

Inspection Report

24 January 2022



Lloyds Pharmacy Clinical Homecare

Type of service: Nursing Agency
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Assurance, Challenge and Improvement in Health and Social Care

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

Organisation/Registered Provider: Lloyds Pharmacy Clinical Homecare	Registered Manager: Mrs Lauren Lucas
Responsible Individual: Mr Wayne Large	Date registered: 22/07/2022
Person in charge at the time of inspection: Mrs Lauren Lucas	
Brief description of the agency operates: Lloyds Pharmacy Clinical Homecare is a national nursing agency which operates from offices located in Harlow. The agency supplies nurses to patients within their own homes to support the management of complex conditions by specialised therapies.	

2.0 Inspection summary

An announced inspection was undertaken on 24 January 2022 between 10.00 a.m. and 11:00 a.m. The inspection was conducted by two care inspectors.

RQIA held an intention to serve a Failure to Comply notice in relation to safe recruitment on 2 December 2022. The agency was able to provide assurances that steps have been taken to prevent reoccurrence. A decision was made not to issue a Failure to Comply Notice.

This was a follow up inspection to ensure compliance with the recruitment regulation and focused solely on the area discussed at the Failure to Comply intention meeting.

Good practice was identified in relation to safe recruitment and the processes for ensuring Access NI checks were completed prior to commencement of employment.

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 the 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.

4.0 What people told us about the agency?

Due to this inspection being a focused, follow up inspection, staff and service users were not contacted to obtain feedback.

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 9 November 2022 by two care inspectors. A Quality Improvement Plan (QIP) was issued.

Areas for improvement from the last inspection on 9 November 2022		
Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005		Validation of compliance
<p>Area for improvement 1</p> <p>Ref: Regulation 12 (1) (d)</p> <p>Stated: First Time</p> <p>To be completed by: Immediate and ongoing from date of inspection</p>	<p>The registered person shall ensure that AccessNI pre-employment checks are carried out for all staff before they are supplied to patients' homes.</p> <p>Ref: 5.2.1</p> <p>Action taken as confirmed during the inspection:</p> <p>Inspectors confirmed that nurses recruited since the previous inspection had Access NI checks prior to commencing employment. The process for ensuring Access NI checks were undertaken was evidenced at inspection.</p>	<p>Met</p>

Action required to ensure compliance with The Nursing Agencies Minimum Standards, 2008		Validation of compliance
Area for improvement 2 Ref: Standard 15.3 Stated: Second time To be completed by: Immediate and ongoing from date of inspection Stated: Second time	The registered person shall ensure that medicine errors and incidents that occur in private patients' homes are reported, in accordance with procedures, to the appropriate authority. Ref: 5.2.2 Action taken as confirmed during the inspection: Action required to ensure compliance with this standard was not reviewed as part of this inspection, and this is carried forward to the next inspection.	Carried forward to the next inspection

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.

5.2.2 What are the arrangements to ensure robust managerial oversight and governance?

A review of the records confirmed that the registered manager had oversight of all aspects of nurse recruitment to include Access Ni checks prior to commencing employment.

6.0 Quality Improvement Plan/Areas for Improvement

One area for improvement identified at the previous inspection was not reviewed and will be carried over to the next inspection. Action is required to ensure compliance with The Nursing Agencies Minimum Standards, 2008. Findings of the inspection were discussed with Lauren Lucas, Registered Manager, as part of the inspection process and can be found in the main body of the report.

	Regulations	Standards
Total number of Areas for Improvement	0	1*

* the total number of areas for improvement includes one standard which is carried forward for review at the next inspection.

Quality Improvement Plan	
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: Second 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' homes 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> <ul style="list-style-type: none"> • New platform created for reporting dashboard to identify all late deliveries, includes duty of candour confirmation comprehensive attachments of investigations and corrective and preventative actions • New policy written "Reporting to the RQIA", available on staff intranet and will be emailed to all staff when reviewed by our document control team. Cascaded in team meetings and 0365 form attached for receipt and acknowledgement from all staff. Includes all reporting areas to the RQIA and internal reporting channels. <p>- Internal tracker for all regulatory notifications made with reference numbers and outstanding actions incase of registered managers absence.</p> <ul style="list-style-type: none"> • Communicate changes to nursing and Patient Services Teams



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