

Unannounced Care Inspection Report 13 March 2020



Direct Medics Ltd

Type of Service: Nursing Agency
Address: 33a Stockman's Lane, Belfast, BT9 7ET
Tel No: 028 90590077
Inspector: Fionnuala Breslin

www.rqia.org.uk

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service provider from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

Direct Medics Ltd is a nursing agency which operates from an office on Stockman's Way in Belfast. The agency currently supplies up to 250 registered nurses into a range of acute and community facilities across all Health and Social Care Trusts (HSCT) with block bookings mainly into the Belfast trust (BHSCT), Northern trust (NHSCT) and Southern trust (SHSCT) areas. The agency also supplies registered nurses to a small number of private nursing homes.

3.0 Service details

Organisation/Registered Provider: Direct Medics Responsible Individual Mr Paul Owen Mulvenna	Registered Manager: Mrs Jean Margaret Knapton
Person in charge at the time of inspection: Mr Paul Owen Mulvenna	Date manager registered: 9 May 2016

4.0 Inspection summary

An unannounced inspection took place on 13 March 2020 from 12.30hrs to 14.00 hours.

This inspection was underpinned by the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, the Nursing Agencies Regulations (Northern Ireland) 2005 and the Nursing Agencies Minimum Standards, 2008.

In light of the Covid 19 pandemic and an awareness of the current pressures on the agency, a decision was taken by RQIA not to continue with the inspection. Instead a decision was made to complete a short focused inspection on compliance with Access NI and Nursing and Midwifery Council (NMC) registration checks which had been reviewed during the visit by the inspector on 13 March 2020.

No areas requiring improvement, specifically relating to Access NI and NMC registrations, were found during the 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.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified in relation to Access NI checks and NMC registrations. Findings of the inspection were discussed with Paul Owen Mulvenna, responsible individual, as part of the inspection process and can be found in the main body of the report.

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

4.2 Action/enforcement taken following the most recent care inspection dated 17 December 2018

No further actions were required to be taken following the most recent inspection on 17 December 2018

5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA about this agency. This included the previous inspection report and written and verbal communication received since the previous care inspection.

The inspector sought to find assurances that the appropriate checks were in place before nurses were supplied to the various health care settings. This was in relation to Access NI and the Nursing and Midwifery Council (NMC) registrations.

At the request of the inspector, the responsible individual was asked to display a poster within the agency's registered premises and to email the contents to the nurses employed by the agency. The poster invited staff to provide their views by electronic means to RQIA regarding the quality of service provision; the questionnaire provided a range of questions to find out whether the service provided was safe, effective, compassionate and well led; no responses were received within the timeframe of the report.

The inspector would like to thank the responsible individual, director of recruitment and administrative staff for their support and co-operation throughout the inspection process.

6.0 The inspection

6.1 Inspection findings

The review of the records of nine registered nurses confirmed that appropriate checks were in place before nurses were supplied to the various health care settings. Specifically the records relating to Access NI and verification of current NMC registration were in place and were monitored by the registered manager on a regular basis. The Access NI checks were carried out prior to the date of the nurse commencing in the post. A spot check on nine nurses was completed by the inspector on the NMC register and all registrations were current.

The manager informed the inspector that there was a recruitment team who dealt with Access NI and NMC registrations prior to employment and a compliance team who carried out monthly checks on all staff on block bookings to ensure that these remained current. The registered manager maintained oversight of this process in the form of monthly audits. The manager provided evidence that all agency nurses are checked annually in relation to Access NI.

Areas of good practice

Evidence of good practice was found in relation to NMC registrations and a robust system in place for the regular monitoring of these registrations. There was also evidence of good practice

in relation to Access NI checks which were completed prior to employment and annually thereafter.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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