

Announced Care Inspection Report 15 February 2018



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

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

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 Daniel James Duddy	Date manager registered: N/A

4.0 Inspection summary

An announced inspection of Angels Recruitment Agency Ltd took place on 15 February 2018 from 10.00 to 10.45 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.

4.1 Inspection outcome

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

Details of the Quality Improvement Plan (QIP) within the previous report dated 06 December 2016 and which had not been met were discussed with Mr Daniel Duddy, Registered Person, and the agency administrator 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 agency administrator 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 did not result from the findings of this inspection.

4.2 Actions/enforcement taken following the most recent care inspection

Other than those actions detailed in the previous QIP dated 06 December 2016 there were no further actions required to be taken following the last inspection.

5.0 How we inspect

Prior to inspection the inspector analysed the following records:

- previous inspection report dated 06 December 2016
- record of notifiable events for 2016/2017
- record of complaints notified to the agency

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

- discussion with the registered person and agency administrator
- examination of the statement of purpose
- evaluation and feedback

During the inspection the inspector met with the registered person and the agency administrator.

The following record was examined during the inspection:

- Statement of purpose

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 administrator, 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 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 requirements and recommendations from the previous inspection dated 06 December 2016

The most recent inspection of the agency was an announced care inspection.

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

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

Last care inspection recommendations		Validation of compliance
<p>Recommendation 1 Ref: Standard 2.2 Stated: Second time</p>	<p>The registered person should ensure that feedback from staff and clients is used to develop policies and procedures.</p> <hr/> <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
<p>Recommendation 2 Ref: Standard 3.6 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. <hr/> <p>Action taken as confirmed during the inspection: Discussion at inspection confirmed this has not been progressed given that the agency has not been supplying nursing staff since the previous inspection.</p>	Not Met

<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>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>Not Met</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>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>Not Met</p>
<p>Recommendation 5</p> <p>Ref: Standard 9.1</p> <p>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>	<p>Not Met</p>

Additional areas examined during inspection

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

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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