



The Regulation and  
Quality Improvement  
Authority

Inspector: Maire Marley  
Inspection ID: IN022967

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**Unannounced Care Inspection  
of  
Support Care Recruitment Nursing Agency  
9 November 2015**

The Regulation and Quality Improvement Authority  
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## 1. Summary of Inspection

An unannounced care inspection took place on 9 November 2015 from 2.00 pm to 4.00 pm. The inspector was informed that the nursing agency was not supplying or providing services for the purpose of supplying registered nurses to any establishment or setting. The registered manager reported that the agency are in the process of recruiting nurses and were currently advertising for registered nurses.

On the day of the inspection the agency was found to have systems in place that would contribute to the delivery of safe, effective and compassionate care. Areas for improvement were identified and are set out in the quality improvement plan appended to this report. This inspection was underpinned by The Nursing Agencies Regulations (Northern Ireland) 2005, and The DHSPSS Nursing Agencies Minimum Standards (2008).

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

A Notice of Proposal to place three conditions on the registration of Support Care Recruitment Limited Nursing Agency was issued 10 October 2014. Following unannounced inspections carried out on 18 December 2014 and 31 March 2015 to assess the agency's level of progress and compliance the three conditions were removed from the agency's registration certificate with effect from 1 April 2015.

## 3. Actions/Enforcement Resulting From This Inspection

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

## 4. Inspection Outcome

	Requirements	Recommendations
Requirements and Recommendations made at Previous Inspection	0	0
Previous Requirements and Recommendations Validated as Compliant/Substantially Compliant	0	0
Previous Requirements and Recommendations Restated	1	1
New Requirements and Recommendations Made at this Inspection	1	1
<b>Total Requirements and Recommendations Made</b>	<b>1</b>	<b>1</b>

The details of the QIP within to this report were discussed with Fadzai Burrowes the Registered Manager as part of the inspection process. The timescales for completion commence from the date of inspection.

## 5. Service Details

<b>Registered Organisation/ Registered Provider</b> Support Care Recruitment Ltd/Petros Jinga	<b>Registered Manager:</b> Fadzai Burrowes
<b>Person in Charge of the Agency at the Time of Inspection:</b> Fadzai Burrowes	<b>Date Registered:</b> 22 December 2014
<b>Number of Service Users in Receipt of a Service on the Day of Inspection:</b> 0	<b>Number of Registered Nurses, Health Visitors and Midwives on the Agency's Books:</b> 2 undergoing recruitment process

## 6. 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: Staff are recruited and employed in accordance with relevant statutory employment legislation.**

**Theme 2: Policies and Procedures**

## 7. Methods/Process

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

- Discussion with the registered manager
- Examination of records
- Evaluation and feedback

The following records were examined during the inspection:

- Recruitment Policy and Procedure
- Recruitment files of two staff
- Nurses Hand-book
- Safeguarding of Vulnerable Adults from Abuse Policy

## 8. The Inspection

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

The previous inspection of the agency was an unannounced care inspection dated 31 March 2015. There were no requirements or recommendations.

**Theme 1: Staff are recruited and employed in accordance with relevant statutory employment legislation.**

#### Is Care Safe?

##### Recruitment and Selection of Nurses

A recruitment policy dated June 2015 was in place. The document detailed the information and documents required in respect of nurses prior to their appointment with the agency. Two files pertaining to nurses who were in the process of being recruited were examined. The files confirmed that the registered manager was involved in the recruitment process of the nurses and had obtained full and satisfactory information in respect of each of the nurses to be employed. There was evidence that the registered manager had checked that both nurses were registered with NMC.

The registered manager confirmed that staff would be issued with a written statement of their main terms and conditions prior to employment. A staff hand-book was presented for inspection however related mainly to care staff employed in the domiciliary care agency. The hand-book should be updated with reference to nurses and should include a statement regarding the conduct expected of staff and any disciplinary action which may be taken against them, the role and responsibilities of nurses, record keeping requirements; recruitment procedures and the training and development requirements and opportunities provided by the agency.

