

Inspection Report

19 March 2024



Just Nurses

Type of Service: Nursing Agency
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Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

| | |
|--|---|
| Organisation/Registered Provider: The Placement Group (Holdings) PLC | Registered Manager: Mrs Polly Adgey |
| Responsible Individual: Mrs Laurie Percival (Applicant) | Date registered: 10 March 2021 |
| Person in charge at the time of inspection: Mrs Polly Adgey | |
| Brief description of the agency operates: This is a nursing agency which supplies nurses to a range of healthcare settings including Health and Social Care Trusts and care homes. The agency currently has 247 nurses available for supply within Northern Ireland. | |

2.0 Inspection summary

An announced inspection was undertaken on 19 March 2024 between 9.20 a.m. and 3.10 p.m. The inspection was conducted by a care inspector.

The inspection examined the agency's governance and management arrangements, reviewing areas such as staff recruitment, professional registrations, staff induction and training and adult safeguarding. The reporting and recording of accidents and incidents, complaints, whistleblowing, Deprivation of Liberty Safeguards (DoLS) and Dysphagia management was also reviewed.

Adult safeguarding arrangements, complaints, whistleblowing, and the system for retaining records were also reviewed.

An area for improvement was identified, this related to supervision and appraisals.

Good practice was identified in relation to the monitoring of nurses' registrations with the Nursing and Midwifery Council (NMC). There were good governance and management arrangements in place.

For the purposes of the inspection report, the term 'service user' describes the hospitals or care homes, the agency's nurses are supplied 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. This included registration information, and any other written or verbal information received from service users.

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.

Information was provided to service users and staff on how they could provide feedback on the quality of services. This included an electronic survey.

4.0 What people told us about the agency?

As part of the inspection process we spoke with a number of service users and registered nurses.

The information provided indicated that there were no concerns in relation to the agency.

Comments received included:

Service users' comments:

- "Communication with Just nurses is excellent."
- "Excellent service from Just Nurses always professional and helpful. Nurse manager is very approachable and knowledgeable in her field, in turn makes resolving concerns and complaints so much easier. No negative feedback at this time."

Registered Nurses' comments:

- "The managers are absolutely fantastic very approachable and supportive."
- "Any issues to date for discussion they have been prompt in their response to help."
- "Training requirements are all met and staff are contacted by the necessary person as reminders of when they require updates which is very helpful."
- "My decision to commence employment was influenced by some of my colleagues who also work within this agency and had high recommendations overall."

- “The only suggestion I would make would be that they implement an app to speed up the booking of shifts for all staff as at present we have make telephone calls to confirm shifts and agents can be busy and may not always be prompt in the booking conformation process.”
- “I can say with absolute conviction they are the best agency I have ever worked for. My two key contacts - my booking consultant and the nurse manager - have been very approachable, helpful and supportive. I have sought advice and support for a couple of issues with the nurse manager, and she has always been extremely approachable and understanding, and made time to really listen as well as seeking further support where needed. I feel valued, protected and most importantly, I feel I have a voice.”

A number of staff responded to the electronic survey. The respondents indicated that they were satisfied in relation to the quality of registered nurses supplied by the agency. Written comments included:

- “It's been a privilege to work with Just Nurses nursing agency. There is excellent support and training updates and overall very satisfactory.”
- “Just Nurses are an amazing agency to work for. Very supportive and friendly and upmost professional.”
- “The manager is very supportive as a manager and has good values and strives to do well for her colleagues and agency. The manager is very honest and help me deal with a complaint and was very supportive, caring and efficient at that particular time. Over the past year the agency has changed a lot, and I decided to return to the trust as my permanent workplace, but I have good memories as an agency nurse. I will reflect on this time as a great time of my career with a lovely team of colleagues who provided me with great opportunities and places to work.”

5.0 The inspection

5.1 Inspection findings

The last care inspection of the agency was undertaken on 11 August 2022 by a care inspector. No areas for improvement were identified.

5.2.1 What systems are in place for staff recruitment and are they robust?

A review of the agency’s staff recruitment records confirmed that pre-employment checks including criminal record checks (AccessNI), were completed and verified before registered nurses were supplied to the various health care settings.

5.2.2 What are the arrangements to ensure robust managerial oversight and governance?

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; this system was reviewed and found to be in compliance with

regulations and standards. Records had been retained of any referrals the agency made to the NMC.

Whilst it was good to note that supervisions had been undertaken with the registered nurses in response to any issues about their practice being raised, the review of the supervision and appraisal records identified significant gaps in relation to the completion of planned supervisions. An area for improvement has been identified in this regard.

There was a system in place to ensure that the registered nurses were placed into settings where their skills closely matched the needs of patients. Nurses were provided with training appropriate to the requirements of the settings in which they were placed. The manager agreed to review the training content and process, this will be reviewed at future inspections.

There were quality monitoring arrangements in place in compliance with Regulations and Standards. 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 any incidents as part of the monthly checks to identify any patterns or trends. Two quality monitoring reports were not available on the date of inspection, these were shared following the inspection and found to be adequate.

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure. Where complaints were received since the last inspection, these were appropriately managed and were reviewed as part of the agency's quality monitoring process.

RQIA were made aware of a number of Serious Adverse Incidents (SAIs). These will be reviewed at future inspection to ensure that any recommendations are embedded into practice.

The agency's registration certificate was up to date and displayed appropriately along with current certificates of public and employers' liability insurance.

6.0 Quality Improvement Plan/Areas for Improvement

An area for improvement has been identified where action is required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005

| | Regulations | Standards |
|--|-------------|-----------|
| Total number of Areas for Improvement | 1 | 0 |

The area for improvement and details of the QIP were discussed with Mrs Polly Adgey, Registered Manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

| Quality Improvement Plan | |
|---|---|
| Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005 | |
| <p>Area for improvement 1</p> <p>Ref: Regulation 14 (2)(a)</p> <p>Stated: First time</p> <p>To be completed by: Immediately from the date of inspection</p> | <p>The registered person shall ensure that each employee of the agency receives appropriate supervision and appraisal; records of supervisions and appraisal should be retained.</p> <p>Ref: 5.2.2</p> <p>Response by registered person detailing the actions taken: We fully acknowledge the concern recorded that not every worker had been afforded Appraisal and/or Supervision within the last 12 months. The reasons for this had been recorded throughout the monitoring reports and SMT were aware. The resource issue has been reviewed and addressed and a plan is in place to ensure that all active workers will receive their Appraisals and Supervisions as planned. Work on this has already commenced.</p> |

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