

Inspection Report

20 August 2024



CLYN Group 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: Clyn Group Limited | Registered Manager: Miss Catherine Marie McCorry |
| Responsible Individual: Mr. Chijioke James Attah | Date registered: 8 April 2022 |
| Person in charge at the time of inspection: Registered Manager | |
| Brief description of the agency operates: Clyn Group Ltd is registered with RQIA as a Nursing Agency and currently supplies registered nurses to a range of nursing and residential care homes throughout Northern Ireland. The agency operates from an office located in Belfast. Clyn Group Ltd also acts as a Recruitment Agency and supplies Health Care Assistants (HCAs) to various healthcare settings. RQIA does not regulate Recruitment Agencies. | |

2.0 Inspection summary

An announced inspection was undertaken on 20 August 2024 between 10.05 a.m. and 1.45 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. Complaints, whistleblowing, and the system for retaining records were also reviewed.

Good practice was identified in relation to the monitoring of nurses' registrations with the Nursing and Midwifery Council (NMC). There were good governance and management arrangements in place.

One area for improvement was identified in relation to the agency's Service User's Guide.

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.

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?

The information provided by service users and reviewed during the course of the inspection indicated there were no concerns regarding the standard of nurses provided by 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 undertaken on 6 April 2023 by a care inspector. A Quality Improvement Plan (QIP) was issued. This was approved by the care inspector and was validated during this inspection.

| Areas for improvement from the last inspection on 6 April 2023 | | |
|--|--|--------------------------|
| Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005 | | Validation of compliance |
| Area for Improvement 1 Ref: Regulation 14 (2) (a) Stated: Second time To be completed by: Immediate from the date of the inspection | <p>The registered person shall ensure that the policy on supervision is reviewed to reflect good practice in this area.</p> <p>This relates specifically to clarifying the frequency of staff supervision and retaining supervision records of staff on long term placements.</p> <p>Action taken as confirmed during the inspection: A review of the Supervision Policy evidenced that this area for improvement had been addressed.</p> | 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.

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. This training included Deprivation of Liberties Safeguards (DoLS), adult safeguarding and Dysphagia 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. It was positive to note that the agency had a Safeguarding Log in place.

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.

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure.

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

The alphabetical list of staff employed by the agency was up to date.

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.

A review of the agency's Service User Guide evidenced that it was not reflective of Regulation and Standards. An area of improvement has been stated in the regard.

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 Miss Cathy McCorry, Registered Manager, 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 6(a) Stated: First time To be completed by: Immediate and ongoing from the date of inspection | The registered person shall keep the Service User's Guide under review. Ref: 5.2.2 |
| | Response by registered person detailing the actions taken: The Service User's Guide and been reviewed in line with the Regulations. |

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