

Announced Care Inspection Report 06 December 2016



Angels Recruitment Agency Ltd

Type of service: Nursing Agency
Address: 77 Creggan Road, Rosemount, Londonderry, BT48 9DA
Tel no: 07732833407
Inspector: Amanda Jackson

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

1.0 Summary

An announced inspection of Angels Recruitment Agency Ltd took place on 06 December 2016 from 10.00 to 14.30 hours. The agency received notice of the inspection 24 hours 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.

1.1 Inspection outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	0

Details of the Quality Improvement Plan (QIP) within this report and which had not been met were discussed with Mr Daniel Duddy, Registered Person, Mr John Jackson, Manager (acting), and the agency administrator as part of the inspection process.

Enforcement action did not result from the findings of this inspection.

1.2 Actions/enforcement taken following the most recent care inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

2.0 Service details

Registered organisation/registered person: Angels Recruitment Agency Ltd/Mr Daniel James Duddy	Registered manager: Mr John Martin Jackson (Acting)
Person in charge of the agency at the time of inspection: Mr John Martin Jackson (Acting)	Date manager registered: N/A

3.0 Methods/processes

Prior to inspection the inspector analysed the following records:

- Previous inspection report

- Previous quality improvement plan (QIP)
- Record of notifiable events for 2015/2016
- Record of complaints notified to the agency.

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

- Discussion with the registered person, manager (acting) and agency administrator
- Consultation with one staff
- Consultation with one service user
- Examination of records
- File audits
- Evaluation and feedback.

During the inspection the inspector met with the registered person, the manager (acting) and the agency administrator and spoke with the one service user (a Health and Social Care Trust (HSCT) manager following the inspection.

During the day of inspection the inspector spoke with one nursing staff member to discuss their views regarding care and support provided by the agency, staff training and staffs general knowledge in respect of the agency. Staff feedback is contained within the body of this report.

The manager (acting) was provided with two questionnaires to distribute to the staff members for their completion. The questionnaires asked for staff views regarding the service, and requesting their return to RQIA. One staff questionnaire was returned to RQIA. The content of the questionnaire is discussed in the main body of the report.

Feedback received by the inspector during the course of the inspection and from the returned questionnaire is reflected throughout this report.

The following records were examined during the inspection:

- Statement of purpose
- Recruitment policy and procedure
- Two staff members' annual NMC checks
- Induction policy and procedure
- Staff supervision and appraisal policy
- Staff handbook
- Two staff training records
- Protection of Vulnerable adults policy and procedure
- Whistleblowing policy and procedure
- One vulnerable adult record
- Management of records policy
- Confidentiality and data protection policy
- Monitoring and auditing the quality of service policy and procedure
- Complaints policy and procedure.

4.0 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 manager (acting) and the registered person, 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 of the agency as a nursing agency since the previous inspection and their intention not to supply nurses in regulated settings this inspection only reviewed those matters recommended during the previous inspection.

All matters reviewed had not been met due to the non operational nature of the agency. The registered person and manager (acting) 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, manager (acting), the agency administrator, one agency staff member and the HSC trust service manager for their support and co-operation throughout the inspection process.

4.1 Review of requirements and recommendations from the most recent inspection dated 18 January 2016

The most recent inspection of the agency was an unannounced care inspection. The completed QIP was returned and approved by the care inspector.

4.2 Review of requirements and recommendations from the last care inspection dated 18 January 2016

Last care inspection recommendations		Validation of compliance
Recommendation 1 Ref: Standard 2.2 Stated: Second time	The registered person should ensure that feedback from staff and clients is used to develop policies and procedures.	Not Met
	Action taken as confirmed during the inspection: Discussion at inspection confirmed this has not taken place given that the agency has not been supplying nursing staff since the previous inspection.	

<p>Recommendation 2</p> <p>Ref: Standard 3.6</p> <p>Stated: Second time</p>	<p>The registered person should keep a record of training carried out to include:</p> <ul style="list-style-type: none"> • the dates of the training; • the name and qualification of the trainer or the training agency; • content of the training programme; and • the names and signatures of those attending the training event. 	<p>Partially Met</p>
<p>Action taken as confirmed during the inspection:</p> <p>Records reviewed for both staff members confirmed partial compliance with Standard 3.6. Dates of training were not recorded for all training sessions and one staff member had not attended all of the required training stated in the agency policy. Trainer profiles had not been completed for all trainers and the staff names and signatures were not fully completed for one staff member.</p> <p>Discussion at inspection confirmed this has not been fully completed given that the agency has not been supplying nursing staff since the previous inspection.</p>		
<p>Recommendation 3</p> <p>Ref: Standard 3.3 and 3.4</p> <p>Stated: Second time</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"> • annual appraisals. 	<p>Not Met</p>
<p>Action taken as confirmed during the inspection:</p> <p>Discussion at inspection confirmed this has not taken place given that the agency has not been supplying nursing staff since the previous inspection.</p>		
<p>Recommendation 4</p> <p>Ref: Standard 1.12</p> <p>Stated: First time</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>Not Met</p>

	<p>Action taken as confirmed during the inspection: Discussion at inspection confirmed this has not taken place given that the agency has not been supplying nursing staff since the previous inspection.</p>	
<p>Recommendation 5 Ref: Standard 9.1 Stated: First time</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>Action taken as confirmed during the inspection: Discussion at inspection confirmed this has not taken place given that the agency has not been supplying nursing staff since the previous inspection.</p>	Not Met

Additional areas examined during inspection

Review of the statement of purpose confirmed compliance with Regulation 4 and Schedule 1.

5.0 Quality improvement plan

Any issues identified during this inspection were discussed with Mr Daniel Duddy, registered person, Mr John Jackson, manager (acting) and the agency administrator as part of the inspection process. The inspector advised that should the agency become operational in the future the matters detailed in this report will be reviewed to confirm compliance with the Nursing Agencies Regulations (Northern Ireland) 2005 and the Nursing Agencies Minimum Standards, 2008.

The registered provider/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all requirements and recommendations contained 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 Nursing 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.

This section outlines the actions which must be taken so that the registered provider meets legislative requirements based on Nursing Agencies Regulations (Northern Ireland) 2005.

5.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and the Nursing Agencies Minimum Standards, 2008. They promote current good practice and if adopted by the registered provider/manager may enhance service, quality and delivery.

5.3 Actions to be taken by the registered provider

The QIP should be completed and detail the actions taken to meet the legislative requirements and recommendations stated. The registered provider should confirm that these actions have been completed and return the completed QIP to agencies.team@rqia.org.uk for assessment by the inspector.

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 registered provider from their responsibility for maintaining compliance with the regulations and standards. It is expected that the requirements and recommendations outlined in this report will provide the registered provider with the necessary information to assist them to fulfil their responsibilities and enhance practice within the service.

5.0 Quality improvement plan

There were no issues identified during this inspection, and a QIP is neither required, nor included, as part of this inspection report.

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