

# Inspection Report

15 April 2024



## Filo Heartbeat International Ltd

Type of service: Nursing  
Address: 1-6 St Helen's Business Park,  
130 - 134 High Street, Holywood, BT18 9HQ  
Telephone number: 028 90427742

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

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Assurance, Challenge and Improvement in Health and Social Care

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## 1.0 Service information

<b>Organisation/Registered Provider:</b> Filo Heartbeat International Ltd	<b>Registered Manager:</b> Mrs Rowena Trajano
<b>Responsible Individual:</b> Mr Troy Trajano	<b>Date registered:</b> 22/01/2019
<b>Person in charge at the time of inspection:</b> Mrs Rowena Trajano	
<b>Brief description of the agency operates:</b>  Filo Heartbeat International Ltd is registered with RQIA as a Nursing Agency and supplies registered nurses to Care Homes. The agency operates from an office located in Hollywood.	

## 2.0 Inspection summary

An announced inspection was undertaken on 15 April 2024 between 9.20 a.m. and 1.20 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, and whistleblowing was also reviewed.

An area for improvement identified related to the annual reports to include the complaints, quality and service user feedback reports.

Good practice was identified in relation to the monitoring of nurses' registrations with the Nursing and Midwifery Council (NMC) and training.

For the purposes of the inspection report, the term 'service user' describes the 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?**

During the inspection 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:**

- "We would use Filo Heartbeat to provide many of our 1;1 supervision shifts. They are good at getting us cover in advance but can sometimes have difficulty at short notice. Out of hours it can be difficult to get the hold of them but within general working hours they are usually good in terms of communication. Their employees are generally very polite and do provide a good standard of care."

##### **Registered Nurses' comments:**

- "I have worked for Filo heartbeat for two years. During my time with them I can honestly say I have never experienced any issues with them. On the contrary I have found them to be an exceptional agency to work for. They are very strict about staff keeping their training up to date indeed if there are any lapses that individual will not be booked for any shifts until full compliance is obtained. If I have any concerns when on duty, I can contact them in the knowledge I will receive sound advice. I have never experienced anything negative with them during my employment. All staff are courteous and helpful. If for any reason I have had to cancel a shift, they are very understanding and empathetic. I would thoroughly recommend filo heartbeat as a very professional agency to work for."
- With about 5 years working with Filo Heartbeat Healthcare Ltd., I can say that they provide very good quality of care services to their clientele ensuring there's a feedback system in place on each timesheet for all staff deployed encouraging each staff to give their best on each shift that they work.

- I am happy being with Filo heartbeat as the management have been adept with reminding and encouraging us with all our training needs and providing assistance with nursing staff NMC revalidation needs. I have no issues to raise, but only appreciation of their efforts & support, for that I am indeed grateful.

A registered nurse responded to the electronic survey indicating that they felt very satisfied in relation to the training and support provided to them by the agency. Their comments included:

- I'm working for Filo Heartbeat for two years now and I have always admire how the manager supports her nurses every day and with every shift, but recently after enrolling with a different agency, I realised that what she does it has an huge impact in the way we do our job because with the other agency I have no support from the manager and it's hard to reach to her when you need.\*

## **5.0 The inspection**

### **5.1 What has this agency done to meet any areas for improvement identified at or since last inspection?**

The last care inspection of the agency was undertaken on 24 April 2023 by a care inspector. No areas for improvement were identified.

## **5.2 Inspection findings**

### **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. The agency had not made any referrals to the NMC.

It was good to note that registered nurses had supervisions undertaken in accordance with the agency's policies and procedures.

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.

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. Advice was given in relation to improving the review of action plan. This will be reviewed at future inspections.

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure. The agency had not completed an Annual Complaints report. An area for improvement has been identified and will include other annual reports referred to later in this report.

No incidents had occurred that required investigation under the Serious Adverse Incidents (SAI) procedure.

The alphabetical list of staff employed by the agency was up to date.

The agency had not completed an annual quality report. An area for improvement has been identified and will be included in area for improvement referred to earlier in this report.

The agency had completed an annual feedback report, this report was reviewed and found to lack detail and was therefore limited in the potential to drive improvement. An area for improvement has been identified and will be included in an area for improvement referred to earlier in this report.

The agency's registration certificate was displayed 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
<b>Total number of Areas for Improvement</b>	1	0

The areas for improvement and details of the QIP were discussed with Mrs Rowena Trajano, 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	
<b>Area for improvement 1</b>  <b>Ref:</b> Regulation 19 (7), 20 (2)(3)  <b>Stated:</b> First time  <b>To be completed by:</b> Immediately from the date of inspection	<p>The registered person shall supply annually a statement containing a summary of complaints and a report following consultation with service users and staff. The registered person shall complete an Annual Quality report of the agency.</p> <p>Ref: 5.2.2</p> <p><b>Response by registered person detailing the actions taken:</b>          Filo Heartbeat remains dedicated in providing high-quality care and continuously improving our services based on the feedback from our service users and staff. The agency has prepared an annual statement summarizing complaints, following consultations with service users and staff, along with an Annual Quality report. This Annual Quality report reflects our commitment to transparency, accountability and excellence in all aspects of our operation and will ensure to complete reports annually.</p>

*\*Please ensure this document is completed in full and returned via Web Portal*



The Regulation and Quality Improvement Authority  
James House  
2-4 Cromac Avenue  
Gasworks  
Belfast  
BT7 2JA