

# Inspection Report

31 January 2023



## Majestik Care Agency

Type of service: Nursing Agency  
Address: Unit 1, 14 Lanark Way, Belfast BT13 3BH  
Telephone number: 028 9521 5292

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Assurance, Challenge and Improvement in Health and Social Care

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## 1.0 Service information

<b>Organisation/Registered Provider:</b> Majestik Care Ltd	<b>Registered Manager:</b> Ms Marsha Alicia Deans (Acting)
<b>Responsible Individual:</b> Mrs Delma Lorraine McCurry	
<b>Person in charge at the time of inspection:</b> Mrs Patricia Dube	
<b>Brief description of the agency operates:</b> Majestik Care Agency is a nursing agency which supplies nurses to a range of health care facilities including nursing homes and hospital wards with the Northern Health and Social Care Trust (NHSCT) and Belfast Health and Social Care Trust (BHSCT).	

## 2.0 Inspection summary

An unannounced inspection was undertaken on 31 January 2023 between 9.30 a.m. and 2.30 p.m. The inspection was conducted by a care inspector.

Following the last inspection of the agency on 8 August 2022, RQIA issued a Notice of Decision (NOD000081) to Cancel the Registration of Majestik Care Agency (RQIA ID: 020068) on 27 October 2022.

RQIA then received information/intelligence which raised further concerns in relation to the quality of Managerial oversight and governance arrangements. In response to this information, RQIA decided to undertake an inspection which focused on the concerns raised. There were no new areas for improvement identified in relation to these areas of focus.

For the purposes of the inspection report, the term 'service user' describes the care settings into which the agency may supply nurses to work in.

## 3.0 How we inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how they were performing at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the service provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections. In preparation for this inspection, a range of information about the service was reviewed to help us plan for the inspection.

As a public-sector body, RQIA has a duty to respect, protect and fulfil the rights that people have under the Human Rights Act 1998 when carrying out our functions. In our inspections of nursing agencies, we are committed to ensuring that the rights of people who receive services are protected. This means we will seek assurances from service users that the agency takes all reasonable steps to promote people's rights. People in receipt of nursing care have the right to expect their dignity and privacy to be respected and to have their independence and autonomy promoted. They should also experience their individual choices and freedoms.

A range of documents were examined to determine that effective systems were in place within the agency.

The findings of the inspection were discussed with the Responsible Individual following the inspection.

#### 4.0 What people told us about the agency?

During the inspection we spoke with a number of registered nurses.

##### Registered Nurses' comments:

- "I have spoken to the Director or Manager if I need to know anything."
- "Any problems, speak to Manager or the Director."

#### 5.0 The inspection

##### 5.1 What has this agency done to meet any areas for improvement identified at or since last inspection?

The last care inspection of the agency was undertaken on 8 August 2022 by the care inspector. A Quality Improvement Plan (QIP) was issued. Two areas for improvement included in the QIP were reviewed as part of this inspection and assessed as met, the remaining four areas for improvement were not reviewed as part of this focused inspection and are carried forward to the next inspection.

Areas for improvement from the last inspection on 8 August 2022		
Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005		Validation of compliance
<b>Area for Improvement 1</b>  <b>Ref:</b> Regulation 12 (1) (d) Schedule 3  <b>Stated:</b> Second time	The registered person ensure that no nurse is supplied by the agency unless –  Full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.	<b>Carried forward to the next inspection</b>

	<b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</b>	
<b>Area for Improvement 2</b> <b>Ref:</b> Regulation 14 (2) <b>Stated:</b> First time	The registered person shall ensure that each employee of the agency- (a) receives appropriate supervision  <b>Action taken as confirmed during the inspection:</b> Records viewed indicated that nurses had received appropriate supervision.	<b>Met</b>
<b>Area for Improvement 3</b> <b>Ref:</b> Regulation 10 (1) <b>Stated:</b> First time	The registered person shall ensure that all nurses are registered with NMC, that they abide by the NMC Code of Professional Conduct and obtains evidence that professional registration requirements are met and maintained on an ongoing basis.  <b>Action taken as confirmed during the inspection:</b> A review of the records confirmed that all registered nurses currently being supplied by the agency were appropriately registered with the Nursing and Midwifery Council (NMC). There was evidence that information regarding registration details, renewal and revalidation dates were monitored by the Manager.	<b>Met</b>
<b>Area for Improvement 4</b> <b>Ref:</b> Regulation 10 (1) <b>Stated:</b> First time	The registered person shall ensure that they undertake Adult Safeguarding training as highlighted in this report.  <b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</b>	<b>Carried forward to the next inspection</b>
<b>Area for Improvement 5</b> <b>Ref:</b> Regulation 12 <b>Stated:</b> First time	The registered person shall ensure that they develop and implement a robust system which facilitates effective and consistent oversight of the working patterns of nurses supplied.  <b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</b>	<b>Carried forward to the next inspection</b>

<b>Area for Improvement 6</b> <b>Ref:</b> Regulation 20 <b>Stated:</b> First time	The registered person shall ensure that they monitor the quality of services on a monthly basis in keeping with the Regulations.  This relates specifically to the monthly report being further developed to include a more detailed account of the matters reviewed and should include details of the review of nurses working patterns.	<b>Carried forward to the next inspection</b>
	<b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</b>	

## 5.2 Inspection findings

### 5.2.1 What are the arrangements to ensure robust Managerial oversight and governance?

It was identified that the Manager was on leave at the time of the inspection and that the Responsible Individual (RI) was providing managerial oversight for this service and also Majestik Care Ltd (RQIA ID: 020641) nursing agency based in Londonderry.

