

Inspection Report

11 May 2021



Lloyds Pharmacy Clinical Homecare

Type of service: Nursing Agency
Address: Unit 4, Scimitar Park, Harlow, CM19 5GU
Telephone number: 012 7945 6949

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Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

Organisation/Registered Provider: Lloyds Pharmacy Clinical Homecare Ltd	Registered Manager: Mrs Jo Upton (Acting)
Responsible Individual: Mr Wayne Large	
Person in charge at the time of inspection: Mr Wayne Large	Date manager registered: Not Applicable
Brief description of how the service operates: Lloyds Pharmacy Clinical Homecare is a nursing agency which operates from offices located in Harlow. The agency currently supplies nurses to patients within their own homes.	

2.0 Inspection summary

The care inspector undertook an announced remote inspection on 11 May 2021 at 10.00 am.

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

Good practice was identified in relation to appropriate checks being undertaken before nurses were supplied to patients within their own homes. Good practice was also found in relation to system in place of disseminating Covid -19 related information to staff, staff training and supervision.

As a result of this inspection two areas for improvement were identified in relation to monthly quality monitoring processes and the reporting of medicine errors.

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 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 service 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 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. No responses were received.

The findings of the inspection were provided to the responsible individual, manager and head of nursing at the conclusion of the inspection.

4.0 What people told us about the service?

The service users consulted with spoke generally positively in relation to the quality of nurses being supplied by the agency. All responses were shared with the manager following the inspection for further consideration and action, as appropriate.

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 Lloyds Pharmacy Clinical Homecare was undertaken on 19 February 2020 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 patients within their own homes. 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 settings they were being placed in.

The responsible individual had a robust system in place to monitor alerts issued by the Chief Nursing Officer (CNO) for Northern Ireland. This indicates that the appropriate checks are undertaken before nurses are employed. This ensures that the appropriate checks are undertaken before the nurses are employed.

5.2.2 Are there robust governance processes in place?

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. Review of a sample of Regulation 20 monthly quality monitoring reports identified that the reports did not include evidence of consultation with users of the nursing agency, representatives of service users and staff working for the nursing agency. Review also identified a number of medicine errors that had not been reported to RQIA in line with Standard 15.3. Areas for improvement have been made in this regard and are included in the Quality Improvement Plan.

There was a system in place to ensure that staff received supervision and training in keeping with the agency's policies and procedures.

There was a good system in place in relation to the dissemination of information relating to Covid-19 and infection prevention and control practices.

A review of the records confirmed that all staff provided are appropriately registered with the NMC. Information regarding registration details, renewal and revalidation dates are monitored by the manager; this system was reviewed and found to be in compliance with regulations and standards.

6.0 Conclusion

As a result of this inspection two areas for improvement were identified in relation to monthly quality monitoring processes and the reporting of medicine errors.

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 Regulations (Northern Ireland) 2005 and the Nursing Agencies Minimum Standards (2005).

	Regulations	Standards
Total number of Areas for Improvement	1	1

Areas for improvement and details of the Quality Improvement Plan were discussed with Mr Wayne Large, responsible individual, Mrs Jo Upton, manager, and the head of nursing 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 20</p> <p>Stated: First time</p> <p>To be completed by: Immediate and ongoing</p>	<p>The registered person shall introduce and maintain a system for reviewing at appropriate intervals the quality of services provided by the agency.</p> <p>Ref: 5.2.2</p>
	<p>Response by registered person detailing the actions taken:</p> <p>The Agency has recently received the RQIA Document: "Monitoring Quality in a Nursing Agency: Guidance for Registered Providers"</p> <p>In order to comply with the statutory requirements of Regulation 20, Appendix 2 of the document named above will be used as a template for all future monitoring reports.</p> <p>Using this guide will ensure we capture all the required information on a monthly basis.</p>

Action required to ensure compliance with The Nursing Agencies Minimum Standards, 2008

<p>Area for improvement 1</p> <p>Ref: Standard 15.3</p> <p>Stated: First time</p> <p>To be completed by: Immediate and ongoing</p>	<p>The registered person shall ensure that medicine errors and incidents that occur in private patients' home are reported, in accordance with procedures, to the appropriate authority.</p> <p>Ref: 5.2.2</p>
	<p>Response by registered person detailing the actions taken:</p> <p>The Agency has reviewed the requirements (Standard 15.3) for statutory notifications and particularly what is within scope for RQIA notifications. Following this inspection, there is now a better understanding of requirements and responsibilities.</p> <p>All future incidents (including medicine errors) occurring in a private patient's home and those involving the Police will be reported as soon as possible via the RQIA Provider Portal. Furthermore, all reported incidents, including those involving the Police, will be included within The Monthly Monitoring Reports.</p>

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The Regulation and
Quality Improvement
Authority

The Regulation and Quality Improvement Authority

9th Floor

Riverside Tower

5 Lanyon Place

BELFAST

BT1 3BT

Tel 028 9051 7500

Email info@rqia.org.uk

Web www.rqia.org.uk

Twitter @RQIANews