#### Is Care Effective?

This area was not assessed on the day of the inspection.

#### Is Care Compassionate?

This area was not assessed on the day of the inspection.

#### Areas for Improvement

The area identified for improvement related to the hand-book for nurses. The document should be updated to include the information detailed in Regulation 15 (2).

Number of Requirements	1	Number Recommendations:	0
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## 8.3 Theme 2: Policies and Procedures

### Is Care Safe

The agency had a comprehensive policy and procedure file in place. The registered manager reported that the agency intended to have all policies on their web-site for easier access for staff. A review of the Protection of Vulnerable Adults from Abuse policy dated 14 April 2015 found the policy needed to reflect the position in Northern Ireland as the document examined referred to a council area in England. The procedures should reference the legislation, DHSSPS guidance and the protocols and procedures issued by the Health and Social Services Board and HSC Trusts. A procedure for safeguarding children and young people should also be devised.

### Is Care Effective?

This area was not assessed on the day of the inspection.

### Is Care Compassionate

This area was not assessed on the day of the inspection.

### Areas for Improvement

A recommendation is made regarding the policies relating to protection of vulnerable adults from abuse and safeguarding children and young people.

Number of Requirements	0	Number Recommendations:	1
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## 9. Quality Improvement Plan

The issues identified during this inspection are detailed in the Quality Improvement Plan. Details of this Quality Improvement Plan were discussed with Fadzai Burrowes, registered manager, as part of the inspection process. The timescales commence from the date of inspection.

Registered providers/managers should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider/manager to ensure that all requirements and recommendations contained within the Quality Improvement Plan are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

### 9.1 Statutory Requirements

This section outlines the actions which must be taken so that the Registered Person/s meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, and The Nursing Agencies Regulations (Northern Ireland) 2005.

### 9.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and The Nursing Agencies Minimum Standards (2008). They promote current good practice and if adopted by the Registered Person may enhance service, quality and delivery.

### 9.3 Actions Taken by the Registered Manager/Responsible Person

The Quality Improvement Plan will be completed by the registered manager to detail the actions taken to meet the legislative requirements stated. The responsible person will review and approve the QIP to confirm that these actions have been completed by the registered manager. Once fully completed, the QIP will be returned to [agencies.team@rqia.org.uk](mailto:agencies.team@rqia.org.uk) to be assessed by the inspector.

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 agency. 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 agency.

<b>Quality Improvement Plan</b>			
<b>Statutory Requirements</b>			
<b>Requirement 1</b>  <b>Ref:</b> Regulation 15 (2). <b>Stated</b> First time <b>To be Completed by:</b> 30 December 2015	The registered manager must ensure that the hand hand-book for nurses is updated to include the information detailed in the regulations.		
	<b>Response by Registered Manager Detailing the Actions Taken:</b> The Hand-book has been updated and the required information have been added.		
<b>Recommendations</b>			
<b>Recommendation 1</b>  <b>Ref:</b> 9.1  <b>Stated</b> First time  <b>To be Completed by:</b> 30 December 2015	The registered manager should ensure that the policies relating to protection of vulnerable adults from abuse and safeguarding children and young people are revised to include the legislation, DHSSPS guidance, regional protocols and procedures issued by the Health and Social Services Board and HSC Trusts.		
	<b>Response by Registered Manager Detailing the Actions Taken:</b> The Policies relating to Protection of the Vulnarable adults and safeguarding children has been revised to include the DHSSPS guidance, regional protocols and procedures.		
<b>Registered Manager Completing QIP</b>	Fadzai Burrowes	<b>Date Completed</b>	29/12/15
<b>Responsible Person Approving QIP</b>	Petros Jinga	<b>Date Approved</b>	29/12/15
<b>RQIA Inspector Assessing Response</b>	Maire Marley	<b>Date Approved</b>	10/01/2016

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