



The Regulation and
Quality Improvement
Authority

SECONDARY ANNOUNCED INSPECTION

Inspection No: IN021054
Establishment ID No: 12234
Name of Establishment: Support Care Recruitment Ltd Nursing Agency
Date of Inspection: 31 March 2015
Inspector's Name: Maire Marley

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY
9th floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501

GENERAL INFORMATION

Name of agency:	Support Care Recruitment Ltd
Address:	20 Adelaide Street Belfast BT2 8GB
Telephone Number:	028- 90890333 Mobile 07901338890
E mail Address:	supprecruit@gmail.com
Registered Organisation / Registered Provider:	Mr Petros Jinga
Registered Manager:	Mrs Fadzai Burrows
Person in charge of the agency at the time of inspection:	Ms Florence Tanyanyiwa
Date and type of previous inspection:	18 December 2014 10.00 am - 12.30 pm
Date and time of inspection:	31 March 2015 10.00am and 12.30pm
Name of inspector:	Maire Marley senior inspector

1.0 INTRODUCTION

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect Nursing Agency agencies. A minimum of one inspection per year is required.

This is a report of a secondary inspection to assess the quality of services being provided. The report details the extent to which the standards measured during inspection are being met.

1.1 PURPOSE OF THE INSPECTION

The purpose of this inspection was to consider whether the service provided to service users was in accordance with their assessed needs and preferences and was in compliance with legislative requirements, minimum standards and other good practice indicators. This was achieved through a process of analysis and evaluation of available evidence.

RQIA not only seeks to ensure that compliance with regulations and standards is met but also aims to use inspection to support providers in improving the quality of services.

The aims of the inspection were to examine the policies, procedures, practices and monitoring arrangements for the provision of a Nursing Agency, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Nursing Agencies Regulations (Northern Ireland) 2005
- The Department of Health, Social Services and Public Safety's (DHSSPS) Nursing Agency Agencies Minimum Standards (2008)

Other published standards which guide best practice may also be referenced during the inspection process.

1.2 METHODS/PROCESS

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

- Discussion with the responsible person
- Discussion with the registered manager
- Examination of records
- File audit
- Evaluation and feedback

1.3 INSPECTION FOCUS

The inspection sought to establish the level of compliance achieved with respect to the three conditions placed on the registration of Support Care Services Ltd Nursing Agency as detailed in the Notice of Decision issued 7 November 2014.

PROFILE OF SERVICE

Support Care Services Ltd Nursing Agency was registered on 23 May 2014 to supply registered nurses for placement within Northern Ireland.

A Notice of Decision was issued on 7 November 2014 that placed three conditions on the registration of Support Care Services Ltd Nursing Agency. The agency has not been supplying staff to any establishment or to any service user's private home since 9 October 2014.

Following the resignation of the previous responsible person Mr Petros Jinga a director of the company submitted an application to RQIA for registration as the responsible person of the agency. On 16 February 2015 this application was approved.

SUMMARY

This short notice announced inspection of Support Care Services Ltd Nursing Agency was undertaken on 31 March 2015 between the hours of 10.00am and 12.30pm by Maire Marley, senior inspector from the Regulation and Quality Improvement Authority (RQIA).

The newly appointed registered manager, Fadzai Burrows was not available however an assistant manager Ms Florence Tanyanyiwa and the newly appointed responsible person, Mr Petros Jinga were in attendance throughout the inspection.

The focus of the inspection was to assess the agency's level of progress and compliance with the three conditions imposed on the agency registration as detailed in the Notice of Decision issued on 7 November 2014.

Condition one specified that the agency had to ensure that a registered manager with the required qualifications, skills and experience was in place to manage the day to day operations of the agency. RQIA received and approved an application in respect of Mrs Fadzai Burrows to become the registered manager of Support Care Services Ltd Nursing Agency. It was confirmed that the agency is in compliance with the condition relating to a registered manager as detailed in the Notice of Decision issued on 7 November 2014.

Condition two specified that the agency was not to operate as a nursing agency until they could demonstrate compliance with the Nursing Agencies Minimum Standards 2008. During this inspection a range of policies and procedures were in place in accordance with regulations and minimum standards. It was confirmed that the agency is in compliance with the condition as detailed in the Notice of Decision issued on 7 November 2014.

The third condition detailed that where the agency was acting as an employment business, the registered person should ensure that any staff member supplied to a residential care home or nursing home is registered with the Northern Ireland Social Care Council (NISCC). The agency confirmed that they had not placed any health care assistants in nursing homes from November 2014. Two files were presented for inspection and there was evidence that these staff had been registered with the Northern Ireland Social Care Council (NISCC). It was confirmed that the agency is in compliance with the condition as detailed in the Notice of Decision issued on 7 November 2014.

