

Inspection Report

28 July 2022



Filo Heartbeat International Ltd

Type of service: Nursing Agency
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Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

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

2.0 Inspection summary

An announced inspection was undertaken on 28 July 2022 between 09.15 a.m. and 2.15 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 training and supervision. Adult safeguarding arrangements, complaints, whistleblowing, and the system for retaining records were also reviewed; this included the system for managing alerts issued by the Chief Nursing Officer (CNO).

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.

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:

- "Staff are professional and reliable."
- "No issues."
- "Staff from Filo are willing, pleasant and work well under pressure."
- "Staff are flexible and willing to undertake tasks assigned."

Registered Nurses' comments:

- "Management team are very supportive."
- "Online training has been good."
- "Satisfied in my role and enjoy working for Filo International."
- "Management are very supportive and approachable."

There were no responses to the questionnaires.

5.0 The inspection

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

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. An inspection was not undertaken in the 2021-2022 inspection year, due to the impact of Covid-19.

The last care inspection of the agency was undertaken on 14 January 2021 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.

The manager had a robust system in place to monitor alerts issued by the Chief Nursing Officer (CNO) for Northern Ireland. This indicated that the appropriate checks were undertaken before the registered nurses were employed.

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. Records had been retained of any referrals the agency made 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. This training included Deprivation of Liberties Safeguards (DoLS), adult safeguarding, Dysphagia, National Early Warning Score (NEWS) and the Management of Actual or Potential Aggression (MAPA), as appropriate to their job roles.

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. A review of the reports of the agency's quality monitoring established that there was engagement with service users. There was limited engagement with staff captured in the monthly reports, although staff feedback was recorded elsewhere. The manager has agreed to make changes to the format of the quality monitoring reports to include the staff feedback. 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. The complaints policy required updating to reflect current regional guidance, and this was completed on the day of the inspection.

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.

The agency's registration certificate was up to date and displayed appropriately.

The agency also displayed their Health and Social Care award of "Agency of the year" 2022.

6.0 Conclusion

RQIA was satisfied that this agency was providing registered nurses who were providing safe and effective care and delivering this in a caring and compassionate manner. RQIA was satisfied that the agency was well led by the manager.

7.0 Quality Improvement Plan/Areas for Improvement

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



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