

# Inspection Report

16 November 2023



## Sir Henry Recruitment Ltd

Type of service: Nursing Agency  
Address: Office 3, 56 University Street, Belfast, BT7 1HB  
Telephone number: 028 9751 0049

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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> Sir Henry Recruitment Ltd	<b>Registered Manager:</b> Mrs Penelope Roberts
<b>Responsible Person:</b> Mrs Penelope Roberts	<b>Date registered:</b> 13 June 2023
<b>Person in charge at the time of inspection:</b> Mrs Penelope Roberts	
<b>Brief description of the agency operates:</b>  Sir Henry Recruitment is registered with RQIA as a Nursing Agency and currently supplies registered nurses to private nursing homes and supported living services. The agency operates from an office located in Belfast.  Sir Henry Recruitment also supplies Health Care Assistants (HCA) to various healthcare settings. RQIA does not regulate HCAs.	

## 2.0 Inspection summary

An unannounced inspection was undertaken on 16 December 2023 between 9.15 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 induction and training and adult safeguarding. The reporting and recording of accidents and incidents, complaints and whistleblowing was also reviewed.

An area for improvement was identified relating to the annual quality report.

There were good governance and management arrangements in place. The system of reviewing incidents was a good example of the agency's continuous quality improvement.

Service users said that they were very satisfied with the standard of the registered nurses being supplied and the responsiveness of the agency to any issues that may occur.

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?

The information provided by service users indicated that there were no concerns in relation to the agency. Service users were very satisfied with the standard of the nurses being supplied and the responsiveness of the agency to any issues that may occur. Comments received included:

- "Generally the nurses from Sir Henry Recruitment are quite good."
- "Sir Henry have been great. (Name of manager and office staff) are very prompt with responses and polite and courteous at all times. They understand the pressures we are under and try to find a solution. The Sir Henry staff are punctual and most of them now know our facility, and our routines."
- "Sir Henry Nurses who have worked in (name of care home) have worked to NMC professional standards in terms of practice and behaviour. They have been proficient in their work and all treated our residents with dignity and respect .... Sir Henry has always been very responsive to our staffing needs."

No responses were received 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?

Areas for improvement from the last inspection on 12 December 2022		
Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005		Validation of compliance
<b>Area for improvement 1</b>  <b>Ref:</b> Regulation 12 (1)(d)  <b>Stated:</b> Second time	The registered person shall ensure that employment references are sought and received from an appropriate person within the nurses' current/former employment; and that evidence is retained to verify the source of the references received.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> There was evidence that this area for improvement was met.	
<b>Area for improvement 2</b>  <b>Ref:</b> Regulation 12 (1)(b)  <b>Stated:</b> First time	The registered person shall ensure that the nurses are trained appropriate to the settings in which they are supplied; and evidence of such training must be retained and made available for inspection.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> There was evidence that this area for improvement was met.	

## 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. There was evidence of regular checks on the NMC register.

There was a system in place to retain any referrals made to the NMC; no such referrals had been required.

It was good to note that nurses had supervisions undertaken in accordance with the agency's policies and procedures. The manager was advised to consider the frequency of same, particularly in relation to undertaking the first supervision of newly recruited nurses.

There was a system in place to receive feedback on the nurses' practice.

There was a system in place to ensure that the 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 agency had an identified Adult Safeguarding Champion. The annual Safeguarding Position report had been completed. Any safeguarding matters had been managed appropriately.

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. Advice was given in relation to developing the Index for incidents and complaints, to enable the manager to easily identify any patterns or trends. However, the manager discussed with the inspector the agency's continuous quality improvement plans which are planned to reduce the frequency of medicine incidents. Further developing the Incidents Index should further assist this process.

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. Advice was similarly given to the manager regarding further developing the complaints index to assist in identifying patterns or trends.

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 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

An area for improvement has been identified where action is required to ensure compliance with the Nursing Agencies Minimum Standards (2008)

	Regulations	Standards
<b>Total number of Areas for Improvement</b>	0	1

The area for improvement and details of the QIP were discussed with Ms Penelope Roberts, Registered Manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

Quality Improvement Plan	
<b>Action required to ensure compliance with The Nursing Agencies Minimum Standards, 2008</b>	
<b>Area for improvement 1</b> <b>Ref:</b> Standard 1.13 <b>Stated:</b> First time <b>To be completed by:</b> 31 April 2024	The registered person shall ensure that the annual quality report is completed.  Ref: 5.2.2  <b>Response by registered person detailing the actions taken:</b> The Annual Quality Report has been completed for the period May 2022 - May 2023.

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



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