

Unannounced Care Inspection Report 30 January 2020



Carrik Care Ltd

Type of Service: Nursing Agency
Address: 29 West Street, Carrickfergus, Antrim, BT38 7AR
Tel No: 028 9332 1244
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

Carrik Care Ltd is a nursing agency. The agency currently supplies registered nurses to nursing homes within Northern Ireland. The registered office is located in Carrickfergus.

3.0 Service details

Organisation/Registered Provider: Carrik Care Ltd	Registered Manager: Mrs Ghada Ahmed Ragab Abdou
Responsible Individual: Mrs Ghada Ahmed Ragab Abdou	
Person in charge at the time of inspection: Mrs Ghada Ahmed Ragab Abdou	Date manager registered: 29 November 2016

4.0 Inspection summary

An announced inspection took place on 30 January 2020 from 11.00 hours to 13.30 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.

The inspection assessed progress with any areas for improvement identified during and since the last care inspection and determined if the agency was delivering safe, effective and compassionate care and if the service was well led.

Evidence of good practice was found in relation to the completion of Access NI checks being completed for staff, prior to employment and on an annual basis thereafter. In addition the process in place to ensure that nurses were appropriately registered with the Nursing and Midwifery Council (NMC).

Feedback from service users indicated that they were very happy with the quality of nurses supplied by the agency.

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. Findings of the inspection were discussed with Mrs Ghada Ahmed Ragab Abdou, registered manager, 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 taken following the most recent care inspection dated 15 January 2019

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 15 January 2019.

5.0 How we inspect

Prior to inspection we reviewed the information by RQIA about this agency. This included the previous inspection report, the returned QIP, details of notifiable events, and written and verbal communication received since the previous care inspection.

During our inspection we focused on contacting the service users, to obtain feedback in relation to the performance of the registered nurses provided. Comments received are detailed within the report.

We focused on determining that the appropriate pre-employment checks had been completed before nurses were supplied. The inspector viewed recruitment records specifically relating to Access NI checks and the NMC registration status of nurses.

At the request of the inspector, the manager agreed to inform staff via email of the process for providing feedback to RQIA regarding the quality of service provision. Three responses were received.

Questionnaires were also provided for distribution to the service users. No responses were received prior to the issuing of this report. RQIA information leaflets "How can I raise a concern about an independent health and social care service" were also provided.

Following the inspection the inspector spoke to three service users and three of the agency's registered nurses. Comments received are included within the body of the report.

Areas for improvement identified at the last care inspection were reviewed and assessment of compliance recorded as met.

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

6.0 The inspection

Areas for improvement from the last care/finance inspection dated 15 January 2019		
Areas for improvement from the last care inspection		
Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005		Validation of compliance
Area for improvement 1	The registered person shall	Met
Ref: Regulation 14.3	(i)collect information from service users about performance of nurses employed for the purposes of the agency;	
Stated: Second time		

	Ref:6.4	
	<p>Action taken as confirmed during the inspection:</p> <p>It was identified from records viewed that the agency had received feedback from service users in relation to the performance of nurses supplied. This was received as part of the agency's quality monthly monitoring process in accordance with Regulation 20.</p>	
Action required to ensure compliance with The Nursing Agencies Minimum Standards 2008		Validation of compliance
<p>Area for improvement 1</p> <p>Ref: Standard 1.13</p> <p>Stated: First time</p>	<p>The registered person shall ensure that the quality of service provided is evaluated on at least an annual basis and follow-up action taken. Key stakeholders are involved in this process.</p> <p>Ref: 6.7</p>	Met
	<p>Action taken as confirmed during the inspection:</p> <p>The inspector confirmed that the quality of service provided is evaluated on at least an annual basis as outlined above. This was evidenced by the responses received to the questionnaires sent to the service users by the manager.</p>	

6.1 Inspection findings

The review of four individual staff recruitment records evidenced that required pre-employment checks were completed before registered nurses were supplied. Records relating to Access NI checks completed and verification of current NMC registration status of staff were in place and were monitored by the agency on a monthly basis. The inspector reviewed the NMC web portal which confirmed that all nurses were currently registered.

There were two notifications sent to RQIA since the last inspection. Records viewed and discussions with the manager indicated that the incidents had been managed appropriately and that the agency had liaised with RQIA and the relevant Health and Social Care Trust (HSCT) Adult Safeguarding Team (ASGT) for advice. At the time of the inspection one adult safeguarding investigation remained ongoing.

The inspector reviewed records in relation to a Quality assurance survey completed by the agency in December 2019. Questionnaires were provided to service users; six were returned. The questions in the survey related to different aspects of the standard and quality of care provided by the agency's nurses, management and the administrative staff. Comments received from the respondents included:

- "Carrik Care has been excellent in supplying staff."

Service users responded positively to the questions and the responses ranged from excellent to good.

Service users were contacted by the inspector following the inspection. They spoke positively in relation to the quality of nurses being supplied by the agency. They indicated that the care provided by the nurses was safe, effective and compassionate and that the agency was well led.

Service user comments

- “I generally find the nurses sent from Carrik Care very good. They are professional and reliable.”
- “If I have a concern I go to Ghada or Roy and the issue is resolved quickly.”
- “I have never received a complaint in relation to the nurses from Carrik Care.”
- “The agency nurse usually works night duty and will be in charge of the nursing home. They have always provided very good care.”
- “Yes I find the nurses have the appropriate skills for this setting, they are experienced, well trained and very reliable.”
- “If I have a concern Roy is fantastic and gets back to me straight away usually confirming a nurse is available.”
- “I always provide a local induction for new nurses but they tend to try to place a nurse who is familiar with this setting.”
- “They are the agency I ring first as they always can provide a nurse when they are needed.”

The inspector spoke to three registered nurses following the inspection. A range of matters were discussed in relation to induction, supervision and training received. The nurses stated that they had received at least three days induction and in addition all had received clinical supervision at least three monthly. The nurses were able to confidently describe the process for identifying and raising concerns with regards to adult safeguarding matters.

Nurses comments

- “The staff at Carrik Care are really good and helpful.”
- “I completed an induction and training last week and I am now ready to start work.”
- “Yes I am always placed in an area I am familiar with.”
- “I have received adult safeguarding training and am familiar with the procedure and who I need to contact out of hours.”
- “I have attended all the mandatory training and keep this updated. I receive clinical supervision at my main job.”

Three nurses provided feedback via the electronic survey. All respondents indicated that they felt very satisfied or satisfied that the care was safe, effective and compassionate; and that the agency was well-led. One comment was received: “Friendly and professional.”

Areas of good practice

Areas of good practice were identified in relation to the management of the agency. This included communication with service users, the process for completing required pre-employment checks and the procedure for checking the NMC registration status of nurses’ employed by the agency.

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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