

# Inspection Report

7 June 2021



## Axis Nursing Agency Ltd

Type of service: Nursing Agency  
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[www.rqia.org.uk](http://www.rqia.org.uk)

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Assurance, Challenge and Improvement in Health and Social Care

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## 1.0 Service information

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|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Organisation/Registered Provider:</b><br/>Axis Nursing Agency Ltd</p> <p><b>Responsible Individual:</b><br/>Mrs Rajini Chada</p>                                                                                                                       | <p><b>Registered Manager:</b><br/>'Not applicable'</p> <p><b>Date manager registered:</b><br/><b>Date registered:</b><br/>Mrs Georgina Mallon - application received<br/>30 April 2021 – pending review</p> |
| <p><b>Person in charge at the time of inspection:</b><br/>Mrs Georgina Mallon</p>                                                                                                                                                                            |                                                                                                                                                                                                             |
| <p><b>Brief description of the agency operates:</b><br/>Axis Nursing Agency Ltd. is a nursing agency which operates from offices located in Belfast. The agency currently supplies nurses to a private hospital and to a number of Trust acute settings.</p> |                                                                                                                                                                                                             |

## 2.0 Inspection summary

The care inspector undertook an announced inspection on 7 June 2021 between 9.30 am and 1 pm.

The inspection focused on staff recruitment and the agency's governance and management arrangements.

Good practice was identified in relation to criminal records checks and reference checks being undertaken before nurses were supplied to the various health care settings and on an annual basis thereafter. There were good governance and management oversight systems in place.

An area for improvement was identified in relation to the monthly quality monitoring process.

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

Whilst an area for improvement were made in relation to the well led domain, RQIA were assured that this agency supplies nurses who are providing safe, effective and compassionate care; and that the agency is well led.

### 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.

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

The inspection focused on contacting the service users and staff to find out their views on the agency and reviewing relevant documents relating to the agency's governance and management arrangements. This included checking how registered nurses' registrations with the Nursing and Midwifery Council (NMC) were monitored by the agency.

We discussed any complaints and incidents during the inspection with the manager and we reviewed the quality monitoring processes to ensure that these areas were routinely monitored as part of the monthly checks in accordance with Regulation 20.

Information was provided to service users, staff and other stakeholders to request feedback on the quality of service provided. This included an electronic survey to enable staff and service users to feedback to the RQIA.

The findings of the inspection were provided to the manager at the conclusion of the inspection.

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

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

- "I have had no concerns in relation to this agency at present."
- "The standard of nursing supplied and the responsiveness of this agency has been very satisfactory, I find them very responsive and the standard of nursing provided has been high."
- "Axis are a small agency that have struggled to supply nurses, the standard overall is acceptable. I would say that response time is slow to issues raised however they have a new nurse manager in post so this might improve."

A number of nurses responded to the electronic questionnaire, indicating that they felt happy with the support provided by the nursing agency. Comments received included:

- "Friendly company to work for. They are approachable in nature."
- "The (office) girls are fantastic."
- "I have found the staff of Axis always approachable, helpful & personally have always been kind and more than good to me. Nothing has ever been a problem and I can contact them anytime and they have always told me that. Axis, to me, have been great employers."
- "Very good agency to work for. Communication and additional education opportunities would be appreciated. But overall, no complaints."

- “Axis is very flexible and guaranteed you'll be looked after. They were checking on their staff daily to see if there is anything they need on their end. I am happy to be part of this team.”

## 5.0 The inspection

### 5.1 What has this service done to meet any areas for improvement identified at or since last inspection?

The last inspection to the agency was undertaken on 28 March 2019 by a care inspector; no areas for improvement were identified.

## 5.2 Inspection findings

### 5.2.1 Are there robust systems in place for staff recruitment?

The review of the agency's staff recruitment records confirmed that recruitment was managed in accordance with the regulations and minimum standards, before nurses are supplied to the various health care settings. Records viewed evidenced that criminal record checks (Access NI) had been completed for staff.

There was a good system in place to ensure that staff' skills were appropriately placed. Staff were provided with training appropriate to the requirements of the hospitals they were being placed in.

The manager had a robust system in place to monitor alerts issued by the Chief Nursing Officer (CNO). This ensures that the appropriate checks are undertaken before the nurses are employed. Where the agency had been informed about an alert pertaining to one of their staff, appropriate action had been taken. Discussion took place regarding the need for the recruitment policy to be developed, to ensure that it included the procedure to follow, should an unsatisfactory reference be received. This policy was updated on the day of the inspection.

### 5.2.2 Are there robust governance processes in place?

There was a system in place to review the quality of the agency on an annual basis.

The quality monitoring processes were reviewed, to ensure that complaints and any incidents were routinely monitored as part of the monthly checks in line with Regulation 20 of Nursing Agencies Regulations (Northern Ireland) 2005. It was noted that an action plan was generated to address any identified areas for improvement and these were followed up on subsequent months, to ensure that identified areas had been actioned.

Review of monthly monitoring reports identified that service user feedback was not included. An area for improvement has been made in this regard. Advice was also given in relation to the system for obtaining feedback on the nurses' performance. The manager welcomed this advice and agreed to develop the system accordingly.

There is a process for recording complaints and incidents in accordance with the agency's policy and procedures. It was noted that complaints received since the last inspection had been managed in accordance with the policy and procedures and are reviewed as part of the agency's monthly quality monitoring process.

There was a system in place to ensure that staff received supervision and training in keeping with the agency's policies and procedures. The nurses had undertaken DoLS' training appropriate to their job roles.

A review of the records confirmed that all staff provided are appropriately registered with the Nursing and Midwifery Council (NMC). Information regarding registration details and renewal dates are monitored by the manager; this system was reviewed and found to be in compliance with Regulations and Standards.

It was established during discussions with the manager that the agency had not been involved in any Serious Adverse Incidents (SAI's)/Significant Event Analysis's (SEA's).

There was an identified Adult Safeguarding Champion in place. The annual safeguarding position report had not been completed. This was discussed with the manager and it was agreed that this would be viewed at the next inspection.

## 6.0 Conclusion

Whilst an area for improvement was made in relation to the well led domain, RQIA were assured that this agency supplies nurses, who are providing safe, effective and compassionate care; and that the agency is well led.

## 7.0 Quality Improvement Plan/Areas for Improvement

Areas for improvement have been identified where action is required to ensure compliance with the Nursing Agencies Minimum Standards (2005).

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

Areas for improvement and details of the Quality Improvement Plan were discussed with Mrs Georgina Mallon, 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 Minimum Standards, 2008

#### Area for improvement 1

**Ref:** Standard 1.11

**Stated:** First time

**To be completed by:**  
7 August 2021

The registered person shall ensure that the monthly monitoring reports include the comments made by people who use the services of the agency.

Ref: 5.2.2

**Response by registered person detailing the actions taken:**  
Axis Nursing Agency has systems in place that aim to ensure a quality service is delivered to the service users. In order to monitor, audit and review the effectiveness and quality of the service, a quality questionnaire has been developed and added to the new staff time sheet. Monthly quality monitoring audits are completed and this information will be collated on the monthly monitoring reports, aiming to ensure agency staff are consistent with the agency's policies and procedures. Axis will make necessary improvements to the quality of the service accordingly to ensure that the agency is compliant with the minimum standards. The questionnaire and comments section promotes effective communication and maintains effective working relationships with service users. The feedback documentation requests the service user to comment on the attributes of the agency worker which include communication, punctuality, attitude, clinical skills, team work and overall performance. Axis will continuously improve the quality and standard of care provided.

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



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