

# Inspection Report

24 April 2023



## Filo Heartbeat International Ltd

Type of service: Nursing

Address: 1st Floor, Building 2, 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)

---

Assurance, Challenge and Improvement in Health and Social Care

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

## 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> Mr Troy 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 24 April 2023 between 9.30 a.m. and 1.30 p.m. 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.

No areas for improvement were identified related.

Good practice was identified in relation to the monitoring of nurses' registrations with the Nursing and Midwifery Council (NMC). There were good governance and management arrangements in place.

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 any previous areas for improvement identified, 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?**

As part of the inspection process 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 are very satisfied with the service provided and they are our first agency of choice"
- "When I have had to avail of Agency services I have found Filo to be extremely helpful."
- "The nurses that have been provided to us from Filo have been extremely hardworking and professional with high standards."
- "I have found the administration extremely helpful. "

Registered Nurses' comments:

- "I strongly believe that Filo heartbeat lives up to its reputation being awarded Best Healthcare Agency of 2022."
- "I feel well supported with follow-through guidance with updated trainings and preparations for my Continuing Education/CE unit points for my revalidation and also guidance in providing high standards of quality of care to Care Homes & their service-users."
- "The Nurse-Manager of Filo heartbeat has motherly approach with staff being a nurse herself and has exemplary leadership being a leading OSCE trainer here in Northern Ireland. "
- "I have worked for Filo heartbeat for many months now. I find them to be extremely professional and efficient."

- “They audit the staff’s training weekly and ensure staff are up to date with all their training. They are particular about supervisions, timely appraisals, medication updates and Nurse in Charge update. They are always available to staff and treat all staff with respect and are supportive also. Filo heartbeat is an excellent agency to work for.”

There were no responses to the electronic survey.

## **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.

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.

The content of the Adult Safeguarding policy and training was reviewed and was noted to reflect the regional guidance in Northern Ireland.

There were quality monitoring arrangements in place in compliance with Regulations and Standards. It was noted that the reports routinely monitored any incidents as part of the monthly checks to identify any patterns or trends.

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure. Where complaints were received since the last inspection, these were appropriately managed and were reviewed as part of the agency's quality monitoring process.

No incidents had occurred that required investigation under the Serious Adverse Incidents (SAIs) or Significant Event Audits (SEAs) procedures.

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

Records were retained in accordance with the Nursing Agencies Regulations.

The agency's registration certificate was up to date and displayed appropriately along with current certificates of public and employers' liability insurance.

## **6.0 Quality Improvement Plan/Areas for Improvement**

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mrs Rowena Trajano, Registered Manager and Mr Troy Trajano, Responsible Individual, as part of the inspection process and can be found in the main body of the report.



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