It was established that the RI is present in Majestik Care Agency (RQIA ID: 020068) one day per week and contactable by phone at all other times. In addition, there was an arrangement where a staff member is providing support with some governance tasks two days per week. It was identified that staff are reporting directly to the Responsible Individual.

Records viewed indicated that the agency had 23 registered nurses available for supply. The agency had a process for the matching the skills of nurses to the placements, and for the allocation of shifts; this is managed by the Manager in conjunction with administration staff.

It was identified that no new nurses had been employed by the agency since the last inspection. The person in charge stated that the agency was currently reviewing all recruitment/employment paperwork for staff currently employed to ensure compliance levels are maintained.

The agency had a process for the monitoring of staff supervision/appraisal which is reviewed monthly by the RI. Records viewed indicated that registered nurses had completed supervision in accordance with the agency's policies and procedures.

It was noted that staff submit their weekly timesheets directly to the organisation's accounts department. A process had been developed since the last inspection to ensure that staff do not work an excessive number of shifts without a break. This is monitored by the Manager in conjunction with the accounts department.

The agency's training officer recently left post. Registered nurses currently access training from an external training organisation. It was noted that multiple training subjects are completed during each training session. A record of training completed by staff was retained; it highlights when staff training is due to be undertaken or has expired. The person in charge stated that staff are not supplied if such training has expired.

A review of the records confirmed that all registered nurses were appropriately registered with the NMC. Information regarding registration details, renewal and revalidation dates was monitored by the Manager.

There were quality monitoring arrangements in place in compliance with the Regulations. It was noted that the RI completes a monthly quality monitoring report in conjunction with information collated by the Manager. A review of the reports of the agency's quality monitoring established that there was engagement with service users and staff. It was noted that the reports routinely monitored complaints, incidents, adult safeguarding, staffing arrangements including recruitment, training, supervision and NMC registrations.

## 6.0 Conclusion

Based on the inspection findings, no new areas for improvement were identified.

## 7.0 Quality Improvement Plan/Areas for Improvement

Areas for improvement have been identified where action is required to ensure compliance with. The Nursing Agencies Regulations (Northern Ireland) 2005.

	Regulations	Standards
<b>Total number of Areas for Improvement</b>	4*	0*

\* the total number of areas for improvement includes four which are carried forward for review at the next inspection.

The timescales for completion commence from the date of inspection.

<b>Quality Improvement Plan</b>	
<b>Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005</b>	
<p><b>Area for improvement 1</b></p> <p><b>Ref:</b> Regulation 12 (1)(a)(b)(c)(d) Schedule 3</p> <p><b>Stated:</b> Second time</p> <p><b>To be completed by:</b> Immediate and ongoing from the date of inspection</p>	<p>The registered person shall ensure that no nurse is supplied by the agency unless -</p> <p>(a) he is of integrity and good character.</p> <p>(b) he has the qualifications, knowledge, skills and competencies which are necessary for the work which he is to perform.</p> <p>(c) he is physically and mentally fit for that work; and</p> <p>(d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.</p> <p>Ref: 5.1</p>
	<p><b>Response by registered person detailing the actions taken:</b></p> <p>All nurses supplied by the Agency have all records related to supply of nurses in their file, in the Agency office, in a locked filing cabinet maintained for inspection. All 13 areas detailed under schedule 3 are on file and kept up to date.</p>
<p><b>Area for improvement 2</b></p> <p><b>Ref:</b> Regulation 10 (1)</p> <p><b>Stated:</b> First Time</p> <p><b>To be completed by:</b> Immediate and ongoing from the date of inspection</p>	<p>The registered person shall ensure that they undertake. Adult Safeguarding training as highlighted in this report.</p> <p>Ref: 5.1</p>
	<p><b>Response by registered person detailing the actions taken:</b></p> <p>The registered person at the time of this inspection has now changed. I, Delma McCurry am at present the RI and registered manager. I am booked to attend Keeping Adults Safe-Adult Safeguarding Champion and appointed person training on 22<sup>nd</sup> June with Volunteer Now.</p>
<p><b>Area for improvement 3</b></p> <p><b>Ref:</b> Regulation 12</p> <p><b>Stated:</b> First Time</p> <p><b>To be completed by:</b> Immediate and ongoing from the date of inspection</p>	<p>The registered person shall ensure that they develop and implement a robust system which facilitates effective and consistent oversight of the working patterns of nurses supplied.</p> <p>Ref: 5.1</p>
	<p><b>Response by registered person detailing the actions taken:</b></p> <p>The RI monitors this in conjunction with the accounts dept. The monthly spreadsheet is supplied by the Finance dept detailing dates, duration of shifts and the setting the nurse was supplied to over the month. Nurses working patterns are reviewed from the spreadsheet which is then attached to the completed monthly Reg 20 as evidence. The RI reviews all nurse</p>



	timesheets on a weekly basis by accessing the timesheet agency email.
<p><b>Area for improvement 4</b></p> <p><b>Ref:</b> Regulation 20</p> <p><b>Stated:</b> First Time</p> <p><b>To be completed by:</b> Immediate and ongoing from the date of inspection</p>	<p>The registered person shall ensure that they monitor the quality of services on a monthly basis in keeping with the Regulations.</p> <p>This relates specifically to the monthly report being further developed to include a more detailed account of the matters reviewed and should include details of the review of nurses working patterns.</p> <p>Ref: 5.1</p> <hr/> <p><b>Response by registered person detailing the actions taken:</b></p> <p>The registered manger completes a monthly quality monitoring report at the end of every month. The report is reviewed by the RI who then completes a Reg 20 monthly quality monitoring report. The spreadsheet evidencing nurses work patterns supplied by the Finance dept is reviewed and attached to the report.</p>

*\*Please ensure this document is completed in full and returned via Web Portal*





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