

Inspection Report

28 June 2022



Sir Henry Recruitment Ltd

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

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

Organisation/Registered Provider: Sir Henry Recruitment Ltd	Registered Manager: Ms Penelope Roberts – not registered
Responsible Person: Ms Penelope Roberts	Date registered: Acting
Person in charge at the time of inspection: Ms Penelope Roberts	
Brief description of the agency operates:	
<p>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.</p> <p>Sir Henry Recruitment also acts as a Recruitment Agency and supplies Health Care Assistants (HCA) to various healthcare settings. RQIA does not regulate Recruitment Agencies.</p>	

2.0 Inspection summary

An announced inspection took place on 28 June 2022 between 3:00 p.m. and 5:00 p.m. This inspection was conducted by a care inspector.

At the last inspection on 31 May 2022 serious concerns were identified with regard to recruitment practices. Following a meeting with the registered person, one Failure to Comply (FTC) notice (FTC Ref: 000186) under Regulation 12 (1)(d) of the Nursing Agencies Regulations (Northern Ireland) 2005 was issued on 14 June 2022; the date of compliance was 28 June 2022.

This inspection was planned to assess compliance with the actions detailed in the FTC notice. The outcome of this inspection evidenced that insufficient progress had been made to comply with the FTC notice.

No new areas for improvement were identified. Nine areas for improvement identified at the last inspection were carried forward to be reviewed at the next inspection.

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.

To prepare for this inspection we reviewed information held by RQIA about this agency. This included the previous areas for improvement issued, registration information, the FTC and any other written or verbal information received from service users.

4.0 The inspection

4.1 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 31 May 2022		
Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005		Validation of compliance
<p>Area for improvement 1</p> <p>Ref: Regulation 13</p> <p>Stated: Second time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall ensure that a policy and procedure in respect of reporting notifiable events to RQIA is in place.</p> <p>This policy and procedure should be submitted with the returned QIP</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>	<p>Carried forward to the next inspection</p>
<p>Area for improvement 2</p> <p>Ref: Regulation 12 (1)(d)</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall ensure that recruitment records include a full employment history, together with a satisfactory written explanation of any gaps in employment and details of any current employment other than for the purposes of the agency.</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>	

<p>Area for improvement 3</p> <p>Ref: Regulation 20</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall ensure that quality monitoring visits are undertaken on a monthly basis.</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>	<p>Carried forward to the next inspection</p>
<p>Area for improvement 4</p> <p>Ref: Regulation 18 (a)</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall ensure that all records provided for inspection purposes relate solely to registered nurses; records pertaining to Health Care Assistants must be retained separately.</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>	<p>Carried forward to the next inspection</p>
<p>Area for improvement 5</p> <p>Ref: Regulation 18 (a)</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall ensure that the Alphabetical list of Nurses and Service Users is up to date.</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>	<p>Carried forward to the next inspection</p>
<p>Area for improvement 6</p> <p>Ref: Regulation 14 (2)(a)</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall ensure that each nurse receives appropriate supervision.</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>	<p>Carried forward to the next inspection</p>

<p>Area for improvement 7</p> <p>Ref: Regulation 8 (1)(a) and (2) (a)(b)</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall appoint an individual to manage the agency where there is no registered manager in respect of the agency; and where the registered provider appoints a person to manage the agency, he shall forthwith give notice to the RQIA of the name of the person so appointed; and the date on which the appointment is to take effect.</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>	<p>Carried forward to the next inspection</p>
<p>Action required to ensure compliance with The Nursing Agencies Minimum Standards, 2008</p>		<p>Validation of compliance</p>
<p>Area for improvement 1</p> <p>Ref: Standard 9.4</p> <p>Stated: First time</p> <p>To be completed by: 31 December 2022</p>	<p>The registered person shall ensure that they undertake training in respect of the Adult Safeguarding Champion role.</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>	<p>Carried forward to the next inspection</p>
<p>Area for improvement 2</p> <p>Ref: Standard 6.5</p> <p>Stated: First time</p> <p>To be completed by: 28 June 2022</p>	<p>The registered person shall ensure that all nurses undertake training in respect of Dysphagia.</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>	<p>Carried forward to the next inspection</p>

4.2 Inspection findings

FTC Ref: FTC000186

Notice of failure to comply with Regulation 12 (1) (d) of *The Nursing Agencies Regulations (Northern Ireland) 2005*

Fitness of nurses supplied by an agency

Regulation 12 (1) *The registered person shall ensure that no nurse is supplied by the agency unless –*

(d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.

Schedule 3: information and documents required in respect of nurses to be supplied by an agency

4. Details of any criminal offences –

(a) of which the person has been convicted, including details of any convictions which are spent within the meaning of Article 3 of the Rehabilitation of Offenders (Northern Ireland) Order 1978(1) (rehabilitated persons and spent convictions) and which may be disclosed by virtue of the Rehabilitation of Offenders (Exceptions) Order (Northern Ireland) 1979(2); or

(b) in respect of which he has been cautioned by a constable and which, at the time the caution was given, he admitted.

In relation to this notice the following seven actions were required to comply with this regulation:

The registered person must ensure that:

- at all times staff are recruited and employed in accordance with statutory legislation and that all necessary checks are carried out prior to an offer of employment being made
- AccessNI enhanced checks are completed and robustly scrutinised prior to an individual commencing employment with the agency
- all staff involved in the selection and recruitment of staff have received training in selection and recruitment and that such training is periodically reviewed in keeping with best practice
- a policy is in place for staff selection and recruitment which clearly defines the roles and responsibilities of those involved in the selection and recruitment process and is regularly reviewed
- anyone involved in the selection and recruitment process can clearly articulate these roles and responsibilities as they pertain to selection and recruitment
- there are robust arrangements in place to ensure that effective communication of selection and recruitment issues are effectively addressed in a timely manner by the manager and/or responsible individual
- records pertaining to registered nurses are maintained separately to those of Health Care Assistants.

