



The Regulation and  
Quality Improvement  
Authority

MPA Healthcare  
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**Announced Care Inspection  
of  
MPA Healthcare**

**31 March 2016**

**The Regulation and Quality Improvement Authority  
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT  
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## 1. Summary of Inspection

An unannounced care inspection took place on 31 March 2016 from 10.00 to 13.00. Overall on the day of the inspection the agency was found to be delivering safe, effective and compassionate care. No areas for improvement were identified. This inspection was underpinned by The Nursing Agencies Regulations (Northern Ireland) 2005, and The DHSPSS The Nursing Agencies Minimum Standards (2008).

### 1.1 Actions/Enforcement Taken Following the Last Inspection

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

### 1.2 Actions/Enforcement Resulting from this Inspection

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

### 1.3 Inspection Outcome

This inspection resulted in no requirements or recommendations being made. Findings of the inspection can be found in the main body of the report.

## 2. Service Details

<b>Registered Organisation/Registered Provider:</b> MPA Healthcare/Mary Pat O'Kane	<b>Registered Manager:</b> Kieran Philip McLaughlin
<b>Person in Charge of the Agency at the Time of Inspection:</b> Kieran Philip McLaughlin	<b>Date Registered:</b> 15 October 2015
<b>Number of Service Users in Receipt of a Service on the Day of Inspection:</b> 45	<b>Number of Registered Nurses, Health Visitors and Midwives on the Agency's Books:</b> 23

MPA Healthcare operates as a healthcare recruitment agency to institutions and organizations that require the services of registered nurses, support workers, care assistants and ancillary staff. MPA Healthcare operates out of four offices throughout Northern Ireland and provides 24 hour healthcare. The head office is in Derry with three branch offices, one in Coleraine, Omagh and Belfast. Kieran Philip Mc Laughlin is the Registered Manager of MPA Healthcare. Mrs Mary Pat O'Kane is the Registered Provider.

## 3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to establish the level of compliance achieved with respect to the following themes:

**Theme 1: Nurse Training - The agency has procedures in place to ensure all nurses are appropriately trained and qualified for their roles.**

**Theme 2: Vulnerable adults and children are protected from abuse.**

#### **4. Methods/Process**

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

- Discussion with the registered manager
- Review of records
- Evaluation and feedback.

**Prior to inspection the following records were examined:**

- Previous care inspection report
- Notifiable events submitted since the previous care inspection
- Written and verbal communication received since the previous care inspection.

**The following records were examined during the inspection:**

- Staff training and induction records
- Dates of staff supervision/appraisal
- Selected policies and procedures
- Accident and incident records
- Record of complaints
- Staff Handbook
- Quality monitoring feedback.

At the request of the inspector the manager was asked to distribute a number of questionnaires to staff for return to RQIA. Five questionnaires were returned.

The questionnaires indicated that the staff member was either satisfied or very satisfied with the following:

- The training provided by the agency in safeguarding vulnerable adults and children
- The training in professional development
- The information on how to report suspected, alleged or actual incidents of abuse
- Regular supervision

The inspector would like to thank the registered manager and staff for their support and co-operation throughout the inspection process.

## 5. The Inspection

### 5.1 Review of Requirements and Recommendations from Previous Inspection Dated 27 January 2015

Previous Inspection Recommendations		Validation of Compliance
<b>Recommendation 1</b> Ref: Standard 7.2	It is recommended that the registered manager ensures that the selection of nurses for supply to any setting is made by an identified nurse and is clearly documented.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> The inspector reviewed the documentation in place and was satisfied that the recommendation has been met.	

### 5.2 Theme 1: Nurse Training - The agency has procedures in place to ensure all nurses are appropriately trained and qualified for their roles.

#### Is Care Safe?

The agency's learning, training and development policy, 7 February 2014, outlines the procedure for induction the staff are required to undertake prior to employment; the comprehensive induction procedures include the following:

- Moving and handling
- Medication
- Lone working
- Infection control
- Fire safety
- Basic life support
- Safeguarding vulnerable adults and children
- Challenging behaviour

The registered manager stated that agency staff are not supplied to work until all the necessary pre-employment checks and documentation relating to training have been received and verified. The agency has a system in place for recording staff training. The manager stated that a record of training completed is maintained in individual staff files; records viewed indicated that staff have received the necessary mandatory training and updates. The registered manager could describe the procedure for informing staff when training updates are required and stated that staff are not provided to work if training updates have not been completed. Staff are required to complete an evaluation following training received; the registered manager could describe instances when staff are required to complete specific training to meet the needs of individual clients. The inspector noted comments by staff following training:

- "Very informative."
- "Training provided the latest policies and procedures."
- "I feel more confident doing my duties."
- "My role was clarified."

