

Inspection Report

12 December 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

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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: 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 announced inspection was undertaken on 12 December 2022 between 11 a.m. and 13.00 p.m. The inspection was conducted by a care inspector.

The inspection examined the agency's governance and management arrangements, focusing on the staff recruitment process.

Areas for improvement identified related to the recruitment process and in relation to nurse' training.

The feedback received indicated that the nurses supplied were of a good standard and that the agency was responsive to any matters raised.

For the purposes of the inspection report, the term 'service user' describes the hospitals or 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. The information provided indicated that there were no concerns in relation to the agency.

Comments received included:

- "We have no concerns, the nurses are good."
- "We are happy with the nurses provided. The office is responsive."
- "Sir Henry Recruitment are very good and quite responsive. The manager picks up the phone and the office is very good responding to emails."

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?

The last care inspection of the agency was undertaken on 28 June 2022 by a care inspector. A Quality Improvement Plan (QIP) was issued. This was approved by the care inspector and was validated during this inspection.

Areas for improvement from the last inspection on 15 September 2022		
Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005		Validation of compliance
Area for improvement 1 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 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.	Partially met
	Action taken as confirmed during the inspection: Review of recruitment records identified that whilst two references were in place, the referees were not of an appropriate level within the nurses' current/former employment; and the sources of references could not be verified. The area for improvement has been stated for the second time.	
Area for improvement 2 Ref: Regulation 10 (1) Stated: First time To be completed by: Immediate from the date of the inspection	The registered person shall ensure that the policy on Selection and Recruitment is further developed and embedded into practice; to ensure the appropriateness and verification of employment references; and the re-recruitment process of nurses who are defined as being 'inactive'.	Met
	Action taken as confirmed during the inspection: The manager submitted a revised policy to RQIA, which included the above matters.	
Area for improvement 3 Ref: Regulation 19 (5) Stated: First time To be completed by: Immediate from the date of the inspection	The registered person shall ensure that, within the period of 28 days beginning on and including the date on which the complaint is made, or such shorter period as may be reasonable in the circumstances, inform the person who made the complaint of the action (if any) that is to be taken in response.	Met
	Action taken as confirmed during the inspection: There was evidence that this area for improvement was met.	

Area for improvement 4 Ref: Regulation 12 (1)(b) Stated: First time To be completed by: Immediate from the date of the inspection	The registered person shall ensure that no nurse is supplied by the agency unless they have the qualifications, knowledge, skills and competencies which are necessary for the work which they are to perform; this refers particularly to the registered person's responsibility to ensure that training needs identified as a result of any incidents are addressed in a timely manner.	Met
	Action taken as confirmed during the inspection: The manager submitted a revised policy to RQIA, which included an agreed timescale for nurses to complete their training updates depending on the nature of the complaint received.	

5.2 Inspection findings

A review of the agency's staff recruitment records confirmed that pre-employment checks including criminal record checks (AccessNI), were completed before registered nurses were supplied to the various health care settings.

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 had generally completed their mandatory training. However, we were unable to evidence that all staff had completed training appropriate to the requirements of the settings in which they were placed. For instance, we were unable to establish if an identified nurse who was supplied to a care home, had completed training in respect of Food Hygiene, Dementia Awareness, Falls Prevention/Management, End of Life Care and Wound/Pressure Area Care. It would be expected that these elements of training would be provided to nurses being placed in care home settings. An area for improvement has been identified.

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.

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 the insurance certificates.

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

Areas for improvement have been identified where action is required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005

	Regulations	Standards
Total number of Areas for Improvement	2*	0

* the total number of areas for improvement includes one that has been stated for a second time.

Areas for improvement and details of the QIP were discussed with Penelope Roberts, Registered Manager, 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	
<p>Area for improvement 1</p> <p>Ref: Regulation 12 (1)(d)</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 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.</p> <p>Ref: 5.1</p> <p>Response by registered person detailing the actions taken: The Recruitment & Selection Policy was updated and indicates references must be obtained from an appropriate person within the nurse's current/previous employment. To be acceptable the references must to be obtained from the Line Manager for professional reference or from Deputy Manager/Sister. The second or character reference must be obtained from an individual in a managerial/senior position. References received via email must be from the previous employer's company email which must be printed and retained to enable verification of the source of the reference. References received by post must be accompanied by a compliments slip bearing previous employer's address and stamped. Alternatively the reference must be on letterheaded paper and stamped. Before any new nurse is assigned work, the Registered Manager will scrutinise the references and sign off the nurses file as compliant only when the criteria for appropriate references is met. Where a nurse provides an inappropriate person for the reference they will be asked to provide a suitable referee.</p>
<p>Area for improvement 2</p> <p>Ref: Regulation 12 (1)(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 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.</p> <p>Ref: 5.2</p> <p>Response by registered person detailing the actions taken: The Acting Registered Manager identified all nurses on its register needing training appropriate to the requirements of the settings in which they are placed. The nurses were asked to complete training in Food Hygiene, Dementia Awareness,</p>

	<p>Falls Prevention/Management, End of Life Care and Wound/Pressure Area Care. The majority of the nurses active on the Agency's books completed all the five courses and certificates have been retained. The remaining nurses are to complete the courses within agreed timeframe. In the event that the nurses fail to do the courses within the timeframe the Acting Registered Manager will impose temporary suspension. The nurses will not be allowed to take on shifts during suspension.</p>
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