

Inspection Report

24 January 2024



TTM Healthcare Ltd

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

1.0 Service information

Organisation/Registered Provider: TTM Healthcare Ltd	Registered Manager: Ms. Anna Hagan
Responsible Individual: Ms. Paula McDonnell	Date registered: Acting since 17 July 2023
Person in charge at the time of inspection: Ms. Anna Hagan	
Brief description of the agency operates: TTM Healthcare Ltd is a nursing agency which currently supplies nurses to Health and Social Care (HSC) Trust facilities in Belfast, Northern, Western and South Eastern areas. TTM Healthcare Ltd also acts as a recruitment agency and supplies Health Care Assistants (HCA) to various healthcare settings. RQIA does not regulate Recruitment Agencies.	

2.0 Inspection summary

An announced inspection was undertaken on 24 January 2024 between 10.30 a.m. and 3.15 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 induction and training and adult safeguarding. Complaints, whistleblowing and the system for retaining records were also reviewed.

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.

No areas for improvement were identified.

For the purposes of the inspection report, the term 'service user' describes the hospitals or care homes that 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 received feedback from one service user.

The information provided indicated that there were no concerns in relation to the agency.

Comments received included:

Service users' comments:

- "There are no outstanding complaints regarding the staff of TTM. The new manager deals with issues quickly. I do not feel there could be any improvements to their service."

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 16 March 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.

Records were retained of clinical supervisions that the registered nurses had availed of during long term placements.

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.

No concerns were raised with the manager under the whistleblowing policy.

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.

During the course of the inspection, in discussion with the manager, it was determined that one piece of information within these reports was not fully correct. This was amended by the agency. These reports will be kept under review at the next inspection.

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 with RQIA's address. This was completed immediately after the inspection.

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.

Records were managed in accordance with the Nursing Agency Regulations.

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

The manager had submitted an application to RQIA for registration as manager; this will be reviewed in due course.

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 Ms. Anna Hagan, Manager and Ms. Cliona O'Gara, Business Manager, as part of the inspection process and can be found in the main body of the report.



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