



# Announced Care Inspection Report 21 March 2019



## Ann's Home Care Ltd t/a Ann's Nursing Care

Type of Service: Nursing Agency  
Address: 23 Annaghmore Road, Portadown, BT62 1NA  
Tel No: 02838851108  
Inspector: Caroline Rix

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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 from their responsibility for maintaining compliance with legislation, standards and best practice.

## 1.0 What we look for



## 2.0 Profile of service

Ann's Nursing Care is a nursing agency which supplies registered nurses to a range of health care services. The nurses are supplied into private nursing homes and care facilities to provide complex care to a variety of service users.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Ann's Homecare Ltd  <b>Responsible Individual:</b> Ann Caroline McQuade	<b>Registered Manager:</b> Ann Caroline McQuade
<b>Person in charge at the time of inspection:</b> Ann Caroline McQuade	<b>Date manager registered:</b> 26/07/2019

### 4.0 Inspection summary

An announced inspection took place on 21 March 2019 from 09.30 to 15.00 hours.

This inspection was underpinned by the Nursing Agencies Regulations (Northern Ireland) 2005 and the Nursing Agencies Minimum Standards, 2008.

The inspection assessed progress with any areas for improvement identified since the last care inspection and 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 throughout the inspection in relation to governance arrangements in place including: staff recruitment, training, the agency's quality monitoring process and communication with service users and other relevant stakeholders.

There were no areas requiring improvement identified during the inspection.

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 Ann McQuade, registered person/manager and the Operations 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 17 July 2017

No further actions were required to be taken following the most recent inspection on 17 July 2017.

## 5.0 How we inspect

Prior to inspection the following records were analysed:

- previous RQIA inspection report
- records of notifiable events
- any correspondence received by RQIA since the previous inspection

Specific methods/processes used in this inspection include the following:

- discussion with the responsible person and manager
- examination of records
- evaluation and feedback

The following records were viewed during the inspection:

- Staff recruitment records
- Staff induction and training records
- Records relating to staff supervision and appraisal
- Records relating to Adult Safeguarding
- Service user feedback records
- Monthly quality monitoring reports
- Complaints records
- Incident records
- Statement of Purpose
- Service User Guide

The manager was asked to display a staff poster prominently within the agency's registered premises. The poster invited staff to give their feedback to RQIA via electronic means regarding the quality of service provision; no responses were received by RQIA.

In addition the inspector requested that a 'We missed you' card be displayed to provide details of the process for contacting RQIA if required; no responses were received.

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

## 6.0 The inspection

### **6.1 Review of areas for improvement from the most recent inspection dated 17 July 2017.**

The most recent inspection of the agency was an announced care inspection.

### **6.2 Review of areas for improvement from the last care inspection dated 17 July 2017**

There were no areas for improvement made as a result of the last care inspection.

### **6.3 Inspection findings**

#### **6.4 Is care safe?**

**Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.**

Staffing arrangements in place within the agency were reviewed by the inspector. The agency's recruitment policy outlines the procedures for ensuring that all required staff pre-employment checks are completed prior to commencement of employment or supply of staff. The manager stated that registered nurses are not provided until all pre-employment checks have been satisfactorily completed and verified.

Records viewed during the inspection indicated that the required checks had been completed prior to the commencement of employment and details retained in individual staff personnel files. It was noted that the information relating to the checks is reviewed and verified by the manager. Staff recruitment records viewed indicated that the agency's recruitment process is robust.

Registered nurses supplied by the agency are required to complete an initial induction and undertake training in a range of mandatory areas prior to their commencement of employment. A record of induction provided to staff is maintained; records viewed outline the information and support provided to staff during the induction process. In addition the agency requires that staff receive an induction at the commencement of a work placement. Staff are provided with induction information which was noted to include the agency's staff handbook, a job description, and key policies. Staff are required to sign a statement indicating that they have received and understood all information provided during their induction process.

