

Inspection Report

22 December 2022



Clinical 24 Staffing Ltd

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

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1.0 Service information

Organisation/Registered Provider: Clinical 24 Staffing Ltd	Registered Manager: Miss Ann Kelly (Acting)
Responsible Individual: Mr Adrian Treacy	Date registered: 04 December 2022
Person in charge at the time of inspection: Acting Manager	
Brief description of the agency operates: Clinical 24 Staffing Ltd is registered as a nursing agency. The agency provides nursing services within the Northern and Western Health and Social Services Trusts and independent sector nursing homes in Northern Ireland.	

2.0 Inspection summary

An announced inspection was undertaken on 22 December 2022 between 9.00 a.m. and 12.30. 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 induction and training and adult safeguarding. The reporting and recording of accidents and incidents, complaints, whistleblowing, Deprivation of Liberty Safeguards (DoLS), Service user involvement, Restrictive practices, Dysphagia management and Covid-19 guidance was also reviewed.

Areas for improvement identified related to recruitment and the reporting of medicines errors.

Good practice was identified in relation to the monitoring of nurses registrations with the Nursing and Midwifery Council (NMC). There were good governance and management arrangements in place.

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 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 staff survey.

4.0 What people told us about the agency?

As part of the inspection process we spoke with a number of service users.

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

Comments received included:

Service users' comments:

- "Very respectful towards residents."
- "Very responsive to requests."
- "They have never cancelled shifts."
- "None of their staff have ever been late for their shifts."
- "Better than other agencies for reliability."
- "Communication with the office is smooth."

There were no responses to the electronic staff 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 16 December 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 criminal record checks (AccessNI), were completed and verified before registered nurses were supplied to the various health care settings. The review did not find that gaps in employment, reasons for leaving employments or full employment histories were sought during the pre-employment checks. An area for improvement has been identified in relation to this finding.

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, National Early Warning Score (NEWS) and the Management of Actual or Potential Aggression (MAPA), as appropriate to their job roles.

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. It was noted that the reports routinely monitored any incidents as part of the monthly checks to identify any patterns or trends.

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure. Where complaints were received since the last inspection, these were appropriately managed and were reviewed as part of the agency's quality monitoring process. A medication error was investigated as part of the agency's complaints process, RQIA had not been notified that the medication error had occurred. An area for improvement has been identified in relation to this finding.

No incidents had occurred that required investigation under the Serious Adverse Incidents (SAIs) or Significant Event Audits (SEAs) procedures.

The alphabetical list of staff employed by the agency was up to date.

Records were retained in accordance with the Nursing Agencies Regulations.

The agency's registration certificate was up to date and displayed appropriately along with current certificates of public and employers' liability insurance.

The manager had submitted an application to RQIA for registration as manager; this will be reviewed in due course.

6.0 Quality Improvement Plan/Areas for Improvement

Two 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, 2008.

	Regulations	Standards
Total number of Areas for Improvement	1	1

The areas for improvement and details of the QIP were discussed with Ann Kelly, Manager and Ursula Monan, Business 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 Regulations (Northern Ireland) 2005	
Area for improvement 1 Ref: Regulation 12 (1) (d) Stated: First time To be completed by: Immediately from the date of inspection	The registered person shall ensure that no nurse is supplied by the agency unless a full employment history including verifications of the reasons why they ceased employment is obtained Ref: 5.2.1
	Response by registered person detailing the actions taken: Operations Manager and Compliance Team notified of the following employment history requirement: "A full employment history upon leaving school, together with a satisfactory written explanation of any gaps in employment and details of any current employment other than for the purposes of the agency." Compliance checklist updated.
Action required to ensure compliance with The Nursing Agencies Minimum Standards, 2008	
Area for improvement 2 Ref: Standard 15 (15.3) Stated: First time To be completed by: Immediately from the date of inspection	Medicine errors are reported, in accordance with procedures to the appropriate authority. Ref: 5.2.2
	Response by registered person detailing the actions taken: The RQIA Statutory Notification of Incidents and Deaths: Guidance for Registered Providers and Managers of Regulated Services read and kept on file for future reference. Understanding that notifications from specific event categories should be sent to the RQIA, and all relevant notifications will be sent in the future.



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