

# Announced Care Inspection Report 26 February 2019



## Angels Recruitment Agency Ltd

Type of Service: Nursing Agency  
Address: 77 Creggan Road, Rosemount, Londonderry, BT48 9DA  
Tel No: 07732833407  
Inspector: Michele Kelly

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

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, standards and best practice.

## 1.0 What we look for



## 2.0 Profile of service

Angels Recruitment Agency Ltd operates from premises on the Creggan Road, Londonderry. The inspector was advised that the agency currently supplies two registered nurses into one residential home and that their role within the home is as senior support workers.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Angels Recruitment Agency Ltd  <b>Responsible Individual:</b> Mr Daniel James Duddy	<b>Registered Manager:</b> Mr John Martin Jackson (acting)  .
<b>Person in charge at the time of inspection:</b> Mr John Martin Jackson	<b>Date manager registered:</b>  Mr John Martin Jackson (acting)  – application not yet submitted

### 4.0 Inspection summary

An announced inspection of Angels Recruitment Agency Ltd took place on 26 February 2019 from 10.15 to 10.45 hours. The agency received notice of the inspection prior to the inspection day, this was due to the fact the agency office is not staffed at all times due to the agency size.

The inspection sought to assess progress with any issues raised during and since the previous inspection.

This inspection was underpinned by the Nursing Agencies Regulations (Northern Ireland) 2005, the Nursing Agencies Minimum Standards, 2008.

### 4.1 Inspection outcome

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

Details of the Quality Improvement Plan (QIP) within the last operational report dated 06 December 2016 and which had not been met were discussed with Mr Daniel Duddy, Registered Person, and the manager as part of the inspection process. The matters could not be reviewed at this inspection for compliance as the agency remains non-operational at this time. The inspector informed both the registered person and the manager that should the agency become operational then all matters would be required to be in compliance with the Nursing Agencies Regulations (Northern Ireland) 2005, the Nursing Agencies Minimum Standards, 2008.

Enforcement action resulted from the findings of this inspection.

The enforcement policies and procedures are available on the RQIA website.

[https://www.rqia.org.uk/who-we-are/corporate-documents-\(1\)/rqia-policies-and-procedures/](https://www.rqia.org.uk/who-we-are/corporate-documents-(1)/rqia-policies-and-procedures/)

Enforcement notices for registered establishments and agencies are published on RQIA's website at <https://www.rqia.org.uk/inspections/enforcement-activity/current-enforcement-activity> with the exception of children's services.

#### **4.2 Action/enforcement taken following the most recent care inspection dated 15 February 2018.**

Other than those actions detailed in the QIP dated 06 December 2016 no further actions were required to be taken following the most recent inspection on 15 February 2018.

#### **5.0 How we inspect**

Prior to inspection the inspector analysed the following records:

- previous inspection report and QIP dated 06 December 2016
- previous inspection report dated 15 February 2018

Specific methods/processes used in this inspection include the following:

- discussion with the registered person and agency manager
- evaluation and feedback

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

#### **6.0 The inspection**

Angels Recruitment Agency Ltd operates from premises on the Creggan Road, Londonderry. The inspector was advised that the agency currently supplies two registered nurses into one residential home and that their role within the home is as senior support workers. From discussions with the registered person and agency manager, it was evident that at the time of the inspection and since the previous inspection, the agency were not supplying nursing staff into settings where they would be working as nurses. The inspector was satisfied that this supply of staff was in the context of the agency's employment agency business and did not involve the supply of nurses into settings where they would be working as nurses.

Given the non-operation status of the agency as a nursing agency since the previous inspection and their intention at present not to supply nurses in regulated settings the inspector was unable to review those matters recommended during the previous inspection.

These matters will be carried forward to the next care inspection. The registered person and agency administrator were informed by the inspector that should the agency become operational again in the future that the matters previously stated will be reviewed to ensure compliance in accordance with the Nursing Agencies Regulations (Northern Ireland) 2005, the Nursing Agencies Minimum Standards, 2008.

The inspector would like to thank the registered person and the agency administrator for their support and co-operation throughout the inspection process.

## **6.1 Review of areas for improvement from the most recent inspection dated 15 February 2018**

This QIP will be validated by the care inspector at the next care inspection.

## **7.0 Quality improvement plan**

Areas for improvement identified during a previous inspection are detailed in the QIP. Details of the QIP were discussed with Mr Daniel James Duddy, registered person, and Mr John Jackson, manager as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all areas for improvement identified within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of the agency. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises RQIA would apply standards current at the time of that application.

## **7.1 Areas for improvement**

Areas for improvement have been identified in a previous inspection on 06 December 2016 where action is required to ensure compliance with the Nursing Agencies Regulations (Northern Ireland) 2005 and/or the Nursing Agencies Minimum Standards, 2008.

## **7.2 Actions to be taken by the service**

As matters in the previous QIP were not reviewed no response is required at this time.

## Quality Improvement Plan

### Action required to ensure compliance with The Nursing Agencies Minimum Standards, 2008

<p><b>Area for improvement 1</b></p> <p>Ref: Standard 2.2</p> <p>Stated: Second time</p> <p><b>To be completed by:</b> To commence at the time the agency becomes operational</p>	<p>The registered person should ensure that feedback from staff and clients is used to develop policies and procedures.</p> <p><b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next inspection.</b></p> <p><b>Response by registered person detailing the actions taken:</b> No response required at this time.</p>
<p><b>Area for improvement 2</b></p> <p>Ref: Standard 3.6</p> <p>Stated: Second time</p> <p><b>To be completed by:</b> To commence at the time the agency becomes operational</p>	<p>The registered person should keep a record of training carried out to include:</p> <ul style="list-style-type: none"> <li>• the dates of the training;</li> <li>• the name and qualification of the trainer or the training agency;</li> <li>• content of the training programme; and</li> <li>• the names and signatures of those attending the training event.</li> </ul> <p><b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next inspection.</b></p> <p><b>Response by registered person detailing the actions taken:</b> No response required at this time.</p>
<p><b>Area for improvement 3</b></p> <p>Ref: Standard 3.3and 3.4</p> <p>Stated: Second time</p> <p><b>To be completed by:</b> To commence at the time the agency becomes operational</p>	<p>The registered person should ensure that the following records for all nurses are accurate, up to date and available for inspection:</p> <ul style="list-style-type: none"> <li>• annual appraisals</li> </ul> <p><b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</b></p> <p><b>Response by registered person detailing the actions taken:</b> No response required at this time.</p>

<p><b>Area for improvement 4</b></p> <p><b>Ref:</b> Standard 1.2</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> To commence at the time the agency becomes operational</p>	<p>The registered person monitors the quality of services in accordance with the nursing agency’s written procedures and completes a monitoring report on a monthly basis. This report summarises the comments of people who use the service provided, and any actions taken by the registered person or the registered manager to ensure that the nursing agency is being managed in accordance with minimum standards.</p> <p><b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</b></p>
<p><b>Area for improvement 5</b></p> <p><b>Ref:</b> Standard 1.2</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> To commence at the time the agency becomes operational</p>	<p>Procedures for protecting vulnerable adults are in accordance with legislation, DHSSPS guidance, regional protocols and procedures issued by Health and Social Services Boards and HSC Trusts.</p> <p><b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</b></p>
	<p><b>Response by registered person detailing the actions taken:</b> No response required at this time.</p>
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