

Inspection Report

28 February 2022



Support Care Recruitment Ltd

Type of service: Nursing Agency

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www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

Organisation/Registered Provider: Support Care Recruitment Ltd Responsible Individual: Mr Petros Jinga	Registered Manager: Mrs Fadzai Burrowes Date registered: 1 April 2015
Person in charge at the time of inspection: Mrs Fadzai Burrowes	
Brief description of the accommodation/how the service operates: Support Care Recruitment Ltd is a nursing agency which was registered in May 2014 to supply registered nurses to a range of healthcare settings and to work with service users in their own homes. To date the agency has not been operational.	

2.0 Inspection summary

An announced inspection was undertaken on 28 February 2022 between 9.30 a.m. and 11.00 a.m. by the care inspector.

Support Care Recruitment Ltd was registered as a Nursing Agency on 23 May 2014. Since registration, the agency had not become operational.

An intention to issue a Notice of Proposal (NOP) meeting took place on 1 June 2021 with the intention of applying conditions to the registration in respect of the non-operational status of the service. The NOP was not served as the Responsible Individual (RI) and Manager gave assurances to RQIA that the agency would be in a position to be operational within two weeks of the inspection.

A further inspection was undertaken on 15 June 2021 which established that Support Care Recruitment Ltd was still not in a position to become operational.

A further intention to issue an NOP meeting took place on 6 July 2021 again proposing to place conditions on the nursing agency. The conditions proposed were that RQIA would be notified six to eight weeks in advance of the agency beginning to operate, at which time RQIA would inspect the service to ensure compliance with Regulations and Standards.

The RI and Manager did not attend this meeting and the NOP was served in their absence. Following this, a meeting was held with the RI and Manager at their request on 4 August 2021 to discuss the issue of the NOP. A Notice of Decision (NOD) was not issued at this time and the conditions were not formally imposed.

The Manager contacted RQIA on 27 October 2021 advising that Support Care Recruitment Ltd was in a position to become operational.

RQIA made arrangements to inspect on 14 December 2021; however, this inspection could not progress due to unforeseen circumstances. As a result, it was agreed with the Manager on 20 December 2021 that the inspection would be completed remotely and the necessary documents would be submitted to RQIA.

The relevant information was provided to RQIA in hard copy on 29 December 2021. A review of this documentation, however, did not provide RQIA with assurance that the agency was in compliance at this time and a request for further information was made.

RQIA made contact with the Manager on 26 January 2022 and 9 February 2022 and an inspection was planned for 28 February 2022.

During the inspection it was established that three nurses had been recruited in accordance with The Nursing Agency Regulations (Northern Ireland) 2005 and associated minimum Standards and a service user contract with the Nursing Agency was in place.

Evidence was available to validate compliance with the Regulations and Standards. RQIA was satisfied that Support Care Recruitment Ltd was now in a position to operate as a Nursing Agency.

RQIA will undertake a follow up inspection of this service to ensure that the Nursing Agency continues to operate within the Nursing Agencies Regulations (Northern Ireland) 2005 and the Nursing Agencies Standards 2008.

*One area for improvement, relating to monthly monitoring procedures, has been carried forward to the next inspection.

The findings of this report will provide the agency with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

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.

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- the requirements as indicated in the NOP
- written and verbal communication received since the previous care inspection
- previous care inspection reports and Quality Improvement Plan (QIP).

The following methods and processes used in this inspection include the following:

- a discussion with the registered manager
- review of information relating to the NOP
- review of information relating to the areas for improvement outlined in the previous QIP.

4.0 The inspection

4.1 What has this service done to meet any areas for improvement identified at or since last inspection?

Due to the coronavirus (COVID-19) pandemic the Department of Health (DoH) directed RQIA to continue to respond to ongoing areas of risk identified in services. The last inspection to Support Care Recruitment Ltd was undertaken on 15 June 2021 by a care inspector; two areas for improvement were identified and *one area for improvement, relating to monthly monitoring procedures, had been carried forward to the next inspection. A QIP was issued. This was approved by the care inspector and was validated during this inspection.

NOP 000055 was issued under the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) 2003, in relation to section 18, 4, c. Actions required to be taken are detailed in the NOP notice. For this reason, this is not included in the Quality Improvement Plan (QIP).

Areas for improvement from the last inspection on 15 June 2021		
Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005		Validation of compliance
Area for Improvement 1 Ref: Regulation 12 (1) (d) Stated: First time	The registered person shall ensure that no nurse is supplied by the agency unless- (d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3. Ref: 5.2.1	Met
	Action taken as confirmed during the inspection: Review of three nurse recruitment records confirmed that full and satisfactory information was available for review as listed in Schedule 3.	

Action required to ensure compliance with The Nursing Agencies Minimum Standards, 2008		Validation of compliance
Area for Improvement 1 Ref: Standard 1.12 Stated: First time	The registered person shall expand their quality monitoring procedure to ensure the registered person monitors the quality of services and completes a monitoring report on a monthly basis. Ref: 5.1	Carried forward to the next inspection
	Action taken as confirmed during the inspection: It was established that the agency remains non-operational at the time of the inspection. This will be reviewed at the next inspection.	
Area for improvement 2 Ref: Standard 9.1 Stated: Second time	The registered person shall review their procedures for safeguarding adults and children in accordance with legislation, DHSSPS guidance, regional protocols and procedures issued by Health and Social Services Boards and HSC trusts. This related specifically to the policy referring to the regional 'Adult Safeguarding Prevention and Protection in Partnership' policy (July 2015) and Adult Safeguarding Operational Procedures (2016). Ref: 5.1	Met
	Review of the policy confirmed it was devised in accordance to the regional 'Adult Safeguarding Prevention and Protection in Partnership' policy (July 2015) and Adult Safeguarding Operational Procedures (2016).	

4.2 Inspection findings

Discussion with the Manager identified that they were knowledgeable in relation to safe recruitment practices in accordance with Regulation 12, Schedule 3 and Standard 4 relating to AccessNI.

Review of three nurses' recruitment records indicated that required checks had been completed and that the agency's recruitment process was now more robust.

The Manager forwarded details to RQIA of service users who had signed a contract so that Support Care Recruitment Ltd could supply nurses to their care home.

Prior to the inspection RQIA had received email confirmation from the care home's Responsible Individual to this effect. RQIA reviewed this information and found it to be satisfactory. This inspection established that three nurses had been recruited in accordance with the Regulations and Standards and a service user contract was in place with the nursing agency to supply nurses.

5.0 Conclusion

Following the inspection RQIA was satisfied that Support Care Recruitment Ltd was operating in accordance with Regulations and standards and now in a position to operate as a Nursing Agency with immediate effect.

6.0 Quality Improvement Plan/Areas for Improvement

Areas for improvement have been identified where action is required to ensure compliance with the Nursing Agencies Minimum Standards (2008).

	Regulations	Standards
Total number of Areas for Improvement	0	1*

* The total number of areas for improvement includes one area that has been carried forward to the next inspection.

Quality Improvement Plan	
Action required to ensure compliance with The Nursing Agencies Minimum Standards, 2008	
Area for improvement 1 Ref: Standard 1.12 Stated: First time To be completed by: 16 May 2019	The registered person shall expand their quality monitoring procedure to ensure the registered person monitors the quality of services and completes a monitoring report on a monthly basis. Ref: 5.1
	Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.

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