



The Regulation and  
Quality Improvement  
Authority

Staff Nursing Ltd  
RQIA ID: 10688  
Castleton Centre  
44 York Road  
Belfast  
BT15 3HE

Inspector: Joanne Faulkner  
Inspection ID: IN022970

Tel: 02890745481  
Email: [meg@staffnursing.co.uk](mailto:meg@staffnursing.co.uk)

---

**Unannounced Care Inspection  
of  
Staff Nursing Ltd**

**3 September 2015**

The Regulation and Quality Improvement Authority  
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT  
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: [www.rqia.org.uk](http://www.rqia.org.uk)

## 1. Summary of Inspection

An unannounced care inspection took place on 3 September 2015 from 10.00 to 14.30. Overall on the day of the inspection the Agency was found to be delivering safe, effective and compassionate care. The outcome of the inspection found no areas of concern. A Quality Improvement Plan (QIP) was not included in this report. This inspection was underpinned by The Nursing Agencies Regulations (Northern Ireland) 2005, and The DHSPSS The Nursing Agencies Minimum Standards (2008).

## 2. Actions/Enforcement Taken Following the Last Inspection

There were no further actions required to be taken following the last inspection.

## 3. Actions/Enforcement Resulting From This Inspection

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

## 4. Inspection Outcome

	Requirements	Recommendations
<b>Total Requirements and Recommendations Made at this inspection</b>	0	0

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

## 5. Service Details

<b>Registered Organisation/ Registered Provider</b> Staff Nursing Ltd/Thomas Robinson	<b>Registered Manager:</b> Mrs Margaret Robinson
<b>Person in Charge of the Agency at the Time of Inspection:</b> Mrs Margaret Robinson	<b>Date Registered:</b> 7 December 2006
<b>Number of Service Users in Receipt of a Service on the Day of Inspection:</b> 109	<b>Number of Registered Nurses, Health Visitors and Midwives on the Agency's Books:</b> 54

Staff Nursing Ltd is a nursing agency operating from Castleton Centre, 44 York Road, Belfast, BT15 3HE. The service currently supplies fifty four nurses to a number of service users.

## 6. Inspection Focus

The inspection sought to assess progress with the issues identified 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.**

## 7. Methods/Process

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

- Discussion with the registered manager and training personnel
- Review of records
- Observation during inspection of the premises
- 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
- Staff competency assessments
- Selected policies and procedures
- Accident and incident records
- Record of complaints
- Staff Handbook
- Quality monitoring feedback

Staff questionnaires were completed by one staff member following the inspection; they indicated the following:

- Staff are very satisfied with training provided in relation to safeguarding vulnerable adults and children.
- Staff are very satisfied with mandatory training provided.
- Staff are satisfied that they have the knowledge, skills and competencies to carry out their job role.
- Staff have been provided with a staff handbook.
- Staff are satisfied that they receive regular supervision.

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

## **8. The Inspection**

### **8.1 Review of Requirements and Recommendations from Previous Inspection**

There were no requirements or recommendations from the previous inspection.

### **8.2 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 training and development policy, January 2015, outlines the procedure for induction that staff are required to undertake prior to employment; it was noted that this was in accordance with RQIA guidance on mandatory training. The training manager stated that staff are required to complete an annual training update. The registered manager stated that agency staff are not provided until all the necessary pre-employment checks and documentation relating to training have been received and verified.

The agency has an electronic system in place for recording training completed by staff; it was noted that they system highlights when training updates are required. Records viewed indicated that staff have received the necessary mandatory training. 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 all training provided and to undertake competency assessments in a number of identified areas. The registered manager could describe instances when staff are required to complete specific training to meet the needs of individual clients.

The agency requests that service users complete progress reports in relation to staff provided; these were viewed by the inspector.

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

Prior to employment agency staff are required to complete required mandatory training provided by the agency; a record of training is maintained. The registered manager stated that staff are required to complete six hours additional training per quarter and an annual update of mandatory training. The agency provides staff with a handbook; it was identified that staff are required to sign that they have received a copy.

The agency has in place an 'Appraisal Policy'; 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; they stated that staff are encouraged to liaise at any time with the manager in relation to 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. It was identified that the agency has a process for obtaining the views and comments of service users in relation to staff provided and for addressing competency issues with staff.

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 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.

The registered manager stated that the agency incorporates feedback received in the agency's monthly quality monitoring report.

### **Areas for Improvement**

There were no areas for improvement identified within this theme.

Number of Requirements	0	Number Recommendations:	0
------------------------	---	-------------------------	---

## **8.3 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, DHSSPS guidance and regional protocols issued by Health and Social Services Board.

The training manager stated that staff receive protection of vulnerable adults and for safeguarding children during the induction programme provided and in the annual training update that staff are required to complete. The inspector viewed records of induction and training which indicated that staff have received appropriate training. The training manager stated that the training provided is currently being updated to in line with recent DHSSPS guidance.

The agency's staff handbook details the necessary actions staff are required to take in the event of 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 are required to be involved in.

### **Is Care Effective?**

It was identified that staff are provided with 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 on an annual basis. Records viewed indicate that staff provided by the agency have received the relevant training.

The registered manager could describe the 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 their 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 indicate that staff provided by the agency have received the relevant training. In addition staff receive annual appraisal; records viewed indicated that training needs are identified.

The agency maintains a record of all incidents of suspected, alleged or actual abuse identified; records viewed indicate that the agency acted in accordance with their policy and procedures.

The agency's 'Whistleblowing Policy' outlines the responsibility of staff in highlighting concerns or issues relating to poor practice and the procedures to be followed. It was identified that reference is made as to the role of RQIA in relation to whistleblowing.

### **Areas for Improvement**

There were no areas for improvement identified within this theme.

Number of Requirements	0	Number Recommendations:	0
------------------------	---	-------------------------	---

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 home/agency/service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained in this report do not absolve the registered provider/manager from their responsibility for maintaining compliance with minimum standards and regulations. It is expected that the requirements and recommendations set out in this report will provide the registered provider/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the home.

**No requirements or recommendations resulted from this inspection.**

**I agree with the content of the report.**

<b>Registered Manager</b>	Margaret Robinson	<b>Date Completed</b>	17/9/15
<b>Registered Person</b>	Thomas Robinson	<b>Date Approved</b>	18/9/15
<b>RQIA Inspector Assessing Response</b>	Joanne Faulkner	<b>Date Approved</b>	26/10/15

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@rqia.org.uk](mailto:agencies.team@rqia.org.uk) from the authorised email address\****