

Pre-Registration Inspection Report 5 August 2021



Manor House Nursing Agency

Type of service: Nursing Agency
Address: 31 Baladoogh Lane, Cookstown, BT80 9JH
Telephone number: 028 8675 1681

www.rqia.org.uk

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: Manor House Nursing Agency	Applicant Registered Manager: Ms Pauline McDonald
Applicant Responsible Individual: Mr Michael Devlin	
Person in charge at the time of inspection: Mr Michael Devlin	
Manor House Nursing Agency has applied to be registered as a nursing agency. The agency's applicant responsible individual advised of their plans to provide registered nurses to independent sector nursing homes.	

2.0 Inspection summary

An announced pre-registration care inspection of Manor House Nursing Agency took place on 5 August 2021 between 10.30am and 1.30pm.

This inspection was underpinned by:

- The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Regulation and Improvement Authority (Registration) Regulations (Northern Ireland) 2005
- The Health and Personal Social Services (Quality, Improvement and Regulation) (2003 Order) (Commencement No. 4 and Transitional Provisions) Order (Northern Ireland) 2007
- The Regulation and Improvement Authority (Registration) (Amendment) Regulations (Northern Ireland) 2007
- The Regulation and Improvement Authority (Fees and Frequency of Inspections) (Amendment) Regulations (Northern Ireland) 2007
- The Nursing Agencies Regulations (Northern Ireland) 2005
- The Nursing Agencies Minimum Standards, 2008.

The inspection sought to assess an application submitted to RQIA for the registration of Manor House Nursing Agency as a nursing agency.

An application was also submitted for the registration of Mr Michael Devlin as the responsible individual and an application for Ms Pauline Mc Donald as the registered manager.

Areas of good practice were identified in relation to the agency's statement of purpose and service user guide and the proposed arrangements for staff training and the monthly quality monitoring process.

Areas for improvement were identified in relation to staff induction and a number of policies and procedures.

The findings of this report will provide the agency with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

Information has been gathered throughout the registration process. Scrutiny of this information means that registration of this Nursing agency is being considered from a care perspective.

3.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- Statement of Purpose
- Service User Guide
- Finance management arrangements
- Application for registration as person responsible for carrying on an establishment or agency
- Application for registration as the manager of an establishment or agency

The following records were examined during the inspection:

- A range of policies and procedures
- Statement of purpose
- Service user guide
- Referral/enquiry form
- Staff recruitment policy and procedure
- Staff handbook
- Policy and procedure on Review and reassessment of nurses (including supervision and appraisal of staff)
- Confirmation with the Nursing and Midwifery Council (NMC) the registration status of nurse procedure
- Training policy and procedure
- Adult safeguarding policy and procedure
- Whistleblowing policy and procedure
- Management of records policy and procedure
- Complaints policy and procedure
- Quality monitoring policies and procedures
- Reporting notifiable events to RQIA policy and procedure.

The findings of the inspection were provided to Mr Michael Devlin, applicant responsible individual, at the conclusion of the inspection.

4.0 Inspection findings

Operational

The agency's statement of purpose and service user guide were submitted to RQIA prior to the inspection. The agency proposes to supply registered nurses into independent sector nursing homes in the local area. We discussed with the person in charge the need to ensure that the contact details of RQIA are updated to reflect the recent change of address; this will be reviewed at the next inspection.

The agency's complaints policy and procedures were examined and were in accordance with the regulations and standards; a system for recording complaints had also to be developed.

It was established that a number of policies and procedures are required to be reviewed and updated. An area for improvement has been identified in this regard.

The agency's arrangements for safeguarding service users were discussed; it was noted that the policy reflects the regional policy is required to be reviewed and updated to reflect the regional policy 'Adult Safeguarding Prevention and Protection in Partnership', 2015. An area for improvement has been identified in this regard.

The agency has developed a child protection policy and there were plans in place to provide staff with training in adult safeguarding and child protection.

The applicant responsible individual was advised that the agency will be required to complete an adult safeguarding position report annually. We discussed the role of the Adult Safeguarding Champion (ASC); this will be carried out by the registered manager.

The proposed arrangements for quality assurance of the services provided by the agency were discussed. The agency has in place a system for completing quality monitoring audits and a monthly report will be developed. The person in charge described the processes the agency plans to implement to assist them in obtaining feedback of key stakeholders' on the quality of service provision such as obtaining service user feedback following the supply of a registered nurse and six monthly survey for staff. The person in charge stated that they plan to use the proforma developed by RQIA to complete the monthly report.

We viewed a quotation for the agency's indemnity insurance; the person in charge advised that the certificate of insurance would be provided to RQIA with the completed Quality Improvement Plan (QIP).

Staffing

The agency's recruitment of staff policy and procedure was examined and discussed during the inspection. While staff had not yet been recruited, the applicant registered individual demonstrated their knowledge of the regulations and standards with regard to the required pre-employment checks. The agency's recruitment documentation supported compliance with the regulations and standards.

The requirement for registered nurses to be registered with the NMC was discussed. It is planned that a computerised system will be developed to retain the information. It was identified

that there is a process for ensuring that the registration status of all nurses is monitored on a monthly basis when the agency becomes operational.

The agency has plans to provide all staff with a contract and the applicant registered individual was aware of their responsibility to ensure that an index of staff and service users is maintained and updated as necessary.

The agency's staff handbook was examined and found to be comprehensive outlining a range of information for staff in relation to their responsibilities.

Staff induction arrangements were discussed with the applicant responsible individual and responsible registered manager. They stated that they were in the process of developing the induction programme. An area for improvement has been stated in this regard.

