

# Inspection Report

17 October 2023



## Pure Healthcare Group Limited

Type of Service: Nursing Agency

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[www.rqia.org.uk](http://www.rqia.org.uk)

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Assurance, Challenge and Improvement in Health and Social Care

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## 1.0 Service information

<b>Organisation/Registered Provider:</b> Pure Healthcare Group Ltd	<b>Registered Manager:</b> Mrs Hilda Abban
<b>Responsible Individual:</b> Mr. Tony Constantinides	<b>Date registered:</b> Registration pending
<b>Person in charge at the time of inspection:</b> Mrs Hilda Abban	
<b>Brief description of how the service proposes to operate:</b> This agency is a registered nursing agency which supplies nurses to a number of acute hospital settings in the Western Health and Social Care Trust (WHSCT) and the Northern Health and Social Care Trust (NHSCT)	

## 2.0 Inspection summary

An unannounced inspection took place on 17 October 2023 between 10.10 a.m. and 1.30 p.m. The inspection was conducted by a care inspector.

The inspection was focused to assess progress with the areas for improvement identified at the last care inspection and actions agreed following the serious concerns meeting held on 19 May 2023.

Service users expressed no concerns about the standard of the nurses supplied or the responsiveness of the agency.

The outcome of the inspection evidenced that the improvements made as result of the enforcement action have been significantly progressed. Two new areas for improvement were identified related to employment references and the competency assessment process. An area for improvement relating to the interview process was partially met and has been stated for the second time.

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.

To prepare for this inspection, we reviewed information held by RQIA about this agency. This included registration information, any previous areas for improvement identified, and any other written or verbal information received from service users.

A range of documents were examined to determine the effective systems were in place to manage the agency.

A poster was provided for staff detailing how they could complete an electronic questionnaire.

The findings of the inspection were discussed with the management team at the conclusion of the inspection.

### 4.0 What people told us about the agency?

As part of the inspection process we sought feedback directly from a number of service users. The information provided indicated that there were no concerns in relation to the agency.

There were no responses received 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?

Areas for improvement from the last inspection on 10 May 2023		
Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005		Validation of compliance
<b>Area for improvement 1</b>  <b>Ref:</b> Regulation 12 (1)(b)  <b>Stated:</b> First time	The registered person shall ensure that a robust system is developed and maintained which enables the manager to ensure that nurses are fit to work in the clinical area they are being supplied to; this should include effective and meaningful review of nurses' employment histories to ensure that their clinical experience in each speciality area is clearly quantified; and nurses are provided	<b>Met</b>

	with training relevant to the hospital/setting they are working in; and records of competency assessments maintained.	
	<b>Action taken as confirmed during the inspection:</b> There was evidence that this area for improvement was met.	
<b>Area for improvement 2</b>  <b>Ref:</b> Regulation 12 (2)  <b>Stated:</b> First time  <b>To be completed by:</b> Immediate from the date of the inspection	The registered person shall ensure that a robust interview process is developed and implemented, to ensure that nurses experience and training is appropriately matched to the hospital / setting they are being supplied to; accurate and detailed records of nurses' selection and recruitment interviews must be maintained and available at all times.	<b>Partially met</b>
	<b>Action taken as confirmed during the inspection:</b> Whilst there was evidence of significant improvements in relation to the interview process, this was not sufficiently robust. The area for improvement has been stated for the second time.	
<b>Area for improvement 3</b>  <b>Ref:</b> Regulation 12 (2) Schedule 2  <b>Stated:</b> First time	The registered person shall ensure that the nurses' employment histories include the reasons for leaving any previous employment	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> There was evidence that this area for improvement was met.	
<b>Area for improvement 4</b>  <b>Ref:</b> Regulation 19 (4)(6)(8)  <b>Stated:</b> First time  <b>To be completed by:</b> Immediate from the date of the inspection	The registered person shall ensure that a robust system is developed and implemented so as to ensure that every complaint is robustly investigated in a timely manner; the manager should regularly and meaningfully analyse all complaints to identify patterns/trends in order to drive any necessary improvements; complaints should be reviewed with a view to identifying any fitness to practice issues; and nursing staff should not be supplied until all concerns regarding their practice	<b>Met</b>

	are satisfactorily addressed and any identified training needs provided.	
	<b>Action taken as confirmed during the inspection:</b> There was evidence that this area for improvement was met.	
<b>Area for improvement 5</b>  <b>Ref:</b> Regulation 20 (1)(2)(3)(4)  <b>Stated:</b> First time	The registered person shall ensure that quality monitoring reports are robustly and comprehensively completed in keeping with Regulation; the reports must contain a time bound action plan; and must evidence meaningful and timely review by the manager and the Responsible Individual.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> There was evidence that this area for improvement was met.	
<b>Area for improvement 6</b>  <b>Ref:</b> Regulation 23 (1)(b)  <b>Stated:</b> First time	The registered person shall ensure that RQIA is notified of any change in manager in keeping with the Regulations.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> There was evidence that this area for improvement was met.	
<b>Action required to ensure compliance with The Nursing Agencies Minimum Standards, 2008</b>		<b>Validation of compliance</b>
<b>Area for improvement 1</b>  <b>Ref:</b> Standard 9.1  <b>Stated:</b> Second time	The registered person shall ensure the safeguarding policy and training includes the regional policy 'Adult Safeguarding Prevention and Protection in Partnership', 2015.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> There was evidence that this area for improvement was met.	
<b>Area for improvement 2</b>  <b>Ref:</b> Standard 6	The registered person shall ensure that the registered manager has completed training on Deprivation of Liberties level 3 Safeguarding (DoLS).	<b>Met</b>

