

# Announced Care Inspection Report 27 February 2020



## Prohealth 24 Ltd

**Type of Service: Nursing Agency**

**Address: 6th Floor Cobalt Square, Hagley Road, Birmingham, B16 8QG**

**Tel No: 01216982046**

**Inspector: Aveen Donnelly**

[www.rqia.org.uk](http://www.rqia.org.uk)

---

Assurance, Challenge and Improvement in Health and Social Care

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service provider from their responsibility for maintaining compliance with legislation, standards and best practice.

## 1.0 What we look for



## 2.0 Profile of service

Prohealth 24 Ltd. is a nursing agency operating out of an office located at Cobalt Square, Hagley Road, Birmingham. The agency currently supplies registered nurses to hospitals within the Southern Health and Social Care Trust (SHSCT).

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Prohealth 24 Ltd  <b>Responsible Individual:</b> Mr Nicholas Paul Poturicich	<b>Registered Manager:</b> Mr Benjamin Brown
<b>Person in charge at the time of inspection:</b> Mr Benjamin Brown	<b>Date manager registered:</b> 18 October 2019

### 4.0 Inspection summary

An announced inspection took place on 27 February 2020 from 15.30 to 16.00 hours.

This inspection was underpinned by the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, the Nursing Agencies Regulations (Northern Ireland) 2005 and the Nursing Agencies Minimum Standards, 2008.

The inspection aimed to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

Evidence of good practice was found in relation to Access NI and staff' registrations with the Nursing and Midwifery Council (NMC).

A representative from the healthcare settings where the nurses had been supplied stated that they were happy with the quality of nurses being provided by the agency.

The findings of this report will provide the agency with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

### 4.1 Inspection outcome

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Benjamin Brown, manager, as part of the inspection process and can be found in the main body of the report.

Enforcement action did not result from the findings of this inspection.

### 4.2 Action/enforcement taken following the most recent care inspection dated 31 January 2019

No further actions were required to be taken following the most recent inspection on 31 January 2019.

## 5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA about this agency. This included the previous inspection report, and written and verbal communication received since the previous care inspection.

During our inspection we focused on contacting the service users to obtain feedback in relation to the performance of the registered nurses being supplied. The inspector spoke with a representative of SHSCT where the nurses had been supplied. Comments are detailed within the report.

We ensured that the appropriate checks were in place before nurses were supplied to the various health care setting.

- Recruitment records specifically relating to Access NI and the process for monitoring registrations with the Nursing and Midwifery Council (NMC).

A poster was provided for nurses detailing how they could complete an electronic questionnaire. No staff responded.

The inspector would like to thank the manager for their support and co-operation throughout the inspection process.

## 6.0 The inspection

There were no areas for improvement made as a result of the last care inspection undertaken on 31 January 2019.

## 6.1 Inspection findings

The review of the nurses' records confirmed that appropriate checks were in place before nurses were supplied to the various health care settings. Records relating to Access NI and verification of current NMC registration were in place and were monitored on a regular basis.

The service user spoken with spoke positively in relation to the quality of nurses being supplied by the agency and the responsive of the agency to any matters raised.

A representative from the healthcare settings where the nurses had been supplied stated that they were happy with the quality of nurses being provided by the agency.

### Areas of good practice

Evidence of good practice was found in relation to undertaking pre-employment checks with Access NI and in relation to the process for monitoring the nurses' registrations with the Nursing and Midwifery Council (NMC).

### Areas for improvement

No areas for improvement were identified during the inspection.

	<b>Regulations</b>	<b>Standards</b>
<b>Total number of areas for improvement</b>	0	0

## 7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



The **Regulation** and  
**Quality Improvement**  
Authority

The Regulation and Quality Improvement Authority  
9th Floor  
Riverside Tower  
5 Lanyon Place  
BELFAST  
BT1 3BT

**Tel** 028 9536 1111  
**Email** [info@rqia.org.uk](mailto:info@rqia.org.uk)  
**Web** [www.rqia.org.uk](http://www.rqia.org.uk)  
 [@RQIANews](https://twitter.com/RQIANews)