

Inspection Report 15 September 2023



Staff Nursing 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: Staff Nursing Ltd	Registered Manager: Mrs Margaret Robinson
Responsible Individuals: Mr Thomas Robinson	Date registered: 7 December 2006
Person in charge at the time of inspection: Mrs Margaret Robinson	
Brief description of the agency operates: Staff Nursing Ltd is a nursing agency operating from premises based in Belfast. The agency currently supplies registered nurses to a number of residential and nursing homes. Staff Nursing Ltd also supplies Health Care Assistants (HCA) to various healthcare settings. RQIA does not regulate HCAs.	

2.0 Inspection summary

An unannounced inspection was undertaken on 15 September 2023 between 9.15 a.m. and 1 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 induction and training and adult safeguarding. The reporting and recording of accidents and incidents, complaints and whistleblowing was also reviewed.

No areas for improvement were identified.

There were good governance and management arrangements in place. The system of reviewing incidents was an excellent example of the agency's continuous quality improvement and is commended.

Service users said that they were very satisfied with the standard of the registered nurses being supplied and the responsiveness of the agency to any issues that may occur.

For the purposes of the inspection report, the term 'service user' describes the 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?

The information provided by service users indicated that there were no concerns in relation to the agency. Service users were very satisfied with the standard of the nurses being supplied and the responsiveness of the agency to any issues that may occur. Comments received included:

- "We have always had high quality nurses from Staff Nursing and they have always been very quick to act if we had any queries or concerns."
- "I work closely with Staff Nursing in relation to sourcing nursing staff and always found them efficient and cooperative with needs required within the home. All staff who attend are well presented, pleasant and (there have been) no concerns in relation to practice."
- "I have worked with Staff Nursing for many years and have always found them to be courteous, responsive and professional. Their staff are also professional and hard working. Any issues which may be raised regarding their staff is dealt with in a professional and timely manner."
- "The staff are professional, arrive on time and work hard during their shift. Margaret and the rest of the team at Staff Nursing are always very helpful. Profiles are always sent for the candidate also so we know their experience before accepting. We have no concerns using this agency at all."
- "I can confirm that I have used Staff Nursing a few times for nurses. They have always responded to any request very promptly and the nurses supplied have always arrived promptly and the standard of work provided was excellent."
- "The nurses provided are highly trained and knowledgeable, we haven't had any issues with nurses sent to us by the agency but any problems would be dealt with quickly and

effectively. The agency provides nurse profiles before commencement of shift which shows training and skills as well as requesting feedback from ourselves about the nurse after completion of shifts.”

- When we have used Staff Nursing, we try to request specific nurses who we have worked with for a number of years. Staff Nursing are very accommodating with this request. We have had no reason to raise any concerns about these nurses.”
- “In my experience, Staff nursing have always been incredibly responsive in a very timely manner and the quality of the nurses provided has been excellent.”

There were no responses received from the registered nurses.

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 17 October 2022 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 17 October 2022		
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 12 (1) (d)</p> <p>Stated: First time</p>	<p>The registered person shall ensure that no nurse is supplied by the agency-unless full and satisfactory information is available in relation to him which includes a full employment history.</p>	Met
	<p>Action taken as confirmed during the inspection:</p> <p>There was evidence that this area for improvement was met.</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.

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. There was a system in place to retain any referrals made to the NMC; no such referrals had been required.

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

There was a system in place to receive feedback on the nurses' practice.

There was a system in place to ensure that the 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 and the Management of Actual or Potential Aggression (MAPA), as appropriate to their job roles.

The nurse induction programme was noted to be very comprehensive.

The manager advised that no adult safeguarding incidents had occurred. The agency had an identified Adult Safeguarding Champion. The annual Safeguarding Position report was in progress; this will be reviewed at future inspection.

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.

The system for monitoring incidents was discussed with the training manager; it was evident that a review of incidents had been undertaken as part of the agency's continuous quality monitoring processes. Consequently, plans are in place to work with individual service users with the aim of developing bespoke inductions for each care home, if required. This is good practice and is commended.

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure. Where complaints were received since the last inspection, these 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 (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 Margaret Robinson, Registered Manager, as part of the inspection process and can be found in the main body of the report.



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