The agency has a system for recording training completed by staff and for highlighting training required; it was noted that nurses are informed when training updates are required. The manager stated that registered nurses are not provided with work placements if required training updates have not been completed.

The inspector viewed the agency's electronic system for recording compliance of staff training.

The agency's supervision and appraisal policies outline the processes for staff supervision and appraisal; the manager stated that registered nurses are required to participate in twice yearly supervisions and annual appraisals. Records of staff supervisions and appraisals indicated that staff had received supervision and appraisal in accordance with the agency's procedures. It was identified that feedback received from service users in relation to individual staff is discussed with the registered nurse during the supervision and appraisal processes.

The inspector reviewed the agency's provision for the welfare, care and protection of patients. It was identified that the agency's policy and procedures reflect information contained within the DHSSPS regional policy 'Adult Safeguarding Prevention and Protection in Partnership' issued in July 2015. The procedure includes details of the agency's identified Adult Safeguarding Champion (ASC). The ASC had completed an annual 'position report' in March 2019 which was found to be comprehensive and is to be commended.

The manager stated that nurses employed by the agency are provided with information relating to the agency's safeguarding and whistleblowing policies during their induction and in the agency's staff handbook. Training records viewed indicated that staff had completed appropriate training in relation to adult and child protection.

The manager could describe the procedure for reporting any incidents of suspected, alleged or actual abuse and the mechanism for liaising with the appropriate bodies in relation to any investigation they may be required to be involved in. It was noted that the monthly quality monitoring audits, review referrals made in relation to adult and child protection.

The inspector reviewed records maintained in relation to safeguarding service users. Discussions with the manager and documentation viewed indicated that the agency had not identified or received any reports of alleged safeguarding matters since the previous inspection.

The manager could describe the procedure for appropriately matching the individual skills of the nurses employed to the needs of the service users; this includes the completion of a skills and competency profile for each nurse. The manager could describe the process for appropriately assessing the requirements of individual service users; it was noted that this process also included assessing the knowledge, experience, skills and suitability of the nurse to be provided.

The agency provides service users with relevant staff profiles when confirmation of a shift is provided; those viewed were noted to include details of skills/competencies, experience, training and registration status with the Nursing and Midwifery Council (NMC).

The agency has a system for monitoring and recording the registration status of nurses with the NMC; the manager could describe the process for checking the NMC register on a monthly basis to ensure all staff are registered and to identify if any staff have been removed from or had conditions placed on their registration. The agency retains details of individual staff registration status, expiry dates and revalidation dates electronically.

The agency's registered premises are suitable for the operation of the agency as described in the Statement of Purpose. During the inspection records were noted to be retained securely and in an organised manner; personal computers (PC's) were noted to be password protected.

## **Areas of good practice**

Areas of good practice were identified in relation to the agency's staff recruitment, induction, staff training, supervision and appraisal processes.

### Areas for improvement

No areas for improvement were identified during the inspection.

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

### 6.5 Is care effective?

**The right care, at the right time in the right place with the best outcome.**

The inspector reviewed the agency's arrangements for appropriately responding to and meeting the needs of people who use the service. Information relating to the nature and range of services provided is outlined within the Statement of Purpose and Service User Guide.

Discussions with the manager and documentation viewed provided evidence that the agency has effective systems in place to monitor, audit and review the effectiveness and quality of the service provided. The systems were noted to include processes for the review of compliance levels of training completed by staff, the nurses' registration status with the NMC, audits of any complaints, accidents, incidents and referrals relating to safeguarding of service users.

Monthly quality monitoring audits are completed and a monthly report developed. The reports viewed contain details of the review of incidents, complaints and potential safeguarding matters. Reports included comments relating to the quality of the service provided from verbal feedback and on forms completed by service users and relevant stakeholders.

Systems to promote and achieve effective communication with service users, the agency's registered nurses and other relevant stakeholders were evident on inspection. Discussions with the manager provided evidence that the agency seeks to develop and maintain effective working relationships with service users.

