

Unannounced Care Inspection Report 10 March 2021



Connected Health Plus

Type of Service: Nursing Agency
**Address: 3B Boucher Business Studios, Glenmachan Place,
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Tel No: 028 9032 9777
Inspector: Kieran Murray

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Assurance, Challenge and Improvement in Health and Social Care

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service provider from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

Connected Health Plus nursing agency's registered office is located in Belfast. The agency currently supplies registered nurses to Health and Social Care Trust (HSCT) facilities in the Northern Health and Social Care Trust (NHSCT) and Western Health and Social Care Trust (WHSCT) areas. The nursing agency currently supplies three registered nurses.

3.0 Service details

Organisation/Registered Provider: Connected Health Plus	Registered Manager: Theresa Morrison
Responsible Individual(s): Mr Douglas Joseph Adams	
Person in charge at the time of inspection: Theresa Morrison	Date manager registered: 11 March 2019

4.0 Inspection summary

An unannounced inspection took place on 10 March 2021 from 09.30 to 12.30.

Since the last inspection on 18 February 2019, RQIA received a number of communications from the nursing agency. Whilst RQIA was not aware that there was any specific risk to the service users within Connected Health Plus. A decision was made to undertake an on-site inspection adhering to social distancing guidance.

This inspection was underpinned by the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, the Nursing Agencies Regulations (Northern Ireland) 2005 and the Nursing Agencies Minimum Standards, 2008.

The inspection sought to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

No areas requiring improvement were identified during the inspection.

Evidence of good practice was found in relation to:

- staff recruitment;
- covid-19 education and management, including infection prevention and control (IPC) measures and updating of the policy;
- service user involvement;
- collaborative working;
- registrations with Nursing Midwifery Council (NMC); and
- records relating to Adult Safeguarding.

Service user comments:

- “No concerns to the nursing office re nurses practices.”

Nurse comments:

- “I love working for Connected Health Plus.”
- “I got a three day induction.”
- “I know the donning (putting on) and doffing (taking off) of PPE procedures.”
- “The management are supportive and brilliant.”

- “Connected Health Plus send Covid-19 updates via emails.”
- “I had Covid-19 training.”
- “I have only been working with connected health a couple of weeks but I can honestly say the staff and management are lovely and so helpful. They are very friendly and approachable.”

The findings of this report will provide the agency with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users’ experience.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Theresa Morrison, Registered Manager, as part of the inspection process and can be found in the main body of the report.

Enforcement action did not result from the findings of this inspection.

4.2 Action/enforcement taken following the most recent pre-registration care inspection dated 18 February 2019

No further actions were required to be taken following the most recent pre-registration inspection on 18 February 2019.

5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA about this agency. This included the previous inspection report, notifiable events, and written and verbal communication received since the previous care inspection.

During our inspection we focused on contacting the service user and nurses to find out their views of the service.

We ensured that the appropriate recruitment staff checks were in place before nurses were supplied to health care settings.

- Recruitment records specifically relating to Access NI and NMC registration;
- Covid-19: guidance for Northern Ireland updated December 2020; and
- A range of documents, policies and procedures relating to the service were reviewed during the inspection and are referred to within the body of the report.

RQIA provided information to staff and other stakeholders that will support feedback on the quality of service delivery. This included ‘Tell Us’ cards and a staff poster to enable the stakeholders to feedback to the RQIA.

The information received from staff showed that staff were generally 'very satisfied' with the current care and support within the nursing agency. Comments made have been included in the report.

During the inspection we met with the manager, responsible individual, administrative staff and a telephone communication with one service user and one staff member.

We would like to thank the manager, service user and staff for their support and co-operation throughout the inspection process.

6.0 The inspection

6.1 Inspection findings

Discussions with the manager identified that they were knowledgeable in relation to safe recruitment practices in accordance with Regulation 12, Schedule 3 and Standard 4 relating to Access NI. We reviewed documentation in relation to pre-employment checks which provided assurances that Access NI checks were completed before commencement of employment.

We noted that the manager had a system in place each month for monitoring registration status of staff with NMC and the manager confirmed that staff were aware that they are not permitted to work if their NMC registration had lapsed.

On the day of the inspection we noted that the nursing agency had not made any safeguarding referrals to either of the Health and Social Care Trusts (HSCT) since the last inspection.

The nursing agency maintains a policy relating to complaints and compliments; these records are recorded and managed in accordance with the nursing agency's policy and procedure. On the day of the inspection we noted that the nursing agency had not received any complaints since the last inspection undertaken on 18 February 2019. Feedback from the one service user/trust confirmed a good standard of service provision.

On the day of the inspection it was noted no incidents had taken place since the previous inspection.

We noted that monthly quality monitoring took place within the nursing agency.

Covid-19:

The nurse we spoke to was knowledgeable in relation to their responsibilities around Covid-19. The nurse who spoke to us on the day of the inspection was aware of the guidance in relation to use of PPE for activities that brought them within two metres of patients. The staff member told us they were aware of the need to replace PPE between service users and how to appropriately dispose of used PPE.

We reviewed records relating to IPC policies, training and use of PPE which were in-line with the regional guidance. The policies and procedures had been updated to include Covid-19 and were available within the nursing agency office for staff to access.

The nurse who spoke to us described how and where donning (putting on) and doffing (taking off) of PPE happened within the ward environment. The nurse advised us that they had been given guidance on these procedures.

The nurse who spoke to us were aware of the need to ask and look out for the following symptoms, fever of 37.8C or above, cough, loss of or change in sense of smell or taste in patients or staff.

Hand sanitisers were placed in different areas throughout the nursing agency for staff and visitors to use to ensure good hand hygiene.

The manager advised us that monitoring of staff practices was carried out by the nurse managers on HSCT wards.

The manager advised us that information was disseminated to staff via emails and whats app group chats with appropriate safeguards in place around data protection. We noted updates were attached to the Covid-19 risk assessment folder which was available in the nursing agency office.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to completion of checks of Access NI, NMC registrations, safeguarding, monthly quality monitoring reports and compliance with Covid-19 guidance.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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