

# Inspection Report

15 June 2023



## Allied and Clinical Recruitments

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

<b>Organisation/Registered Provider:</b> Allied and Clinical Recruitments Limited	<b>Registered Manager:</b> Mrs Esther Olojugba
<b>Responsible Individual:</b> Mrs Esther Olojugba	<b>Date registered:</b> 19 December 2019
<b>Person in charge at the time of inspection:</b> Mrs Esther Olojugba	
<b>Brief description of the agency operates:</b>  Allied and Clinical Recruitments is a nursing agency registered to supply registered nurses to a range of healthcare settings. The agency currently supplies nurses to the Southern Health and Social Care Trust (SHSCT).	

## 2.0 Inspection summary

An announced inspection was undertaken on 15 June 2023 between 11.30 a.m. and 4.30 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 arrangement, 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).

An area for improvement was identified in relation to record keeping.

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 staff survey.

#### 4.0 What people told us about the agency?

As part of the inspection process we spoke with a service user and registered nurses.

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

Comments received included:

##### Service users' comments:

- "We currently have four nurses supplied by the agency and I am not aware of any concerns as it is early days."

##### Registered Nurses' comments:

- "I recently started with the agency. The communication with the agency is good. I have no problems. I was provided with all the contact information of who to contact should I have any issues. I have completed all my mandatory training."

No responses were received to the electronic staff 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 7 November 2023 by a care inspector. A Quality Improvement Plan (QIP) was issued. This was approved by the care inspector and was validated during this inspection.

<b>Areas for improvement from the last inspection on 7 November 2022</b>		
<b>Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005</b>		<b>Validation of compliance</b>
<b>Area for Improvement 1</b>	The registered person shall ensure that no nurse is supplied by the agency unless –	<b>Met</b>
<b>Ref:</b> Regulation 12 (1)(d) Schedule 3	(d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.	
<b>Stated:</b> Second time	<b>Action taken as confirmed during the inspection:</b> The inspector confirmed that this area for improvement has been 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. 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. No referrals had been made by the agency to the NMC.

It was good to note that registered nurses had supervision dates arranged 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 and Dysphagia.

The content of the Adult Safeguarding policy 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 and staff.

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure. No complaints were received since the last inspection.

No incidents had occurred that required investigation under the Serious Adverse Incidents (SAIs)

The alphabetical list of staff employed by the agency was not up to date on the day of inspection. An area for improvement has been made in this regard.

Records were retained in accordance with the Nursing Agencies Regulations.

There was evidence that the agency has appropriate 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 Regulations (Northern Ireland) 2005.

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

The area for improvement and details of the QIP were discussed with Esther Olojugba, Registered Manager / Responsible Individual, as part of the inspection process. The timescales for completion commence from the date of inspection.

<b>Quality Improvement Plan</b>	
<b>Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005</b>	
<p><b>Area for improvement 1</b></p> <p><b>Ref:</b> Regulation 18 (a); Schedule 4 (4)</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> Immediate from the date of inspection and on-going</p>	<p>The registered person shall ensure that the records are kept up to date and good order.</p> <p>This specifically relates to the alphabetical index of nurses supplied or available for supply by the agency, including any serial numbers assigned to them.</p> <p>Ref: 5.2.2</p>
	<p><b>Response by registered person detailing the actions taken:</b></p> <p>The organisation has designed an electronic alphabetical index list of active and available nurses, that is updated on a daily basis ensuring up to date availability of the nurses. Once a nurse is made fully compliant with the agency, an IR35 form is sent to the relevant Trust for approval. Nurses are entered and maintained on the electronic sheet once approval has been given by the trust and are available for work.</p>

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