

# Unannounced Care Inspection Report 21 December 2020



## Knockdene HealthCare Ltd

**Type of Service: Nursing Agency**  
**Address: Suite 1, 1 Castle Street, Ballymena, BT42 5EW**  
**Tel No: 028 2544 2510**  
**Inspector: Kieran Murray**

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

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**

Knockdene Healthcare Ltd is a nursing agency which operates from offices located in Ballymena. The agency currently supplies registered nurses to care homes and Health and Social Care Trust (HSCT) facilities in the Northern Health and Social Care Trust (NHSCT) area.

**3.0 Service details**

<p><b>Organisation/Registered Provider:</b> Knockdene HealthCare Ltd</p>	<p><b>Registered Manager:</b> Mrs Ciara Mary Osborne</p>
<p><b>Responsible Individual(s):</b> Mrs Ciara Mary Osborne</p>	

<b>Person in charge at the time of inspection:</b> Mrs Ciara Mary Osborne	<b>Date manager registered:</b> 3 November 2017
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#### 4.0 Inspection summary

An unannounced inspection took place on 21 December 2020 from 09.30 to 12.00.

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 27 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 Knockdene Healthcare Ltd. 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)
- records relating to Adult Safeguarding

#### **Service user comments:**

- “we have block booked staff.”
- “It’s great to have the same staff member coming all the time”
- “one of the best agency’s we work with.”
- (Agency) “Staff took part in vaccination programme.”
- “no major concerns about the nursing agency staff.”

#### **Nurse comments:**

- “we got an induction.”
- “the wards have enough PPE and has it’s donning and doffing stations.”
- “we are constantly getting alerts re Covid-19.”
- “I always wear a mask and goggles when chatting to people.”
- “overall I have no complaints about the agency.”
- “I got Covid-19 training.”

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
<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 Mrs Ciara Osborne, Registered 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 27 March 2019

No further actions were required to be taken following the most recent inspection on 27 March 2019.

#### 5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA about this nursing agency. This included the previous inspection report, concerns, incidents, 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 16 June 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, administrator and a telephone communication with one service user and one staff member.

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

Discussion with the manager and assistant manager 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.

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.

We examined the nursing agency's provision for the welfare, care and protection of service users. We viewed the procedures maintained by the nursing agency in relation to the safeguarding of adults (2016) which were the regional guidance 'Adult Safeguarding Prevention and Protection in Partnership' July 2015. We also reviewed the procedures in relation to Co-operating to Safeguard Children and Young People in Northern Ireland 2016. We noted that records relating to safeguarding training completed by staff were up to date.

The staff who spoke to us were aware that the nursing agency had an Adult Safeguarding Champion (ASC) and their role. The manager forwarded the annual Adult Safeguarding Position report to RQIA within an agreed timeframe. We reviewed the annual Adult Safeguarding Position report and found it be satisfactory.

On the day of the inspection we noted that the nursing agency had made a small number of safeguarding referrals to the NHSCT since the last inspection undertaken on 27 March 2019 and that the referrals had been managed appropriately.

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 27 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 27 March 2020. 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 a service user and staff during regular monthly quality monitoring:

#### Service User:

- "Manager complimented XXXX on XXX professionalism and competence."

#### Nurse:

- "Feel valued as an agency nurse with Knockdene Healthcare and XXXX said that it

**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 service users. 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.

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 advised us that monitoring of staff practices took place via feedback from service users.

The manager advised us that information was disseminated to staff via email and texts. 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 training, monthly quality monitoring reports and compliance with Covid-19 guidance.

**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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