

Inspection Report

20 February 2024



Rutledge Recruitment Ltd

Type of service: Nursing Agency
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Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

Organisation/Registered Provider: Rutledge Recruitment & Training Ltd	Registered Manager: Mrs Lorraine McBride
Responsible Individual: Mr Jonathan Neill Doherty	Date registered: 10 May 2012
Person in charge at the time of inspection: Mrs Lorraine McBride	
Brief description of the agency operates: Rutledge Recruitment Ltd is a nursing agency which supplies registered nurses to private nursing homes and hospitals.	

2.0 Inspection summary

An announced inspection was undertaken on 20 February 2024 between 10.15 am and 1.40 pm. 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 induction and training. Adult safeguarding arrangements, complaints, whistleblowing, and the system for retaining records were also reviewed.

Good practice was identified in relation to staff recruitment, the monitoring of nurses' registrations with the Nursing and Midwifery Council (NMC) and staff training. There were good governance and management arrangements in place.

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 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?

During the inspection 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:

- "We have good communication with the agency. They would always get back to us regarding shift cover. We would often communicate via telephone and email. If we had any concerns, we would report them to the manager, who would act on them straight away and provide feedback. The nurse supplied to us is fanatic. They communicate very well with the service users, other staff members and at the shift handover. They are always confident and ready for their shift. The nurses supplied are always dressed appropriately in their uniform and have the required training. We provide an induction for the staff supplied to us."

Registered Nurses' comments:

- "The communication with the service is excellent, and the manager is knowledgeable and compassionate. I feel supported by management, and I am up to date with all my mandatory training. I am aware to keep my professional registration up to date. I have no concerns. I recently had supervision which was very good."

There were no responses to the electronic staff survey.

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 27 February 2023 by a care inspector. No areas for improvement were identified.

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.

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. No referrals had been made to the NMC.

It was good to note that registered nurses had supervisions undertaken in accordance with the agency's policies and procedures.

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. Nurses were provided with training appropriate to the requirements of the settings in which they were placed. This training included Deprivation of Liberties Safeguards (DoLS), Adult Safeguarding, Dysphagia, National Early Warning Score (NEWS) and Hyponatremia, as appropriate to their job roles.

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

There were quality monitoring arrangements in place in compliance with Regulations and Standards. A review of the reports of the agency's quality monitoring established that there was engagement with service users and staff. It was noted that the reports routinely monitored any incidents as part of the monthly checks to identify any patterns or trends.

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure. It was noted that no complaints had been received since the last inspection.

No incidents had occurred that required investigation under the Serious Adverse Incidents (SAI) procedure.

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

Records were retained in accordance with the Nursing Agencies Regulations.

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

6.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mrs Lorraine McBride, Registered Manager, as part of the inspection process and can be found in the main body of the report.



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