

Inspection Report

23 September 2024



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: Mr William King
Responsible Individual: Mr Adrian Treacy	Date registered: 28 August 2024
Person in charge at the time of inspection: Mr William King	
Brief description of the agency operates: Clinical 24 Staffing Ltd is registered as a nursing agency. The agency currently provides nursing support to care homes.	

2.0 Inspection summary

An announced inspection was undertaken on 23 September 2024 between 9.30 a.m. and 3.00 p.m. The inspection was conducted by two care inspectors.

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 and the system for retaining records were also reviewed.

No areas for improvement were identified.

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 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.

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 contacted all active registered nurses.

No concerns in relation to the agency were raised.

There were no responses 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 4 January 2024 by a care inspector. A Quality Improvement Plan (QIP) was issued. This was reviewed by the care inspector and was validated during this inspection.

Areas for improvement from the last inspection on 4 January 2024		
Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005		Validation of compliance
Area for improvement 1 Ref: Regulation 12 (1) (d) Stated: First time To be completed by: Immediately from the date of inspection	<p>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</p> <p>Ref: 5.2.1</p> <p>Action taken as confirmed during the inspection: Satisfactory written explanation for leaving previous care employment was included in recruitment records.</p>	Met

Action required to ensure compliance with The Nursing Agencies Minimum Standards, 2008		Validation of compliance
Area for improvement 1 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 Action taken as confirmed during the inspection: No events have occurred since the previous inspection that required notification to RQIA.	Met

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. The agency has not made any referrals to the NMC.

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.

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. 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. No complaints were received since the last inspection.

No incidents had occurred that required investigation under the Serious Adverse Incidents (SAI) procedure.

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 Statement of Purpose required updating, this was undertaken on the day of inspection and found to be satisfactory.

6.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mr William King, Registered Manager and Mr Alex Hashash, Operations Director, as part of the inspection process and can be found in the main body of the report.



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