

# Post-Registration Inspection Report

26 September 2024



## Florence

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

<b>Organisation/Registered Provider:</b> Florence	<b>Registered Manager:</b> Ms Mayvelyn Talag
<b>Responsible Individual:</b> Mr Dan Blake	<b>Date registered:</b> Acting – registration pending
<b>Person in charge at the time of inspection:</b> Mr Charles Armitage (Chief Executive Officer)	
<b>Brief description of how the agency operates:</b>  Florence is registered with RQIA as a Nursing Agency and currently supplies registered nurses to non-statutory health and social care Providers within Northern Ireland. The agency operates from an office located in Belfast.  Florence Nursing Agency also acts as a Recruitment Agency and supplies Health Care Assistants (HCA) to various healthcare settings. RQIA does not regulate the HCA element of the nursing agency.	

## 2.0 Inspection summary

An announced post-registration inspection was undertaken on 26 September 2024 between 9.30 a.m. and 2.00 p.m. The inspection was conducted by two care inspectors.

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 arrangements. The reporting and recording of accidents and incidents, complaints, whistleblowing, Deprivation of Liberty Safeguards (DoLS), service user involvement, restrictive practices, Dysphagia management and Covid-19 guidance was also reviewed.

There were no areas for improvement identified during this inspection.

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

For the purposes of the inspection report, the term 'service user' describes the care homes into which Florence supplies registered nursing staff.

### 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.

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

During the inspection and as part of the inspection process we spoke with a number of service users and registered nurses.

The information provided indicated that there were no concerns in relation to the agency.

Comments received included:

#### **Service users' comments:**

- "I had no issues with Florence nurses."
- "Some are good, some not so good. We have several nurses block booked."
- "The nurses are OK. The training is good and up to date."
- "I can reject the nurse on the app."

#### **Registered Nurses' comments:**

- "I am happy with the agency and hope they can provide plenty of shifts."
- "I have never had any problems with training or payment."
- "I have only done a few shifts with this agency and no issues so far."

A number of registered nurses responded indicating that they felt 'very satisfied' in relation to the training and support provided to them by the agency.

## 5.0 The inspection

### 5.1 Inspection findings

#### 5.1.1 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), references and employment histories were completed and verified before registered nurses were supplied to various health care settings.

#### 5.1.2 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 noted to be in compliance with regulations and standards. The manager was aware of the need to retain records of any referrals the agency made to the NMC.

It was positive to note that there was a system in place by the Manager for ensuring that registered nurses received formal supervision in accordance with the agency's policies and procedures and following guidance from the NMC. The Manager was aware that records of clinical supervisions were to be retained.

There was a system in place to ensure that the registered nurses were placed into settings where their skills, knowledge and competencies appropriately matched the needs of patients within those settings. The manager had introduced a skills checklist which she would complete at interview which allows the skillset of the nurse to be recorded in a timely manner.

Registered nursing staff received training in areas such as: Deprivation of Liberty Safeguards (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 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. Where complaints were received since the last inspection, these had been appropriately managed and reviewed as part of the agency's quality monitoring process. The Manager had a good oversight of complaints/incidents.

The Manager reported that 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.

The Manager had submitted an application to RQIA for registration as manager; this will be reviewed in due course.

## **6.0 Quality Improvement Plan/Areas for Improvement**

This inspection resulted in no Areas for Improvement being identified.

Findings of the inspection were discussed with Ms Mayvelyn Talag (Manager), Mr. Charles Armitage (Chief Executive Officer), Mr Andy Butcher (Area Manager Northern Ireland), Mrs Caroline Hayes (Head of Governance), Mrs Anna McLeod (Compliance Manager), Mr Flav Mos (Candidate Manager Northern Ireland) and can be found in the main body of the report.



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