

Inspection Report

24 August 2022



First Choice Selection Services

Type of service: Nursing Agency
Address: Cathedral Terrace, 23 Church Street, Belfast, BT1 1PG
Telephone number: 028 9031 3693

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Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

<p>Organisation/Registered Provider: First Choice Selection Services Ltd</p> <p>Responsible Individual: Mr Paul Creen</p>	<p>Registered Manager: Ms Lauren Qaddouhi (Acting)</p> <p>Date registered: Acting Manager</p>
<p>Person in charge at the time of inspection: Senior Healthcare Manager</p>	
<p>Brief description of the agency operates:</p> <p>First Choice Selection Services Ltd is a nursing agency which supplies registered nurses to a range of settings. These include Health and Social Care Trust (HSCT) facilities and care homes.</p>	

2.0 Inspection summary

An announced inspection was undertaken on 24 August 2022 between 9.30 a.m. and 1.30 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 training and supervision.

Adult safeguarding arrangements, complaints, whistleblowing, and the system for retaining records were also reviewed; this included the system for managing alerts issued by the Chief Nursing Officer (CNO).

An area for improvement identified related to quality monitoring.

Good practice was identified in relation to the monitoring of nurses registrations with the Nursing and Midwifery Council (NMC).

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?

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:

- "They provide a specialist nurse, who is very competent."
- "Nurse did not verbally report details on one occasion, but when pointed out, this did not reoccur."
- "No concerns or complaints."
- "No issues or concerns raised, the nurse works in various departments of the hospital."

Registered Nurses' comments:

- "Management are very good, very approachable."
- "I am confident if I had any issues, they would be dealt with in a timely and confidential manner."
- "Training is brilliant."

- “No issues or concerns about the agency.”

There were no responses to the questionnaires.

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 11 March 2021 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 11 March 2021		
Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005		Validation of compliance
<p>Area for improvement 1</p> <p>Ref: Regulation 14 (2)</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall ensure that each employee of the agency receives appropriate supervision.</p> <p>This relates specifically to, but is not limited to, the need to monitor nurses’ progression towards their NMC revalidation.</p>	<p>Met</p>
	<p>Action taken as confirmed during the inspection:</p> <p>Inspector confirmed that there is evidence of supervision of nursing staff taking place. The dates of the supervisions that have been undertaken and planned dates for supervision are recorded on a spreadsheet.</p>	

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.

The person in charge had a robust system in place to monitor alerts issued by the Chief Nursing Officer (CNO) for Northern Ireland. This indicated that the appropriate checks were undertaken before the registered nurses were employed.

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.

Records were retained of clinical supervisions that the registered nurses had availed of during long term placements.

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. Advice was given in relation to improvements to the skill matching documentation. Nurses were provided with training appropriate to the requirements of the settings in which they were placed.

The content of the Adult Safeguarding policy and training was reviewed and was noted to reflect the regional guidance in Northern Ireland.

It was good to note that none of the timesheets inspected, indicated that nurses were working excessive hours without adequate rest periods.

There were quality monitoring arrangements were reviewed. The quality monitoring report did contain reference to incidents, these had included medication errors and safeguarding referrals. The review of the quality monitoring reports found that there was no recorded engagement with service users or staff. The reports viewed did not include the name of the monitoring officer, date of completion or signature of the Responsible Person. The quality monitoring report did not contain any action plan or reference to the area for improvement identified. An area for improvement has been identified in relation to quality monitoring.

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure. Complaints received since the last inspection, were appropriately managed and were reviewed as part of the agency's quality monitoring process.

No incidents had occurred that required investigation under the Serious Adverse Incidents (SAIs) or Significant Event Audits (SEAs) procedures.

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

The agency's registration certificate was up to date and displayed appropriately along with current certificates of public and employers' liability insurance.

6.0 Conclusion

Based on the inspection findings, one area for improvement was identified. Despite this, RQIA was satisfied that the agency was well led by the management team.

7.0 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 was discussed with the Responsible Individual and the person in charge 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	
<p>Area for improvement 1</p> <p>Ref: Regulation 20 (1)</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall maintain a system for reviewing at appropriate intervals the quality of services provided by the agency. The registered person shall complete a monitoring report on a monthly basis. This report summarises the comments of people who use the services and/or their representatives about the quality of 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>The reports must be submitted to RQIA no later than five days after the last day of the month until further notice.</p> <p>Ref: 5.2.2</p> <p>Response by registered person detailing the actions taken: First Choice has developed new monthly monitoring report forms, submitted these to RQIA and received approval for the use of these. First Choice has implemented a plan of action and scheduled dates for reviewing at appropriate intervals the quality of services provided by the agency and to complete the monthly monitoring reports. First Choice submitted, in a timely manner, the monthly monitoring reports for August 2022 and received approval for these. First Choice will continue to submit reports to RQIA until further notice.</p>

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The Regulation and Quality Improvement Authority

7th Floor, Victoria House
15-27 Gloucester Street
Belfast
BT1 4LS

Tel 028 9536 1111
Email info@rqia.org.uk
Web www.rqia.org.uk
Twitter @RQIANews