

Inspection Report

9 February 2023



Ametrine Nursing Care

Type of service: Nursing Agency
Address: 51a Main Street, Newcastle, BT33 0AD
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Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

Organisation/Registered Provider: Ametrine Care Services Ltd.	Registered Manager: Mrs. Mandy Lacey
Responsible Individual: Mrs. Mandy Lacey	Date registered: 12 September 2019
Person in charge at the time of inspection: Mrs. Mandy Lacey	
Brief description of the agency operates: Ametrine Nursing Care is a nursing agency which operates from offices located in Newcastle. The agency has been supplying one nurse to health care settings within the South Eastern Health and Social Care Trust (SEHSCT) area.	

2.0 Inspection summary

An announced inspection was undertaken on 9 February 2023 between 10.45 a.m. and 12.30 pm. 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 arrangements, 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), audit activity and recruitment processes. There were good governance and management arrangements in place.

No areas for improvement were identified.

For the purposes of the inspection report, the term 'service user' describes the health care settings 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 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 sought feedback from two service users and one registered nurse.

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

Comments received included:

Service users' comments:

- "The nurse supplied is a real team player who is very accommodating...her skill level is excellent and her training is up to date.... the agency is very easy to communicate with."
- "We have no concerns about the nursing care provided...staff maintain a professional approach at all times."

Registered Nurse's comments:

- "I'm very happy with the agency...the manager is very good.... I'm happy with my placements...I'm able to keep my training up to date."

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 22 June 2021 by a care inspector. No areas for improvement were identified.

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.

It was good to note that registered nurses had supervisions undertaken 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, Dysphagia and medicines management, as appropriate to their job roles.

It was noted that the nursing agency had not made any adult safeguarding referrals to the SEHSCT since the last inspection on 22 June 2021. A review of the agency's adult safeguarding arrangements identified that these were satisfactory; the latest position report was available for inspection. The content of the Adult Safeguarding policy and training 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 incidents had occurred that required investigation under the Serious Adverse Incidents (SAIs) or Significant Event Audits (SEAs) procedures.

Records were retained in accordance with the Nursing Agencies Regulations.

The agency is awaiting an up to date RQIA registration certificate to confirm its recent name change. Current certificates of public and employers' liability insurance were displayed and in date

The manager was advised that as more nurses are recruited, an alphabetical list of nurses should be retained for upcoming inspections.

6.0 Conclusion

RQIA was satisfied that this agency was providing registered nurses who were providing safe and effective care and delivering this in a caring and compassionate manner. RQIA was satisfied that the agency was well led by the manager.

7.0 Quality Improvement Plan/Areas for Improvement

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



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