



The Regulation and  
Quality Improvement  
Authority

# Inspection Report

**Name of Service:** Bionical Health Limited

**Provider:** Bionical Health Limited

**Date of Inspection:** 16 January 2025

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

## 1.0 Service information

<b>Organisation/Registered Provider:</b>	Bionical Health Limited
<b>Responsible Individual:</b>	Mr Gareth Williams
<b>Registered Manager:</b>	Ms Gemma Tyrrell
<b>Service Profile:</b> Bionical Health Limited is a nursing agency which operates from an office in Derbyshire. The agency supplies nurses to an acute hospital setting, to support patients whilst they are commencing on a new medicine treatment (the titration period). The agency also offers extended support to the patients when they are discharged, in the form of teaching, advice and support. The patient's care is commissioned by the Belfast Health and Social Care Trust (BHSCT) and paid for by a pharmaceutical company.	

## 2.0 Inspection summary

An unannounced inspection took place on 16 January 2025 from 10.45 a.m. to 1.50 p.m. by a care Inspector.

The inspection was undertaken to evidence how the day care setting is performing in relation to the regulations and standards; and to assess progress with the areas for improvement identified, by RQIA, during the last care inspection on 11 August 2023; and to determine if the agency is delivering safe, effective and compassionate care and if the service is well led.

While we found care to be delivered in a safe, effective and compassionate manner, improvements were required to ensure the effectiveness and oversight of certain aspects of the agency's quality systems; such as to ensure the oversight of recruitment and the annual quality report.

Representatives from the BHSCT said they were satisfied with the service provided by Bionical Health Limited. The patients who received extended support following discharge from hospital did not raise any concerns regarding their care and treatment. Details can be found in the main body of the report. See section 3.2.

As a result of this inspection all four areas for improvement previously identified were assessed as having been addressed by the provider. Full details, including new areas for improvement identified, can be found in the main body of this report and in the quality improvement plan (QIP) in Section 4.

## 3.0 The inspection

### 3.1 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 the previous Quality Improvement Plan issued, registration information, and any other written or verbal information received from service users or the commissioning trust.

Throughout the inspection process inspectors seek the views of the service users, who use the nurses supplied by the agency; and review/examine a sample of records to evidence how the agency is performing in relation to the regulations and standards.

### 3.2 What people told us about the agency

Services users told us that they were satisfied with the service provided by Bionical Health Limited. The nurses who are supplied by the agency provided positive feedback in relation to how they are supported by the agency to fulfil their roles.

### 3.3 Inspection findings

Safe staffing begins at the point of recruitment and continues through to staff induction, regular staff training and ensuring that the skill of the nurses meets the needs of service users.

A review of the agency's recruitment records identified that pre-employment checks had generally been undertaken on staff before they commenced employment. However, review of records identified that the references received had not been from the nurse's current/most recent employer. An area for improvement has been identified.

There was a system in place for all newly recruited nurses to complete a comprehensive induction, to ensure they were competent to carry out the duties of their job in line with the agency's policies and procedures. The induction included specific training and working with another nurse for three months.

Staff compliance with training was monitored by the manger. The nurses required to complete Deprivation of Liberty Training; and this was completed following the inspection.

There was a system in place to ensure that staff received supervision and appraisals in keeping with the agency's policy.

There were sufficient nurses available to meet the needs of the service.

There has been no change in the management of the agency since the last inspection. Mrs Gemma Tyrell has been the Registered Manager since 20 April 2023. Staff commented positively about the manager.

Review of a sample of records evidenced that there was a robust system in place for reviewing the quality of care and staff practices. However, the system on obtaining feedback from the Consultants on the nurses practice, following the drug titration period was not robust. Similarly, the process for seeking feedback from the patients who received reviews in their own home was not sufficiently robust. Advice was given to the manager and following the inspection, it was confirmed to RQIA that this matter had been addressed.

The annual quality report had not been completed. Following the inspection, this was submitted to RQIA. An area for improvement has been identified to ensure that stakeholder feedback is included in the report.

The annual Safeguarding Position Report was satisfactory.

#### 4.0 Quality Improvement Plan/Areas for Improvement

Areas for improvement have been identified where action is required to ensure compliance with the Regulations and Standards.

	Regulations	Standards
<b>Total number of Areas for Improvement</b>	1	1

Areas for improvement and details of the Quality Improvement Plan were discussed with Mrs Gemma Tyrrell, Manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

<b>Quality Improvement Plan</b>	
<b>Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005</b>	
<p><b>Area for improvement 1</b></p> <p><b>Ref:</b> Regulation 12 (1)(d)</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> Immediate from the date of the inspection</p>	<p>The Registered Person shall ensure that references are sought and received from the nurses' current or most recent employer; where these references are not forthcoming, evidence should be retained of the efforts made to obtain the references.</p> <p>Ref: 3.3</p> <p><b>Response by registered person detailing the actions taken:</b> Bionical Health SOPs (Standard Operating Procedures) for Pre employment checks and on-boarding both state the following: 5.9 Pre Employment Checks (Pre-employment checks vary by role. However, in the case of all new employees, they must provide two references - one of which must be from their last employer and all references must cover at least the last 3 years of employment. This requirement ensures that the correct process and adequate references are obtained and checked prior to employment commencement. These documents and processes were updated on 25/01/2025 to reflect the resolution of 'Area for Improvement 1 - Regulation 12 (1) (d)'</p>
<b>Action required to ensure compliance with The Nursing Agencies Minimum Standards, 2008</b>	
<p><b>Area for improvement 1</b></p> <p><b>Ref:</b> Standard 1.13</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> Immediate from the date of the inspection</p>	<p>The Registered Person shall ensure that the annual quality report is completed; and that this includes feedback from Consultants and patients.</p> <p>Ref: 3.3</p> <p><b>Response by registered person detailing the actions taken:</b> The Annual Quality Report for period September 2023 - August 2024 completed and submitted 21<sup>st</sup> January 2025. This process of monthly quality reports and annual quality report has been updated to reflect the resolution of 'Area for Improvement 1 - Reference standard 1.13'</p>

***\*Please ensure this document is completed in full and returned via the Web Portal\****



## The Regulation and Quality Improvement Authority

James House  
2-4 Cromac Avenue  
Gasworks  
Belfast  
BT7 2JA

---



**Tel:** 028 9536 1111



**Email:** [info@rqia.org.uk](mailto:info@rqia.org.uk)



**Web:** [www.rqia.org.uk](http://www.rqia.org.uk)



**Twitter:** @RQIANews