

Announced Care Inspection Report 9 January 2020



Premiere People

Type of Service: Nursing Agency
Address: 2nd Floor, State Building, Arthur Place, Belfast, BT1 4HG
Tel No: 028 9072 0104
Inspector: Aveen Donnelly

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 provider from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

Premiere People nursing agency's registered office is located in Belfast. At the time of the inspection the agency was supplying registered nurses to a number of Health and Social Care Trusts (HSCT's), prisons and private industry.

3.0 Service details

Organisation/Registered Provider: Premiere Employment Group Ltd	Registered Manager: Not applicable
Responsible Individual: Peter Thomas Gamble	
Person in charge at the time of inspection: Pamela Millar	Date manager registered: Pamela Millar - Application received 07 January 2019

4.0 Inspection summary

An announced inspection took place on 09 January 2020 from 10.00 to 11.00 hours.

This inspection was underpinned by the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, the Nursing Agencies Regulations (Northern Ireland) 2005 and the Nursing Agencies Minimum Standards, 2008.

The inspection assessed progress with any areas for improvement identified during and since the last care inspection and to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

Evidence of good practice was found in relation to criminal checks being undertaken on staff, prior to employment and on an annual basis thereafter. There was a process in place to ensure that nurses were registered with the nursing and Midwifery Council (NMC).

Service users said they were very happy with the quality of nurses supplied by the agency.

The findings of this report will provide the agency with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Pamela Millar, manager, as part of the inspection process and can be found in the main body of the report.

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

4.2 Action/enforcement taken following the most recent care inspection dated 06 March 2019

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 06 March 2019.

5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA about this agency. This included the previous inspection report, the returned QIP and written and verbal communication received since the previous care inspection.

During our inspection we focused on contacting the service users, to obtain feedback in relation to the performance of the registered nurses provided. The inspector spoke with representatives of four health care settings, where nurses had been supplied by the agency. Comments are detailed within the report.

We ensured that the appropriate staff checks were in place before nurses were supplied to the various health care setting.

- Recruitment records specifically relating to Access NI and the Nursing and Midwifery Council (NMC).

A poster was provided for nurses detailing how they could complete an electronic questionnaire. No responses were received.

An area for improvement identified at the last care inspection was reviewed and assessment of compliance recorded as met.

6.0 The inspection

Areas for improvement from the last care/finance inspection dated 6 March 2019		
Action required to ensure compliance with The Nursing Agencies Minimum Standards, 2008		Validation of compliance
Area for improvement 1 Ref: Standard 9.1 Stated: First time To be completed by: 6 May 2019	<p>The registered person shall ensure procedures for protecting vulnerable adults are in accordance with legislation, DHSSPS guidance, regional protocols, and local processes issued by HSC Trusts.</p> <p>Action taken as confirmed during the inspection: Inspector confirmed that the policies relating to reporting adult protection concerns had been updated in line with regional and local protocols.</p>	Met

6.1 Inspection findings

The review of records confirmed that pre-employment checks are undertaken and in accordance with Regulations and Minimum Standards.

The review of the records confirmed that an effective system was in place to ensure that all nurses were registered with the NMC and that registration of each nurse is maintained

The inspector spoke with representatives of four health care settings, where nurses had been supplied by the agency. All those consulted with spoke positively in relation to the quality of nurses being supplied by the agency. Comments are detailed below:

- “We are absolutely happy, we knew what we were getting and are more than happy.”
- “We have a good relationship with Premiere and in fact have least problems with them, compared to other agencies. The feedback from the placements is always good, so no problems.”
- “The wards are always happy, whoever they send is always good.”
- “The girls are absolutely fabulous, the standard is so high. The nurses they send are part of our team and we have no issues whatsoever.”

The management arrangements were discussed with the manager and the responsible individual. RQIA are currently seeking clarity in respect of a further application for registration of Manager. When submitted this will be reviewed by the inspector.

Areas of good practice

Areas of good practice were identified in relation to pre-employment checks and in relation to the checking of nurses’ NMC registrations.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

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.



The **Regulation** and
Quality Improvement
Authority

The Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
BELFAST
BT1 3BT

Tel 028 9536 1111
Email info@rqia.org.uk
Web www.rqia.org.uk
 [@RQIANews](https://twitter.com/RQIANews)