

Inspection Report

16 April 2024



First Choice Selection Service Ltd

Type of service: Nursing Agency
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Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

Organisation/Registered Provider: First Choice Selection service Ltd	Registered Manager: Ms Lauren Qaddouhi
Responsible Individual/s: Paul Crean	Date registered: (Acting)
Person in charge at the time of inspection: Mr Paul Crean	
Brief description of the agency operates: First Choice Selection Services Ltd is a nursing agency which supplies registered nurses to a range of settings. These include Health and Social Care Trust (HSCT) facilities and care homes.	

2.0 Inspection summary

An announced inspection was undertaken on 16 April 2024 between 8.50am and 12.00pm. The inspection was conducted by a care inspector.

The inspection examined the agency's governance and management arrangements, reviewing areas such as staff recruitment, professional registrations, staff induction and training and adult safeguarding. The reporting and recording of accidents and incidents, complaints and whistleblowing were also reviewed.

Areas for improvement identified related to recording matching of skills and recruitment, the Annual Quality Report, and the Statement of Purpose and Service User Guide documents.

Good practice was identified in relation to the monitoring of nurses' registrations with the Nursing and Midwifery Council (NMC). There were good training arrangements in place.

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

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.

In preparation for this inspection, a range of information about the service was reviewed. This included registration information, and any other written or verbal information received from service users.

As a public-sector body, RQIA has a duty to respect, protect and fulfil the rights that people have under the Human Rights Act 1998 when carrying out our functions. 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 from service users that the agency takes all reasonable steps to promote people's rights. People in receipt of nursing care have the right to expect their dignity and privacy to be respected and to have their independence and autonomy promoted. They should also experience their individual choices and freedoms.

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?

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.

Comments received included:

Service users' comments:

- "Myself and my staff on the ward have been using First Choice Services for the past several years and have a main point of contact and together we have established a good working relationship with. From this we have blocked booked several of their staff on both day and night duty. When I have had concerns with regards to staff time keeping or any other issues I have felt supported and this has been addressed in a timely manner."
- "We use First Choice on a regular basis. The staff are excellent and the care I observe them providing is compassionate."
- "The agency itself is fast to respond to our needs and they contact us at least weekly to check in on their staff. Thankfully we have not needed to raise any concerns but I feel confident they would be addressed in a timely efficient way."

Registered Nurses' comments:

- "I have found that First Choice Agency is very good at keeping me up to date with all relevant forms of communication in relation to being an employee of theirs."
- "They address all matters in a very quick and timely manner."
- "Staff are pleasant and informative and take time to deal with any matters that arise. They offer me all relevant training alongside whatever the NHS Trust that I am working for has offered."

- “I have found the whole experience a very positive one.”
There were no responses to the electronic survey.

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 20 April 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 recruitment and are they robust?

A review of the agency’s staff recruitment records confirmed that criminal record checks (AccessNI), were completed and verified before registered nurses were supplied to the various health care settings. Two references including a reference from the current or most recent employer was not consistently obtained. Reasons for leaving previous employment was not recorded on one of the files reviewed. An area for improvement has been identified.

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

A review of the records confirmed that all registered nurses were appropriately registered with the 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. No referrals were made to the NMC by the agency.

It was good to note that registered nurses had supervisions undertaken in accordance with the agency’s policies and procedures.

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, however this documentation was not consistently completed. An area for improvement has been identified.

Staff profiles were viewed and one of the profiles contained inaccurate information, the Registered Individual has agreed to review all staff profiles.

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.

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.

The agency was unable to provide an Annual Quality report for inspection. An area for improvement has been identified.

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.

The Statement of Purpose and Service User Guide required to be updated. An area for improvement has been identified.

We discussed the acting management arrangements, the Responsible Individual has agreed to review management arrangements.

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 Regulations (Northern Ireland) 2005.

	Regulations	Standards
Total number of Areas for Improvement	4	0

The areas for improvement and details of the QIP were discussed with Mr Paul Crean, Responsible Individual, as part of the inspection process. The timescales for completion commence from the date of inspection.

Quality Improvement Plan	
Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005	
Area for improvement 1 Ref: Regulation 12(d) Schedule 3 Stated: First time To be completed by: Immediately from the date of inspection	<p>The registered person shall ensure that full information is available this is specifically in relation to two written reference, one of which is from the current / most recent employer and reasons for leaving employment are included.</p> <p>Ref: 5.2.1</p> <hr/> <p>Response by registered person detailing the actions taken: This has been undertaken.</p>
Area for improvement 2 Ref: Regulation 12 (2) Stated: First time To be completed by: Immediately from the date of inspection	<p>The registered person shall ensure that selection of nurse for supply is made by a nurse and full and satisfactory information is available. This relates specifically to the documentation for skills matching and appropriate placements not being fully completed.</p> <p>Ref: 5.2.2</p> <hr/> <p>Response by registered person detailing the actions taken: This is being done.</p>
Area for improvement 3 Ref: Regulation 20 (2) Stated: First time To be completed by: Immediately from the date of inspection	<p>The registered person shall ensure that a Quality report is conducted and a copy of the report made available on request for service users</p> <p>Ref: 5.2.2</p> <hr/> <p>Response by registered person detailing the actions taken: Already completed.</p>
Area for improvement 4 Ref: Regulation 6 Stated: First time To be completed by:	<p>The registered person shall keep under review the statement of purpose and service user guide</p> <p>Ref; 5.2.2</p>

Immediately from the date of inspection	Response by registered person detailing the actions taken: This will be completed by end of July 2024.
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