The manager could describe the methods used to obtain the views of service users regarding the quality of care provided; he stated that the agency have regular contact within each of the HSC Trust areas and that service users are encouraged to complete a feedback pro forma in relation to the staff provided; this was verified by records viewed by the inspector. The inspector noted some of the comments made by service users:

- "The staff in the office are very efficient and willing to help."
- "Well qualified staff."
- "Pleased with the service."
- "MPA staff have been an excellent addition to our team."

The registered manager could describe the process for addressing negative feedback received by the agency.

#### **Is Care Effective?**

Prior to employment agency staff are required to complete mandatory training; a record of training completed is maintained. Staff are provided with a staff handbook and have access to the agency's policies and procedures.

It was noted that staff are required to complete an annual appraisal. The registered manager stated that training and development is discussed during the appraisal meeting and a plan developed to address identified training needs.

The registered manager stated that service users are informed of the process for contacting the agency to discuss concerns in relation to the competency of staff provided; they could describe the process for engaging with service users with regard to receiving feedback as to the competency of staff provided.

The registered manager stated that when concerns relating to a staff member are identified the agency will address the concerns with the individual immediately and whilst the process is ongoing the staff member would not be provided to work.

#### **Is Care Compassionate?**

The agency has a process for obtaining the views of service users; the registered manager described the process for engaging regularly with the relevant service users in order to obtain feedback. It was noted from records viewed that this process involves issuing a progress report for each staff member provided. In addition, it was identified that the agency has a mechanism for obtaining the views of service users in relation to the administration process.

## Areas for Improvement

There were no areas for improvement identified in this theme.

Number of Requirements	0	Number Recommendations:	0
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### 5.3 Theme 2: Vulnerable adults and children are protected from abuse.

#### Is Care Safe?

The agency's policy for safeguarding of vulnerable adults and protection of children was viewed. It outlines the procedures to be followed and makes relevant reference to current legislation, recently updated DHSSPS guidance and regional protocols issued by the Health and Social Services Board.

The registered manager stated that staff receive training in protection of vulnerable adults and safeguarding children during the induction programme provided, and in subsequent training they receive updates that staff are required to complete. The inspector viewed records of induction and training which indicated that staff have received appropriate training.

The agency's staff handbook and "Managing Allegations of Abuse Policy" detail the necessary actions staff are required to take in the event of any suspected, alleged or actual incidents of abuse being identified.

The registered manager could describe the process for reporting of any incidents of suspected, alleged or actual abuse and the mechanism for liaising with the appropriate bodies in relation to any investigation they may be required to be involved in.

#### Is Care Effective?

It was identified that staff receive safeguarding vulnerable adult training during induction; it includes information in relation to types and indicators of abuse and the agency's policy and procedures in relation to protection of vulnerable adults and children. Refresher training is provided for staff. Records viewed indicate that staff provided by the agency have received the relevant training.

The registered manager could describe safeguards implemented by the agency to ensure vulnerable adults, children and young people are protected from abuse. This included the arrangements in place that ensure all necessary pre-employment checks are completed and considered and that staff provided have received relevant training.

The registered manager described his role and responsibility regarding reporting and investigation in the event of an allegation of abuse being made and the processes for engaging with the health and social care trusts.

#### Is Care Compassionate?

The registered manager stated that, prior to placement, agency staff nurses were provided with the relevant information to ensure they are aware of the appropriate action to be taken in the event of a suspicion of, or actual abuse. Records viewed indicated that staff provided by

the agency has received the relevant training. In addition agency staff receive an annual appraisal; records viewed indicated that training needs are identified.

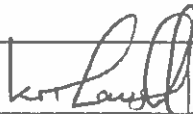

The registered manager stated that there have been no incidents of suspected, alleged or actual incidents of abuse to date; however they could describe the process for reporting to the relevant bodies. The agency's 'Whistleblowing Policy' 7 February 2014 outlines the responsibility and procedure for staff in highlighting concerns or issues relating to poor practice and the procedures to be followed. The agency's updated policy makes reference to the role of RQIA in relation to whistleblowing.

#### **Areas for Improvement**

There were no areas for improvement identified in this theme.

Number of Requirements	0	Number Recommendations:	0
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3. No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager		Date Completed	27/4/16
Registered Person	M'ORane	Date Approved	26/04/2016.
RQIA Inspector Assessing Response		Date Approved	4.5.16

Please provide any additional comments or observations you may wish to make below:

*\*Please ensure this document is completed in full and returned to [agencies.team@rgia.org.uk](mailto:agencies.team@rgia.org.uk) from the authorised email address\**

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations.