

Inspection Report

16 June 2023



Frontline Recruitment Group Ltd

Type of Service: Nursing Agency
Address: 21 James Street South, Belfast, BT2 7GA
Telephone Number: 028 9033 9968

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

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| Registered Provider: Frontline Recruitment Group Ltd | Registered Manager: Ms Melissa Jessica Rice |
| Responsible Person: Mr Jonathon St.Clare | Date Registered: 9 August 2022 |
| Persons in charge at the time of inspection: Ms Melissa Jessica Rice | |
| Brief description of how the service proposes to operate: Frontline Recruitment Group Ltd is currently supplying registered nurses to the five local Health and Social care (HSC) Trust's within Northern Ireland. | |

2.0 Inspection summary

An announced inspection was undertaken on 16 June 2023 between 10.10 a.m. and 3.00 p.m. 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), Dysphagia management and the system for the retention of records were also reviewed.

Whilst good practice was identified in relation to staff training and the monitoring of nurses' registrations with the Nursing and Midwifery Council (NMC), concerns were identified in regards to current recruitment practices and pre-employment checks for staff registering with the agency. At the conclusion of the inspection, detailed feedback was provided to the Responsible Individual and the Registered Manager. Following the inspection, an action plan was provided to RQIA outlining the actions taken or planned to address the matters identified.

In response to this, RQIA invited the Responsible Individual and the Registered Manager to a meeting on 29 June 2023 to provide feedback on the inspection findings and to discuss how identified deficits were to be addressed. RQIA was provided with adequate assurances that the identified issues were being addressed in a robust and timely manner.

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 for service users and staff on how they could provide feedback on the quality of service provided. This included an electronic survey.

4.0 What people told us about the agency?

As part of the inspection process we spoke with a number of registered nurses. The information provided indicated that there were no concerns in relation to the agency.

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 a pre-registration inspection undertaken on 9 June 2022 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?

Mr Jonathan St Clare is the responsible individual for two nursing agencies, both of which are registered with RQIA. A review of Frontline Recruitment Group Ltd staff recruitment records identified that the agency had undertaken the required recruitment process and completed pre-employment checks for any nurse applying to be registered with the agency who had not previously been registered for supply by the other nursing agency of which Mr Jonathan St Clare is the Registered Individual. The information was stored electronically and the process was noted to be robust.

However, it was noted that a number of nurses who were registered with the other nursing agency of which Mr Jonathan St Clare is the Registered Individual had applied to Frontline Recruitment Group Ltd. It was identified that for those individuals the agency had not undertaken a face to face interview or requested an updated medical declaration proforma be completed. There was evidence that all other required recruitment information and pre-employment checks had been completed satisfactorily. It was noted that face to face interviews and occupational health checks had been completed for these staff when they applied and were registered with the other registered nursing agency.

These matters were discussed with the responsible individual and the manager at the conclusion of the inspection and in addition, at a meeting held by RQIA on 29 June 2023. Assurances were provided that actions had been taken or were planned to address the matters identified. An area for improvement has been identified in this regard.

5.2.2 What are the arrangements to ensure robust managerial oversight and governance?

A review of the records confirmed that all registered nurses being supplied were appropriately registered with the NMC. Information regarding registration details, renewal and revalidation dates was monitored by the manager in conjunction with the agency's compliance team; this system was reviewed and found to be in compliance with regulations and standards. There is a system in place for retaining a record of any referrals that need to be made by the agency to the NMC.

It was good to note that there is a system in place to ensure that registered nurses receive appropriate supervision on a six monthly basis and annual appraisal; dates are to be arranged and this will be reviewed at the next inspection. There is a system for retaining a record of staff supervision.

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 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 is a system in place for retaining details of any referral made in regard to Adult safeguarding; records viewed indicated that no referrals had been made since the last inspection.

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. We discussed with the manager the need to enhance the proforma to include matters such as recruitment, staff misconduct, training and revalidation.

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.

There is a process in place for managing incidents that occur involving nurses supplied by the agency; records viewed indicated that they had been managed appropriately. No incidents had occurred that required investigation under the Serious Adverse Incidents (SAIs) or Significant Event Audits (SEAs) procedures

The alphabetical list of staff currently registered with the agency was up to date and was retained electronically.

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.

6.0 Quality Improvement Plan/Areas for Improvement

An area for improvement has been identified where action is required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005.

| | Regulations | Standards |
|--|-------------|-----------|
| Total number of Areas for Improvement | 1 | 0 |

The area for improvement and details of the QIP were discussed with Ms Melissa Rice, Registered Manager and, 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 | |
| <p>Area for improvement 1</p> <p>Ref: Regulation 12.(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 a robust recruitment process is implemented for all nurses applying to be registered with the nursing agency.</p> <p>Ref: 5.2.1</p> <hr/> <p>Response by registered person detailing the actions taken: Following the findings from the Frontline Recruitment Group Inspection, our Registered Manager Melissa Rice reacted immediately to resolve the issues raised.</p> <p>The nurses presented to RQIA Inspector Joanne Faulkner on the day of inspection who had been cleared for Frontline Recruitment Group were reviewed again. Those who did not receive a face-to-face video meeting with a Nurse Manager or who had not completed a health declaration during the registration process, were made non-compliant on our system with immediate effect. This resulted in those nurses not being able to book shifts until a face-to-face meeting and health declaration had been completed.</p> <p>All Nurse Managers in the company, for a period of 3 weeks prioritised meeting all relevant candidates face-to-face as well as ensuring that they had completed a "Statement of Eligibility" health check before they could be placed into any shifts with Frontline.</p> <p>Our robust IT systems enabled us to complete this task accurately and in a timely manner. On the day of the inspection (16th June 2023), 416 nurses had been cleared to work for Frontline Recruitment Group. Following our action plan to rectify the issues raised, by the 7th July 2023, we had reviewed and cleared all candidates, ensuring that both health declarations and face-to-face meetings had been completed.</p> <p>Frontline Recruitment Group will ensure that all RQIA minimum standards are adhered to in the future.</p> <p>Jonathan St Clare Responsible Person</p> |

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