Action taken by the registered persons:

It was identified that no new nurses had been employed since the last inspection. Given that RQIA was unable to establish if the correct procedures were followed, this action has been assessed as not being met.

A review of an audit of recruitment records undertaken following the issuing of the FTC Notice confirmed AccessNI checks were completed for any nurses identified as requiring new checks. Two previously recruited nurses who required AccessNI checks to be undertaken by Sir Henry Recruitment were identified by the inspector; these had not been identified through the agency's auditing process. This indicates that the agency's audit was not sufficiently robust and there is potential for other nurses to be similarly identified. RQIA determines that this action had not been fully met.

All relevant staff had confirmed dates for training arranged. It is our determination that as good progress has been made with regard to the training, this action is now on course to be met.

The agency's staff selection and recruitment policy had yet to be further developed to clearly define the roles and responsibilities of those involved in the selection and recruitment process. RQIA determines that this action had not yet been met. Advice was given with regard to the policy being clear in relation to the parameters for defining agency nurses as being 'inactive', when they fail to work any shifts through the agency. We discussed that good practice is that after a six month period, in which a nurse does not work, their status is changed to 'inactive'. Once the nurses go beyond the six month date, the recruitment of the nurse should be renewed.

A staff member spoken with was able to clearly articulate their role and responsibilities as they pertain to selection and recruitment. It is our determination that compliance with this action has now been met.

Those who have responsibility for the recruitment process were clearly able to articulate the procedure for informing the manager/responsible person in a timely manner. It is our determination that compliance with this action has now been met.

Records pertaining to registered nurses were maintained separately to those of HCA's . It is our determination that compliance with this action has now been met.

Not all actions have been assessed as met, therefore RQIA determined to update the FTC Notice and amend elements of the actions taking account of the progress made by the agency and evidenced during the inspection 28 June 2022.

The date of compliance with the actions outlined in the FTC Notice (FTC Ref: 000186E1) has been extended to 15 September 2022.

No new areas for improvement were identified. Nine areas for improvement were carried forward to be reviewed at the next inspection.

5.0 Quality Improvement Plan/Areas for Improvement

Areas for improvement have been identified where action is required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005 and the Nursing Agencies Minimum Standards (2008).

	Regulations	Standards
Total number of Areas for Improvement	7*	2*

* the total number of areas for improvement includes nine that are carried forward for review at the next inspection.

Areas for improvement and details of the QIP were discussed with Ms Penelope Roberts, Responsible Person, 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	
Area for improvement 1 Ref: Regulation 13 Stated: Second time To be completed by: Immediate from the date of the inspection	The registered person shall ensure that a policy and procedure in respect of reporting notifiable events to RQIA is in place. This policy and procedure should be submitted with the returned QIP Ref: 4.1 Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.
Area for improvement 2 Ref: Regulation 12 (1)(d) Stated: First time To be completed by: Immediate from the date of the inspection	The registered person shall ensure that recruitment records include a full employment history, together with a satisfactory written explanation of any gaps in employment and details of any current employment other than for the purposes of the agency. Ref: 4.1 Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.
Area for improvement 3 Ref: Regulation 20 Stated: First time To be completed by: Immediate from the date of the inspection	The registered person shall ensure that quality monitoring visits are undertaken on a monthly basis. Ref: 4.1 Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.

<p>Area for improvement 4</p> <p>Ref: Regulation 18 (a)</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall ensure that all records provided for inspection purposes relate solely to registered nurses; records pertaining to Health Care Assistants must be retained separately.</p> <p>Ref: 4.1</p>
<p>Area for improvement 5</p> <p>Ref: Regulation 18 (a)</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p> <p>The registered person shall ensure that the Alphabetical list of Nurses and Service Users is up to date.</p> <p>Ref: 4.1</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>
<p>Area for improvement 6</p> <p>Ref: Regulation 14 (2)(a)</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall ensure that each nurse receives appropriate supervision.</p> <p>Ref: 4.1</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>
<p>Area for improvement 7</p> <p>Ref: Regulation 8 (1)(a) and (2) (a)(b)</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall appoint an individual to manage the agency where there is no registered manager in respect of the agency; and where the registered provider appoints a person to manage the agency, he shall forthwith give notice to the RQIA of the name of the person so appointed; and the date on which the appointment is to take effect.</p> <p>Ref: 4.1</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>

Action required to ensure compliance with The Nursing Agencies Minimum Standards, 2008	
Area for improvement 1 Ref: Standard 9.4 Stated: First time To be completed by: 31 December 2022	The registered person shall ensure that they undertake training in respect of the Adult Safeguarding Champion role. Ref: 4.1
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.
Area for improvement 2 Ref: Standard 6.5 Stated: First time To be completed by: 28 June 2022	The registered person shall ensure that all nurses undertake training in respect of Dysphagia. Ref: 4.1
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.

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



The Regulation and Quality Improvement Authority

7th Floor, Victoria House
15-27 Gloucester Street
Belfast
BT1 4LS

Tel 028 9536 1111
Email info@rqia.org.uk
Web www.rqia.org.uk
Twitter @RQIANews