

Inspection Report

15 October 2024



Next Step Nursing Ltd

Type of service: Nursing Agency
Address: 10 Saffron Central Square, Croydon,
Surrey, CR0 2FT
Telephone number: 0203 907 6789

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

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: Next Step Nursing Ltd	Registered Manager: Mrs Joceyln Navarro
Responsible Individual: Mrs Joceyln Navarro	Date registered: 16 December 2019
Person in charge at the time of inspection: Mrs Joceyln Navarro	
Brief description of the agency operates: Next Step Nursing Ltd is registered with RQIA as a Nursing Agency. The agency operates from an office located in Croydon. The agency is currently supplying one nurse.	

2.0 Inspection summary

An announced inspection was undertaken on 15 October 2024 between 9.00 a.m. and 11.15 am. 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, adult safeguarding arrangements, complaints, whistleblowing, and the system for retaining records were also reviewed.

No areas for improvement were identified.

For the purposes of the inspection report, the term 'service user' describes the hospitals or care locations, the agency's nurse(s) 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 any previous areas for improvement identified, 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?

Contact was made with the service user and the registered nurse but no responses were received.

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 10 November 2022 by a care inspector. A Quality Improvement Plan (QIP) was issued. This was reviewed by the care inspector during this inspection.

Areas for improvement from the last inspection on 10 November 2022		
Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005		Validation of compliance
Area for improvement 1 Ref: Regulation 12 (1) (d) Stated: First time	The registered person shall ensure that no nurse is supplied by the agency unless full and satisfactory information is available which includes full employment history, reasons for leaving previous employment and appropriate references. Ref: 5.2.1	Met

To be completed by: Immediately from the date of inspection	Action taken as confirmed during the inspection: Full employment history, reasons for leaving previous employment and appropriate references were viewed during inspection.	
Action required to ensure compliance with The Nursing Agencies Minimum Standards, 2008		Validation of compliance
Area for improvement 2 Ref: Standard 10.1 Stated: First time To be completed by: Immediately from the date of inspection	People who use services provided by the nursing agency are asked for their comments on the quality of services information and care received. This information is collected in an anonymised format and used by the nursing agency to make improvements to services. Ref: 5.2.2 Response by registered person detailing the actions taken: Comments on the quality of the service and care provided was evidenced at inspection.	Met

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 pre-employment checks including criminal record checks (AccessNI), were completed and verified before registered nurses were supplied to the health care settings.

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. The agency had not made any referrals to the NMC.

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. Nurses were provided with training appropriate to the requirements of the settings in which they were placed.

There were quality monitoring arrangements in place in compliance with Regulations and Standards. Advice was shared with the manager as to how these reports could be improved. This will be reviewed at future inspection.

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure. No complaints were received since the last inspection.

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

Records were retained in accordance with the Nursing Agencies Regulations.

6.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mrs Joceyln Navarro, Responsible Individual, as part of the inspection process and can be found in the main body of the report.



The **Regulation** and
Quality Improvement
Authority

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
Web www.rqia.org.uk
 [@RQIANews](https://twitter.com/RQIANews)