

Inspection Report

27 May 2021



Next Step Nursing Limited

Type of service: Nursing Agency
Address: 10 Saffron Central Square, Croydon, Surrey, CR0 2FT
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Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

Organisation/Registered Provider: Next Step Nursing Limited	Registered Manager: Mrs Jocelyn Navarro
Responsible Individual: Mrs Jocelyn Navarro	
Person in charge at the time of inspection: Mrs Jocelyn Navarro	Date manager registered: 16 December 2019
Brief description of how the service operates: Next Step Nursing Limited is a nursing agency which operates from offices located in Croydon. The agency currently supplies nurses to Trust settings.	

2.0 Inspection summary

The care inspector undertook an announced remote inspection on 27 May 2021 at 10.00 am.

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

There were no areas for improvement identified during this inspection.

Good practice was identified in relation to appropriate checks being undertaken before nurses were supplied to the various health care settings. Good practice was also found in relation to system in place of disseminating Covid -19 related information to staff. There were good governance and management oversight systems in place.

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 any 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 at the conclusion of the inspection.

4.0 What people told us about the service?

The service users consulted with spoke positively in relation to the quality of nurses being supplied by the agency. All confirmed that they were satisfied with the quality and standard of the nurses being supplied and the responsiveness of the agency to any issues that may occur.

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 Next Step Nursing Limited 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 (AccessNI) 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 manager 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.

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. These arrangements were found to be satisfactory.

The manager confirmed that 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.

The manager confirmed that no complaints were received since the date of the last inspection. Discussion with the manager confirmed that a complaints policy and procedure was in place.

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

Based on the inspection findings and discussions held we are satisfied that this service is providing safe and effective care in a caring and compassionate manner; and that the service is 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 the manager, as part of the inspection process and can be found in the main body of the report.



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