

Inspection Report

Name of Service: Healthcare DNA Limited

Provider: Healthcare DNA Limited

Date of Inspection: 10 April 2025

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:	Healthcare DNA Limited
Responsible Individual:	Mr Alexandru Mitu
Registered Manager:	Mrs Ann Bannister
<p>Service Profile: This is a nursing agency which operates from an office located in Ballymena, Northern Ireland. The agency supplies a small number of registered nurses to care homes, including the registered manager and the responsible individual, who are also registered nurses.</p> <p>Healthcare DNA Limited also acts as a Recruitment Agency and supplies Health Care Assistants (HCA) to various healthcare settings. RQIA does not regulate Recruitment Agencies.</p>	

2.0 Inspection summary

An unannounced inspection took place on 10 April 2025, between 9.15 and 11.15 am by a care Inspector.

The inspection was undertaken to evidence how the agency is performing in relation to the regulations and standards; and to assess progress with the areas for improvement identified, by RQIA, during the last care inspection on 05 September 2023; and to determine if the agency is delivering safe, effective and compassionate care and if the service is well led.

The inspection found that the nurses provided safe, effective and compassionate care in the settings they were supplied to work in and that the agency was well led. Details and examples of the inspection findings can be found in the main body of the report.

It was evident that the nurses were well trained to deliver safe and effective care.

Service users said that they were satisfied with the standard of nurses supplied. Refer to Section 3.2 for more details.

As a result of this inspection all of the previous areas for improvement were assessed as having been addressed by the provider and no new areas for improvement were identified. Details can be found in the main body of this report.

3.0 The inspection

3.1 How we Inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how the agency was performing against the regulations and standards, at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the 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 the previous Quality Improvement Plan issued, registration information, and any other written or verbal information received from service users.

Throughout the inspection process inspectors seek the views of the service users, who use the nurses supplied by the agency; and review/examine a sample of records to evidence how the agency is performing in relation to the regulations and standards.

3.2 What people told us about the agency

Services users told us that the standard of the nurses supplied by the agency was 'excellent'. The nurses were described as being 'wonderful' and 'brilliant'. One care home manager described Healthcare DNA as 'one of the few agencies there are no problems with'.

3.3 Inspection findings

3.3.1 Staffing Arrangements (recruitment and selection, induction and training)

Safe staffing begins at the point of recruitment and continues through to staff induction, regular training and continued supervision and support.

Review of the agency's staff recruitment records confirmed that all pre-employment checks, including criminal record checks (AccessNI), were completed and verified before staff members commenced employment and had direct engagement with service users.

A review of the records confirmed that all registered nurses were appropriately registered with the Nursing and Midwifery Council (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 interview process was reviewed and written records were retained by the agency of the nurses' capability and competency in relation to their job role.

All nurses must maintain their registration for as long as they are in practice. This includes renewing their registration and completing Post Registration Training and Learning. Nurses got

the opportunity to discuss the post registration training requirements during supervision and appraisal meetings.

Review of training records identified that all training had been completed and was up to date.

Review of records confirmed that the agency sought feedback on the nurses' practice on a regular basis.

3.3.2 Quality of Management Systems

There has been no change in the management of the agency since the last inspection. Mrs Ann Bannister has been the manager in this agency since 17 November 2022.

Review of a sample of records evidenced that a robust system for reviewing the quality of care, other services and staff practices was in place. This included monthly quality monitoring reports and an annual quality report, which were completed in detail.

Appropriate processes were in place to manage any incidents and complaints.

Agencies are required to have a person known as the Adult Safeguarding Champion (ASC), who has responsibility for implementing the regional protocol and the agency's adult safeguarding policy. The manager was identified as the agency's ASC. It was established that good systems and processes were in place to manage the safeguarding and protection of adults at risk of harm. The annual safeguarding position report had been completed.

There was evidence that the agency responded to any concerns, raised with them or by their processes, and took measures to improve practice and/or the quality of services provided by the agency, as necessary.

4.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mrs Ann Bannister, Manager and Mr Alexandru Mitu, Responsible Individual, as part of the inspection process and can be found in the main body of the report.



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