It was established that the agency has in place a training and development plan which highlights a number of areas that are recorded as mandatory. The person in charge stated that all registered nurses will be required to complete a range of training as part of their initial induction programme and any required updates thereafter. It is planned that training provided to staff will be facilitated by an external training organisation.

The applicant registered individual was advised that staff are required to complete Deprivation of Liberty Safeguards (DoLS) training appropriate to their job roles. The applicant responsible individual or the applicant registered manager will be required to complete DoLS Level Three training as they will have oversight responsibilities within the agency in relation to DoLS. Records of staff training will be reviewed at the next inspection.

Staff supervision and appraisal arrangements were examined. It was noted that staff will receive quarterly supervision and annual appraisal and a proforma has been developed to record the details of the meetings.

Service user

The arrangements for providing service users with the details of staff to be provided were discussed. The inspector was advised that service users will receive relevant information relating to the registered nurse to be provided prior to placement.

The agency's referral arrangements and details of the information required by the agency in relation to the supply of a nurse were discussed. The referral information required includes details of the knowledge, skills and experience required by individual service users. The person in charge stated that staff will be provided with details of their responsibilities prior to being supplied for work. Staff will be required to receive induction/orientation at the commencement of each placement.

A service user guide has been developed and was reviewed.

The agency will maintain an alphabetical list of service users.

5.0 Fit Person interview

Providers of regulated establishments require to be registered with RQIA in accordance with Article 12 of The Health and Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, as it is an offence to carry on an establishment of any description without being registered in respect of it.

Mr Michael Devlin submitted an application to RQIA to become the registered responsible individual of Manor House Nursing Agency. The relevant information, supporting documentation and appropriate fees accompanied the application.

Ms Pauline McDonald submitted an application to RQIA to become the registered manager of Manor House Nursing Agency. The relevant information, supporting documentation and appropriate fees accompanied the application.

A fit person interview was undertaken on 5 August 2021, discussions with Mr Michael Devlin indicated that he had an understanding of his roles and responsibilities as a registered person under the relevant legislation and minimum standards. The following issues were discussed:

- Responsibilities under the Nursing Agencies Regulations (Northern Ireland) 2005
- Responsibilities under the Nursing Agencies Minimum Standards, 2008.
- Responsibilities under health and safety legislation
- Recruitment responsibilities
- The management of complaints
- Notification of untoward events to RQIA and other relevant bodies
- Quality assurance measures to monitor and improve practice as appropriate
- Safeguarding adults and children
- Adherence to professional codes of conduct

Registration of Mr Michael Devlin with RQIA as responsible individual is under consideration.

Registration of Ms Pauline McDonald with RQIA as registered manager is under consideration.

6.0 Conclusion

Based on the inspection findings three areas for improvement were identified in relation to staff induction, and policies and procedures.

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, 2008.

	Regulations	Standards
Total number of Areas for Improvement	0	3

Areas for improvement and details of the Quality Improvement Plan were discussed with Mr Michael Devlin, applicant responsible individual, 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 Minimum Standards, 2008.	
<p>Area for improvement 1</p> <p>Ref: Standard 2</p> <p>Stated: First time</p> <p>To be completed by: Immediate and ongoing from the date of inspection</p>	<p>The registered person shall ensure that:</p> <p>There are policies and procedures in place that direct the quality of services provided by the nursing agency.</p> <p>Policies and procedures as identified in Appendix 3 for the management of the nursing agency and supply of nurses are in place and in accordance with statutory requirements.</p> <p>Policies and procedures are centrally indexed and compiled into a policy manual.</p> <p>Policies and procedures are dated when issued, reviewed or revised.</p> <p>Policies and procedures are subject to a systematic three yearly review or as required, and the registered person ratifies any revision to, or introduction of, new policies and procedures.</p> <p>The registered person must ensure that the following policies are reviewed and updated: Staff induction and Management of Records and Information.</p> <p>Ref: 4.0</p>
	<p>Response by registered person detailing the actions taken: Staff Induction and Management of Records and Information Policy has now been reviewed and updated</p>
<p>Area for improvement 2</p> <p>Ref: Standard 9.1</p> <p>Stated: First time</p> <p>To be completed by: Immediate and ongoing from the date of inspection</p>	<p>The registered person shall ensure that Procedures for protecting vulnerable adults are in accordance with legislation, DHSSPS guidance, regional protocols and procedures issued by Health and Social Services Boards and HSC Trusts.</p> <p>This relates to the Adult safeguarding policy being updated to reflect the regional policy 'Adult Safeguarding Prevention and Protection in Partnership', 2015.</p> <p>Ref: 4.0</p>

	<p>Response by registered person detailing the actions taken: The Adult Safeguarding Policy has been reviewed and updated to reflect the Regional Policy, Adult Safeguarding Prevention in Partnership 2015</p>
<p>Area for improvement 3 Ref: Standard 6.1 Stated: First time To be completed by: Immediate and ongoing from the date of inspection</p>	<p>The registered person shall ensure that newly appointed staff complete structured orientation and induction.</p> <p>Ref: 4.0</p> <p>Response by registered person detailing the actions taken: New Comprehensive Induction Template has been developed for all newly recruited agency staff,</p>

**Please ensure this document is completed in full and returned via Web Portal*



The Regulation and
Quality Improvement
Authority

The Regulation and Quality Improvement Authority

7th Floor, Victoria House
15-27 Gloucester Street
Belfast
BT1 4LS

Tel 028 9536 1111

Email info@rqia.org.uk

Web www.rqia.org.uk

 [@RQIANews](https://twitter.com/RQIANews)

Assurance, Challenge and Improvement in Health and Social Care