

Independent Clinical Services Ltd
(Thornbury Nursing)
Independent Nursing
Audit Report
Date: 17 - 20.11.2025

Introduction:

Date of Audit: 17 - 20.11.2025

Auditor: Claire Grimmer

Supplier Contact: Lewis Smith - Head of Candidate Services

Score: 100%

Aim:

Neuven Consult to undertake a review of 50 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:

Independent Clinical Services Ltd 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 Supplier will have a clear and concise understanding of the organisation’s compliance, and where they are positioned in relation to the compliance grades.

Overall Independent Clinical Services Ltd (Thornbury Nursing) achieved a total percentage score of 100%, which has resulted in a ‘Diamond’ Pass

AUDIT PASS/FAIL	
Compliance Score	2486
Available Score	2486
Percentage Score	100%

Overall Summary:

This was an independent audit requested by Independent Clinical Services Ltd for Thornbury Nursing Services (part of the Acacium Group) for their Nursing & Care Workforce. The audit was performed remotely whereby documents were uploaded to a secure portal for which only the Supplier and the Auditor had access over 4 days. 50 files were picked at random by Neuen Consult with the Supplier being informed of selected names at point of audit being confirmed. The Supplier uploaded the required documents for the workers prior to the first day of the audit with a small amount of additional documentation uploaded where required. This was permitted within the audit timeframe.

The audit process and criteria were sent to the Supplier in advance of the audit. This included a breakdown of the agreed audit criteria, scoring methodology, audit process and audit standard operating procedure to support the Supplier with the preparation of the selected files. The main point of contact during the audit was the Head of Candidate Services.

Documentation was provided in an organised manner uploaded within the criteria folders within each worker folder. This made the audit review relatively straight forward to conduct. The criteria is broken down into 6 sections: Recruitment - Pre Employment, Regulation Training Compliance - Ongoing Compliance, Deployment, Payroll, Operations Team Staffing and Complaints and Incidents. The Auditor also reviewed insurance documentation & ICO Registration.

The Pre Employment process is generally conducted remotely with use of their CRM system (Staff Manager), HireVue to conduct interviews and Amicus as the IDSP verification tool.

Overall, Thornbury Nursing Services achieved a total percentage score of 100%, which is a 'Diamond' Pass.

Final feedback was given via a Teams call with the Head of Candidate Services and Quality Assurance Director with some recommendations made to the Supplier.

Summary of findings across the files

Name	Contract Ref:	Description of Non-Compliance	Action
F2100 - Healthcare Assistant		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2126 - Registered Midwife		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2191 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2108 - Registered Midwife		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2097 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2121 - Registered Children's Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2110 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
W7665 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2120 - Registered Midwife		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2119 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2213 - Practice Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2150 - Community Psychiatric Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
D6249 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2174 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2117 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2171 - Registered Children's Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2177 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2188 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2194 - Paramedic		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2216 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2220 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2207 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2280 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2214 - Registered Children's Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2226 - Registered Mental Health Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2246 - Registered Children's Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2229 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2292 - Registered Midwife		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2411 - Registered Midwife		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2346 - Registered Children's Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
K9696 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2385 - Registered Children's Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2338 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2418 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2426 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2441 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2367 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2472 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
K6270 - Registered Children's Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2522 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2489 - Registered Children's Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
K0351 - Registered Midwife		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2512 - Operating Department Practitioner		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2266 - Registered Children's Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2274 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2291 - Registered Mental Health Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2330 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2320 - Operating Department Practitioner		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2351 - Registered General Nurse		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Name	Contract Ref:	Description of Non-Compliance	Action
F2340 - Registered Midwife		Temporary Worker file confirmed as fully compliant to the Audit Criteria Standards.	

Recommendations:

Recommendation (1)	Temporary Worker Data – Supplier must ensure, prior to start of audit, that the correct start/end dates are supplied to ensure Temporary Workers audited are correctly scored where appropriate. Failure to do this causes delays uncertainty and incomplete reflection on actual score outcome.
Recommendation (2)	Professional Reg Checks – Supplier to ensure all monthly NMC checks are print dated (in header) when completed to confirm when the check was completed.
Recommendation (3)	Email verification – Supplier should look to save all correspondence sent and/or received via email for compliance purposes in the original email format and not ‘forwarded’ conversations from original item or ‘forwarded’ saved or converted to PDF.
Recommendation (4)	Proof of Identity - Supplier should only accept documents as proof of address as per the government guidelines.
Recommendation (5)	References – Employment references should have a start date of their employment listed not just the amount of time the referee has known the candidate.