvements in this area.

This service was found to be effective in line with the inspection framework.

#### **Assessing people’s needs and choices; delivering care in line with standards, guidance and the law**

The Agency’s Code of Practice sets out standards in the ethical recruitment of individuals.

#### **Staff support; induction, training, skills and experience**

All nurses to be placed with the agency are registered nurses in their own country. The agency would not be responsible for any ongoing supervision of nurses.

## Inspection Findings

### C3 Is the service caring?

#### **Our findings**

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect. The service does not require any improvements in this area.

This service was found to be caring in line with the inspection framework.

#### **Supporting people to express their views**

The agency advises all Host Organisations to offer all newly appointed international Candidates appropriate supervision and a safe environment in which to express their views.

## Inspection Findings

### C4 Is the service responsive?

**Our findings:**

Responsive – this means we looked for evidence that the service met people’s needs. The service does not require any improvements in this area.

This service was found to be responsive in line with the inspection framework.

**Planning personalised care to ensure people have choice and control to meet their needs and preferences**

Platinum Recruitment offers recruitment-related services only.

**Improving care quality in response to complaints and concerns**

The agency would aim to treat all candidates fairly in any point of dispute.

### C5 Is the service well-led?

#### **Our findings**

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture. The service does not require any improvements in this area.

This service was found to be well-led in line with the inspection framework.

#### **Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people**

The Agency seeks to ensure effective and robust recruitment practices.

#### **How does the service continuously learn, improve, innovate and ensure sustainability**

A business plan is in place which includes the vision for the business. Any learning would be incorporated by the agency for future practice. Monitoring and updating of internal policies and procedures takes place.

The agency utilises a specialist platform called Job Adder which is embedded with a compliance and calendar function to diarise candidate reviews. This ensures timely reviews are held.



If areas of improvement have been identified the provider will be required to produce an action plan detailing how the areas of improvement will be rectified within the timescales identified. The R&I team will follow up and monitor any actions undertaken.