

**THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)**

**FAILURE TO COMPLY NOTICE**

<b>Name of Registered Agency:</b>  Alpha24 Healthcare (RQIA ID: 020482)	<b>Name of Registered Person:</b>  Mr Zomir Hussain
<b>Address of Registered Agency:</b>  107-111 Fleet Street, London, EC4A 2AB	
<b>Issue Date:</b> 20 April 2021	<b>FTC Ref:</b> FTC000143
<b>Regulation not complied with:</b>  <p><i><b>The Nursing Agencies Regulations (Northern Ireland) 2005.</b></i></p> <p><i><b>Fitness of nurses supplied by an agency</b></i></p> <p><i><b>Regulation (18) (a) Schedule 4</b></i></p> <p>The registered person shall ensure that the records specified in Schedule 4 are maintained, are available at all times for inspection and that they are-</p> <p>(a) kept up to date, in good order and in a secure manner;</p>	
<b>Specific failings to comply with regulations:</b>  <p>During an announced remote inspection undertaken on 31 March 2021 we were unable to evidence that the responsible individual and registered manager had oversight of the number of nurses supplied by the nursing agency and the number of service users supplied to by the nursing agency.</p> <p>RQIA are concerned that failure to ensure robust governance arrangements within the nursing agency has the potential to place patients and service users at risk or harm.</p>	

**Action required to comply with regulations:**

- The registered person must ensure, at all times, that an up to date alphabetical index of all nurses supplied or available for supply is maintained by the nursing agency.
- The registered person must ensure that an up to date alphabetical index of all service users is maintained by the agency.
- The registered person must ensure that an audit of both indexes has taken place as part of the monthly quality monitoring report to be completed by 30 April 2021.
- The registered person and registered manager must at all times be aware of the details outlined within both alphabetical indexes and be able to supply accurate records for inspection purposes.

**The Registered Person may make written representations to the Chief Executive of RQIA regarding the issue of a failure to comply notice, within one month of the date of serving this notice.**

**Date by which compliance must be achieved: 20 July 2021**

*Karen Horvey*

**Signed.....  
Professional Advisor – Social Work Project Lead for Assurance and Acting  
Director of Assurance**

***This notice is served under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Nursing Agencies Regulations (Northern Ireland) 2005.***

***It should be noted that failure to comply with some regulations is considered to be an offence and RQIA has the power under regulations to prosecute for specified offences.***