A particular focus of this inspection related to recruitment procedures and processes. The agency had developed their systems to recruit staff and a policy and procedure was in place. The responsible person informed the inspector that the agency had not been supplying nurses to any establishment or to any service user's private home. The agency was currently in the process of recruiting nurses and personnel files were available for inspection. It was evident that processes were in place to ensure documentation as specified in Regulation 12 (2) and Schedule 2 of the Nursing Agencies Regulations (Northern Ireland) 2005. The files were marked incomplete and in discussion with the assistant manager and responsible person it was confirmed these nurses would not be employed until the process was fully completed.

The agency office was found suitable for the purpose of a Nursing Agency as stated in the previous inspection report dated 18 December 2014. The findings of this inspection also confirmed their suitability.

The findings of the inspection were discussed with Mr Petros Jinga registered provider and the assistant manager Ms Florence Tanyanyiwa and in a telephone conversation with Fadzai Burrows. On this occasion there was no Quality Improvement Plan.

Following the inspection a review of the outcomes of the inspection was undertaken with the senior management team and it was agreed that the three conditions should be removed from the registration of Support Care Recruitment Limited Nursing Agency. Notification of the decision was forwarded to Mr Jinga responsible person; Mrs Burrows registered manager and relevant stakeholders.

The inspector would like extend gratitude to Mr Jinga and the management team for their co-operation and contribution to the inspection process.

FOLLOW-UP ON PREVIOUS ISSUES

NO.	REGULATION REF.	REQUIREMENTS	ACTION TAKEN - AS CONFIRMED DURING THIS INSPECTION	INSPECTOR'S VALIDATION OF COMPLIANCE
1	9. (2) (i) (ii)	<p>A person is not fit to manage an agency unless;</p> <p>(i) he is a nurse (ii) he has the qualifications, skills and experience necessary to manage the agency.</p>	<p>The agency had employed a nurse with the required qualifications and experience to manage Support Care Services Ltd Nursing Agency.</p>	Compliant
2	12. (1) (a) (b) (c) (d)	<p>The registered person shall ensure that no nurse is supplied by the agency unless-</p> <p>(a) he is of integrity and good character; (b) he has the qualifications, knowledge, skills and competencies necessary for the work that he is to perform; (c) he is physically and mentally fit for that work; (d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.</p>	<p>The agency had commenced the recruitment process for nurses. The recruitment files of two nurses were examined and it was noted they were marked uncompleted. There was evidence of completed application forms, NMC checks and appropriate identification, two references been requested, health check declarations and details of training. In discussion with the registered manager she provided further assurances that no nurse would be employed until the full recruitment process was completed. These files will be subject to further review during future inspections.</p>	Compliant

3	18 (a)	The agency may not operate as a nursing agency until they demonstrate compliance with the Nursing Agency Regulations (Northern Ireland) 2005 and the Nursing Agencies Minimum Standards 2008	A range of policies and procedures were in place in compliance with Nursing Agency Regulations (Northern Ireland) 2005 and the Nursing Agencies Minimum Standards 2008.	Compliant
4	21(1)	The registered person shall not use the premises for the purpose of an agency unless the premises are suitable for the purpose of achieving the aims and objectives of the agency set out in the statement of purpose.	The premises as stated in the inspection report dated 18 December 2014 were suitable for the purpose of a Nursing Agency. The findings of this inspection also confirmed their suitability.	Compliant

QUALITY IMPROVEMENT PLAN

The details of the Quality Improvement Plan appended to this report were discussed with Mr Jinga responsible person, and the assistant manager, as part of the inspection process. The findings were also discussed with the registered manager in a telephone call following the inspection.

The timescales for completion commence from the date of inspection.

The registered provider / manager is required to record comments on the Quality Improvement Plan.

Where the inspection resulted in no recommendations or requirements being made the provider / manger is asked to sign the appropriate page confirming they are assured about the factual accuracy of the content of the report.

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.

Enquiries relating to this report should be addressed to:

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

Maire Marley
Inspector/Quality Reviewer

Date



No requirements or recommendations resulted from the secondary inspection of Support Care Recruitment Ltd Nursing Agency which was undertaken on 31 March 2015 and I agree with the content of the report.

Please provide any additional comments or observations you may wish to make below:

SIGNED: *P. JINGA*

NAME: Petros JINGA
Registered Provider

DATE 22/6/15

SIGNED: *FADZAI BURROWES*

NAME: FADZAI BURROWES
Registered Manager

DATE 22/6/15

Approved by: <u><i>H. Marley</i></u>	Date <u>29/6/15</u>