The agency requests that service users provide feedback in relation to the performance of registered nurses provided. The feedback documentation requests information relating to a variety of areas such as; staffs' timekeeping, appearance, interaction and delivery of care.

Comments/ feedback examples received:

- 'Staff respectful, efficient and courteous.'
- 'Fantastic nurse, really valued in the home. Has a warming personality.'

### Areas of good practice

Areas of good practice were identified in relation to record keeping, communication with service users, the agency's training programme and systems for reviewing the quality of the service provided.



## Areas for improvement

No areas for improvement were identified during the inspection.

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

### 6.6 Is care compassionate?

**Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.**

The agency's staff handbook and information provided to all registered nurses during their initial induction contains details of a number of key policies and procedures including the agency's confidentiality policy. The agency's policy relating to confidentiality outlines the actions required by staff to ensure confidentiality is maintained at all times.

Discussions with the manager during the inspection indicated that the promotion of values such as dignity, choice, equality and respect were embedded in the culture and ethos of the organisation.

The agency has on call arrangements in place to ensure that staff and service users can report concerns they may have regarding a placement or to access support and guidance at any time including out of hours. The inspector noted that staff are provided with the agency's 'Whistleblowing Policy' within their staff handbook which outlines their responsibility in highlighting concerns or issues relating to poor practice and the process for raising concerns.

The agency has a range of methods for obtaining the views of service users in relation to staff performance. The inspector viewed a range of feedback that had been received by the agency and noted that information was recorded in relation to matters that needed further action. The manager described the processes for engaging with service users in order to obtain feedback; this includes the agency's quality monitoring process and calls to the service users to obtain their views as to the quality of the service provided.

## Areas of good practice

Areas of good practice were identified in relation to communication and ongoing engagement with service users, and the promotion of values such as confidentiality, dignity and respect.

## Areas for improvement

No areas for improvement were identified during the inspection.

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



## 6.7 Is the service well led?

**Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.**

The agency's Statement of Purpose and Service User Guide are kept under review. The organisational and management structure of the agency identifies lines of accountability and the roles and responsibilities of staff. It was identified that registered nurses are provided with a job description at the commencement of employment which outlines the responsibilities of their job role.

The agency's management and governance systems in place to meet the needs of service users were reviewed. It was identified that the agency has a range of policies and procedures in place which were noted to have been reviewed and updated in accordance with the timescales as outlined within the Minimum Standards, relevant legislation and guidelines.

Policies are retained both electronically and in a paper format stored within the agency's office. Staff are provided with a number of key policies during induction and in the staff handbook; in addition staff can access required policies in the agency's office.

Discussions with the manager and documentation viewed indicated that the agency's governance arrangements promote the identification and management of risk. These include the provision of required policies and procedures, monitoring of staff training, registration status of staff with the NMC, monitoring of feedback received, complaints, safeguarding referrals, accidents and incidents including those notifiable to RQIA.

The agency's complaints policy outlines the process and timescales for managing complaints. Records viewed indicated that the agency has managed complaints received appropriately and in accordance with their policy and procedures, with all resolved.

The manager described the process for addressing concerns relating to individual staff members; and indicated that the agency's procedure for dealing with concerns is effective.

The agency's incident policy outlines the process for managing incidents and the reporting arrangements for RQIA and other relevant agencies. It was identified that the agency has a system for retaining a record of accidents, incidents and safeguarding referrals made and of actions taken. A number of incidents have been reported appropriately to RQIA since the previous care inspection.

It was identified that the agency has management and governance systems in place to drive quality improvement. The manager stated that the agency has a process for continually reviewing the service provided to identify areas for improving the quality of the service. The inspector noted the feedback received by the agency following their annual satisfaction survey for August 2017 to March 2018 was very positive and a report had been shared with service users, representatives and staff. The annual quality review for 2018 has not yet concluded.

### Areas of good practice

Areas of good practice were identified in relation to the agency's policies and procedures, governance arrangements, engagement with stakeholders, monitoring of compliance and the management and monitoring of complaints and incidents.

### Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
<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.



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