



Independent Nursing Audit

Date: 05.03.2026

Agency: Scottish Nursing Guild

Auditor: Abigail Cox

Introduction:

Date of Audit: 02.03.2026 - 05.03.2026

Auditor: Abigail Cox – Audit & Training Consultant

Supplier Contact: Lewis Smith – Head of Candidate Services and Kate Nicholson-Florence – Quality Assurance Director

Score: 100.00%

Aim:

Neuven Consult to undertake a review of 30 agency worker files and score them against the relevant audit criteria.

In turn, the audit will assist the supplier in identifying areas for improvement within current policies, processes and practices – as well as providing an overview of the current levels of compliance in place across all relevant departments within the business.

Scoring:

Scottish Nursing Guild received an audit score based on the information evidenced during the audit. This score will determine the current level at which the files are being maintained to – and act as a starting point for the business to improve on.

FAIL	<90.49%
PASS	90.50% - 94.99%
DIAMOND	>95%

It is hoped that by using the above system of grading, the auditee will have a clear and concise understanding of the organisation's compliance, and where they are positioned in relation to the compliance grades.

Overall, Scottish Nursing Guild achieved a total percentage score of 100%, which has resulted in a Diamond Pass

AUDIT PASS/FAIL	
Compliance Score	1156
Available Score	1156
Percentage Score	100.00%

Overall Summary:

This was an independent audit requested by Scottish Nursing Guild for their nursing and care workforce in their Scotland branch. The audit was performed remotely over four days with documents uploaded to a secure portal to which only the supplier and the auditor had access.

The audit process and criteria were sent to the supplier in advance of the audit. This included a breakdown of the agreed audit criteria as requested by the supplier, scoring methodology, audit process and audit standard operating procedure to support the supplier with the preparation of the selected files. The main points of contact for the audit were the Head of Candidate Services and Quality Assurance Director. A Teams call was held prior to the audit to confirm how the audit week would work.

Neuven Consult selected 30 temporary workers at random with the supplier being informed of temporary worker names at the point of the audit being confirmed. These workers were a mix of those that had newly registered and had not started work and those that had worked since the last audit. The supplier uploaded the required documents for the 30 temporary worker files prior to 9am on the first day of the audit. There was a small amount of additional information uploaded during the audit in response to worker feedback provided to the supplier. All information was uploaded within the agreed time frame.

All the documentation provided was uploaded into the relevant worker folder in an organised manner and well labelled to the criteria which made the audit run smoothly. The criteria was broken down into seven sections: recruitment – pre-employment, regulation training compliance – ongoing compliance, deployment, community, payroll, complaints and incidents and miscellaneous.

The supplier's pre-employment process is conducted remotely via the supplier's CRM system (Staff Manager) and Amiqus is used as IDSP verification tool. For the complaints process the supplier has switched from Datrix to InPhase.

Where annual updates, updated training or updated occupational health had not been completed by the temporary worker, evidence of the supplier's CRM showing their 'not now' status was provided. Where applicable, evidence was provided in Staff Manager notes confirming that worker restrictions were in place, or that workers were not to be placed until any requirements had been updated.

Final feedback was given to the supplier via a Teams call with the Head of Candidate Services. The supplier was advised of the audit score, and a couple of recommendations were advised.

Overall, Scottish Nursing Guild achieved a total percentage score of 100%, which has resulted in a Diamond Pass.

Summary of findings across the files

Name	Contract Ref:	Description of non-compliance	Action
A4353 - RNLD		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4368 - HCA		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4363 - HCA		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4298 - RGN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4311 - RGN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4270 - RGN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4270 - RGN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4239 - RGN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4271 - HCA HSW		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4261 - HCA GEN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4312 - HCA GEN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4260 - RNLD		Temporary Worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4242 - RGN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4264 - RGN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4243 - RGN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4350 - RGN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4380 - RMN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4374 - HCA		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4365 - HCA GEN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4377 - RGN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4381 - HCA		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4370 - RMN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4304 - RMN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
G5477 - RGN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4240 - RMN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
G9136 - RGN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4359 - RGN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
P8969 - RGN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4319 - RGN		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4356 - HCA		Temporary worker confirmed as fully compliant against audit criteria standards	

Name	Contract Ref:	Description of non-compliance	Action
A4346 - HCA GEN		Temporary worker confirmed as fully compliant against audit criteria standards	

Recommendations:

Recommendation 1	Dates of employment confirmed on references - the supplier to ensure that dates of employment are confirmed on references in mm/yyyy format as a minimum.
Recommendation 2	Employment history – the supplier to ensure the dates are cross referenced and matched against references.
Recommendation 3	Data transfer from – the supplier to ensure when entering the details regarding training the correct format is selected i.e. certificate, staff manager, etc.
Recommendation 4	Email verification – supplier to ensure that all correspondence received via email for compliance purposes are saved in the original email format and not ‘forwarded’ conversations from original item or ‘forwarded’ saved or converted to PDF.