<b>Stated:</b> First time	<b>Action taken as confirmed during the inspection:</b> There was evidence that this area for improvement was met.	
<b>Area for improvement 3</b>  <b>Ref:</b> Standard 6.5  <b>Stated:</b> First time	<p>The registered person shall ensure that all staff involved in the selection and recruitment of nurses have received training in selection and recruitment commensurate with their role and that such training is periodically reviewed in keeping with best practice and records retained.</p> <p><b>Action taken as confirmed during the inspection:</b> There was evidence that this area for improvement was met.</p>	<b>Met</b>

## 5.2 Inspection findings

Review of recruitment records identified that two references had been received. Whilst these had been provided from placements the nurses had worked in, there was no evidence that the agency had sought a reference from the previous employer. This related specifically to situations where the previous employer was another nursing agency. An area for improvement has been identified.

Review of records identified that whilst there was a competency assessment in place relating to the nurses' knowledge of medicine, this consisted solely of basic drug calculations. Advice was given in relation to the need for this to be further developed to ensure that it assessed the nurses' knowledge of medicines commonly used in the speciality area, to which they are being supplied. An area for improvement has been identified.

Discussion took place regarding the monthly quality report. Advice was given in relation to the need for the person undertaking the visits to focus on areas for improvement identified in the RQIA Quality Improvement Plan (QIP).

## 6.0 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)

	<b>Regulations</b>	<b>Standards</b>
<b>Total number of Areas for Improvement</b>	2*	1

\* the total number of areas for improvement includes one that has been stated for a second time.

The areas for improvement and details of the QIP were discussed with Mrs Hilda Abban, Registered Manager and Mr Tony Constantinides, 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 Regulations (Northern Ireland) 2005

#### Area for improvement 1

**Ref:** Regulation 12 (1)(b)

**Stated:** Second time

**To be completed by:**  
Immediate from the date  
of the inspection

The registered person shall ensure that a robust interview process is developed and implemented, to ensure that nurses experience and training is appropriately matched to the hospital / setting they are being supplied to; accurate and detailed records of nurses' selection and recruitment interviews must be maintained and available at all times.

Ref: 5.1

#### Response by registered person detailing the actions taken:

The registered person has developed and implemented a robust process for interviewing nurses.

All candidates will have a face to face interview with the Nurse Manager or by a suitably experienced person that has been adequately vetted by the Nurse Manager.

If the interview is being conducted by video call, the candidate is asked to show photographic ID and a screenshot is taken and held on file.

The interview process is comprised of 3 parts:

Part 1 builds a picture of the nurse's experience, work history including agency work and where they would like to work.

They are asked if they have been or are currently involved in any clinical/safeguarding incidents, if they have been referred to the NMC and or have any sanctions on their NMC PIN and if they have any current or previous criminal convictions.

Part 2 identifies a nurse's scope of practice. The nurse is asked to complete a scope of practice form prior to interview which identifies their clinical skillset and the areas they are competent to work in. This is discussed with the nurse and their scope of practice is agreed.

Part 3 the nurse is asked specific clinical questions based on their work history and the answers are scribed by the interviewer. This enables the interviewer to identify the nurse's level of competence in the area they wish to work.

Prior to the interview the nurse is asked to complete a competency assessment based on the area they wish to work. The assessment is discussed in detail and is used with the results of the interview to determine if the nurse will progress to the next stage of recruitment.

This information is essential to ensure nurse's are appropriately matched to the hospital setting they are being supplied. All interview documents are held on file. When a candidate is fully compliant they are sent a sign off email which details where they can work. This is shared with the



	booking team. They are then added to the active register. All recruitment and booking staff are aware that no-one can work if they are not on the active register.
<b>Area for improvement 2</b> <b>Ref:</b> Regulation 12 (2) <b>Stated:</b> First time <b>To be completed by:</b> Immediate from the date of the inspection	The registered person shall ensure that employment references are sought from the nurses' previous employer; this relates specifically where the nurses' previous employer is/was another nursing agency; and evidence of all attempts made to request such references must be retained for inspection purposes.  Ref: 5.2
	<b>Response by registered person detailing the actions taken:</b> The registered person will ensure that employment references are sought from any agencies that the nurse works for or has worked for, in addition to clinical references. Three attempts will be made to retrieve a reference from the nursing agency. Either the reference or evidence of the attempts will be held on file. The registered person recognises that it is essential to gain agency references as this gives an overarching insight in to the individual's performance.
<b>Action required to ensure compliance with The Nursing Agencies Minimum Standards, 2008</b>	
<b>Area for improvement 1</b> <b>Ref:</b> Standard 6 <b>Stated:</b> First time <b>To be completed by:</b> Immediate from the date of the inspection	The current medicines competency assessment should be further developed to ensure that it assesses the nurses' knowledge of medicines commonly used in the speciality area to which they are being supplied.  Ref: 5.2
	<b>Response by registered person detailing the actions taken:</b> The medication competency assessments have been further developed to assess a nurse's knowledge of the medications commonly used in the specialty the nurse will be supplied. Individual competency assessments have been designed for each speciality, each with specialty specific drug calculations and administration questions. The competency assessment will be completed prior to the interview and discussed with the nurse manager. It will be used along with the results of the interview to determine whether or not a candidate is suitable for the role.

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



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