

Inspection Report

Name of Service: Ann's Home Care Ltd t/a Ann's Nursing Care

Provider: Ann's Homecare Ltd

Date of Inspection: 19 February 2025

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

Organisation/Registered Provider:	Ann's Homecare Ltd
Responsible Individual:	Mrs Charmaine Hamilton
Registered Manager:	Mrs Ann Caroline McQuade
Service Profile: Ann's Home Care Ltd t/a Ann's Nursing Care is a nursing agency which operates from offices located in Portadown. The agency currently supplies registered nurses to care homes within all five Health and Social Care Trust areas. Ann's Nursing Care also acts as a Recruitment Agency and supplies Health Care Assistants (HCAs) to various healthcare settings. RQIA does not regulate Recruitment Agencies.	

2.0 Inspection summary

An announced inspection was undertaken on 19 February 2025, between 9.50 am and 2.10 pm by a care Inspector.

The inspection examined the agency's governance and management arrangements, reviewing areas such as staff recruitment, professional registrations, staff induction, training and supervision. Adult safeguarding arrangements, complaints, whistleblowing, and the system for retaining records were also examined.

There were no areas for improvement identified during this inspection.

Good practice was identified in relation to criminal records checks and reference checks being undertaken before the nurses were supplied to any care homes as well as the monitoring of nurse registrations with the Nursing and Midwifery Council (NMC). There were good governance and management arrangements in place.

Service users said that they were satisfied with the skills and abilities of the nurses being supplied and the responsiveness of the agency in respect of any issues that may occur.

For the purposes of the inspection report, the term 'service user' describes the care homes to which the agency's nurses are supplied to work.

The inspector would like to thank the staff and service users for their help, support and cooperation during the inspection.

3.0 How we Inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how the agency was performing against the regulations and standards, at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

To prepare for this inspection we reviewed information held by RQIA about this agency. This included any previous areas for improvement issued, registration information, and any other written or verbal information received from service users.

Throughout the inspection process inspectors will seek the views of those working for the agency and the care homes in which nurses are supplied; we will also and review a sample of records to evidence how the agency is performing in relation to the regulations and standards.

In our inspections of nursing agencies, we are committed to ensuring that the rights of people who receive services are protected. This means we will seek assurances that the agency promotes the dignity, privacy, independence and autonomy of people receiving nursing services.

Information was provided to service users and staff on how they could provide feedback on the quality of services. This included an electronic survey.

4.0 What people told us about the agency?

Throughout the inspection the RQIA inspector will seek to speak with service users for their opinions on the quality of the care and support provided by the nurses employed in this agency.

As part of the inspection process we spoke with a number of service users and registered nurses. The information provided indicated that there were no concerns in relation to the agency.

Service users' comments:

- "They are absolutely great and I have no hesitation in getting staff from there – they are worth their weight in gold."
- "They are generally reliable and tidy. I have no concerns about them at all."
- "They are brilliant – well trained and provide a great calibre of nurses."
- "They are well trained and turned up on time."
- "We have used the agency regularly – they know what to do."
- "The nurses from Ann's are very attentive to residents' needs, always arriving in time, caring and compassionate and treating everyone with respect and dignity."

No staff responded to the electronic survey.

No service users responded to their questionnaires.

5.0 The Inspection

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

The last care inspection of the agency was undertaken on 11 September 2023 by a care inspector. No areas for improvement were identified.

5.2 Inspection Findings

5.2.1 What systems are in place for staff recruitments and are they robust?

A review of the agency's staff recruitment records confirmed that pre-employment checks, including criminal record checks (AccessNI), were completed and verified before registered nurses were supplied to the various care home settings.

A review of the records confirmed that all registered nurses were appropriately registered with the Nursing and Midwifery Council (NMC). Information regarding registration details, renewal and revalidation dates was monitored by the manager; this system was reviewed and found to be in compliance with regulations and standards. Records had been retained of any referrals the agency made to the NMC.

There was a system in place to ensure that the registered nurses were placed into settings where their skills closely matched the needs of patients. Nurses were provided with training appropriate to the requirements of the settings in which they were placed. This training included Deprivation of Liberty Safeguards (DoLS), adult safeguarding, dysphagia, dementia and falls awareness as appropriate to their job roles.

5.2.2 What are the arrangements to ensure robust managerial oversight and governance?

The content of the Adult Safeguarding policy and training was reviewed and was noted to reflect the regional guidance in Northern Ireland. The agency had in place an identified adult safeguarding champion. The adult safeguarding annual position report was reviewed and was noted to combine the data in relation to adult safeguarding incidents involving both HCAs and nurses recruited by the agency. As RQIA do not regulate agencies supplying HCAs, the person in charge was asked to separate this data and to ensure that safeguarding incidents involving nurses are clearly identified and available for inspection purposes. This will be reviewed at a future inspection.

There were quality monitoring arrangements in place in compliance with Regulations and Standards. A review of the reports of the agency's quality monitoring established that there

was engagement with service users and staff. It was noted that the reports routinely monitored any incidents as part of the monthly checks to identify any patterns or trends. There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure. The person in charge advised that there were no complaints received since the last inspection.

It was good to note that registered nurses had supervisions undertaken in accordance with the agency's policies and procedures. Records were retained of clinical supervisions that the registered nurses had availed of during long term placements.

No incidents had occurred that required investigation under the Serious Adverse Incidents (SAI) procedure.

The alphabetical list of staff employed by the agency was up to date.

Records were retained in accordance with the Nursing Agencies Regulations.

The agency's registration certificate was up to date and displayed appropriately along with current certificates of public and employers' liability insurance.

4.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Chloe Collins, compliance manager, as part of the inspection process and can be found in the main body of the report.



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