



Announced Care Inspection Report 23 February 2021



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: 02838853819
Inspector: Kieran Murray

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

Ann's Home Care Ltd t/a Ann's Nursing Care is a nursing agency which operates from offices located in Portadown. The agency currently supplies registered nurses to care homes and Health and Social Care Trust (HSCT) facilities in the Southern Health and Social Care Trust (SHSCT), Western Health and Social Care Trust (WHSCT), South Eastern Health and Social Care Trust (SEHSCT), Northern Health and Social Care Trust (NHSCT) and Belfast Health and Social Care Trust (BHSCT) areas.

3.0 Service details

Organisation/Registered Provider: Ann's Homecare Ltd Responsible Individual(s): Mrs Charmaine Hamilton	Registered Manager: Mrs Ann Caroline McQuade
Person in charge at the time of inspection: Mrs Ann Caroline McQuade	Date manager registered: 26 July 2017

4.0 Inspection summary

An announced inspection took place on 23 February 2021 from 10.00 to 13.30.

Due to the coronavirus (COVID-19) pandemic the Department of Health (DOH) directed RQIA to continue to respond to ongoing areas of risk identified in services.

Since the last inspection on 21 March 2019, RQIA received a number of communications from the nursing agency. Whilst RQIA was not aware that there was any specific risk to the service users within Ann's Home Care Ltd t/a Ann's Nursing Care. A decision was made to undertake an on-site inspection adhering to social distancing guidance.

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

No areas requiring improvement were identified during this inspection.

Evidence of good practice was found in relation to:

- staff recruitment;
- covid-19 education and management, including infection prevention and control (IPC) measures and updating of the policy;
- service user involvement;
- collaborative working;
- registrations with Nursing Midwifery Council (NMC); and
- records relating to Adult Safeguarding.

Service user comments:

- (Agency) "very capable, caring, competent nurses."
- "We nearly treat the nurses as our own staff"
- "I am happy with staff's knowledge on Covid-19."
- "we have been using the nurses from the agency for a long time."
- "the manager and staff are very professional."

- “very easy to work along with.”
- “its like they want to help you get staff and not just a business.”
- “it is a very well led service.”

Nurse comments:

- “I continually get updated by emails re Covid-19.”
- “I am block booked in the hospital.”
- “I know all about donning (putting on) and doffing (taking off) of PPE.”
- “I had safeguarding training.”
- “anytime I have a problem, I just go to the managers.”
- “I had Covid-19 training on-line.”

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

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mrs Ann McQuade, Registered Manager and the Responsible Individual, 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 21 March 2019

No further actions were required to be taken following the most recent inspection on 21 March 2021.

5.0 How we inspect

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

During our inspection we focused on contacting the service user and staff to find out their views on the service.

We ensured that the appropriate recruitment staff checks were in place before nurses were supplied to health care settings.

- Recruitment records specifically relating to Access NI and NMC registration.
- Covid-19: guidance for Northern Ireland updated December 2020.

- A range of documents, policies and procedures relating to the service were reviewed during the inspection and are referred to within the body of the report.

RQIA provided information to staff and other stakeholders that will support feedback on the quality of service delivery. This included 'Tell Us' cards and a staff poster to enable the stakeholders to feedback to the RQIA. No responses were received prior to the issue of the report.

During the inspection we met with the manager, responsible individual, deputy manager and a telephone communication with three service users and three staff members.

We would like to thank the manager, service user and staff for their support and co-operation throughout the inspection process.

6.0 The inspection

6.1 Inspection findings

Discussions with the manager and responsible individual identified that they were knowledgeable in relation to safe recruitment practices in accordance with Regulation 12, Schedule 3 and Standard 4 relating to Access NI. We reviewed documentation in relation to pre-employment checks which provided assurances that Access NI checks were completed before commencement of employment and every year thereafter. We would like to commend the agency for this practice.

We noted that the manager had a system in place each month for monitoring registration status of staff with NMC and confirmed that staff are aware that they are not permitted to work if their NMC registration had lapsed.

On the day of the inspection we noted that the nursing agency had not made any safeguarding referrals to any of the Health and Social Care Trust (HSCT) areas since the last inspection undertaken on 21 March 2019. However a number of safeguarding referrals were made by the HSCT facilities and the agency had linked in appropriately with the HSCT's.

The nursing agency maintains a policy relating to complaints and compliments; these records are recorded and managed in accordance with the nursing agency's policy and procedure. On the day of the inspection we noted that the nursing agency had received a small number of complaints since the last inspection undertaken on 21 March 2019. We noted the complaints had been managed in accordance with policy and procedure and that the complainants were fully satisfied with the outcomes.

On the day of the inspection it was noted that a number of incidents had taken place since the previous inspection 21 March 2019. We examined the records and found that the nursing agency had dealt with the incidents in accordance with the required regulations and their own policy and procedure.

We noted comments from service users during regular monthly quality monitoring:

Service User:

- “XXX settled well into the team. Good feedback about XXX, good at XXX job”
- “can’t find a bad word to say about XXX, XXX is a good nurse.”

Covid-19:

The nurses we spoke to were knowledgeable in relation to their responsibility in relation to Covid-19. The staff who spoke to us on the day of the inspection were aware of the guidance in relation to use of PPE for activities that brought them within two metres of patients. Staff told us that they were aware of the need to replace PPE between service users and how to appropriately dispose of used PPE.

We reviewed records relating to IPC policies, training and use of PPE which were in-line with the guidance. The policies and procedures had been updated to include Covid-19 and were available within the nursing agency.

Staff who spoke to us described how and where donning and doffing of PPE happened within the nursing agency/ward.

Staff who spoke to us they were aware of the need to ask and look out for the following symptoms, fever of 37.8C or above, cough, loss of or change in sense of smell or taste in service users or staff. It was positive to note that our temperature was checked and wellness check completed before entering the nursing agency.

Hand sanitisers were placed in different areas throughout the nursing agency for staff and visiting professionals to use to ensure good hand hygiene.

The manager and responsible individual advised us that monitoring of staff practices was carried out by the nurse trainer in the agency.

The manager advised us that information was disseminated to staff via emails. We noted updates were attached to the Covid-19 risk assessment folder which is available to all staff in the nursing agency office.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to completion of checks of Access NI, NMC registrations, safeguarding, monthly quality monitoring reports, management of complaints and incidents as well as compliance with Covid-19 guidance.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	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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