

Inspection Report

21 May 2024



BFS Healthcare Ltd

Type of service: Nursing Agency
Address: North City Business Centre, 2 Duncairn Gardens,
Belfast, BT15 2GG
Telephone number: 078 5029 4118

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: BFS Healthcare Ltd	Registered Manager: Mr. Rosendo Soriano
Responsible Individual: Mrs. Virgi Lee Talens	Date registered: 25 April 2022
Person in charge at the time of inspection: Mr. Rosendo Soriano	
Brief description of the agency operates: BFS Healthcare Ltd is registered as a nursing agency. The agency provides nurses to a number of Health Care Trusts and independent sector nursing homes in Northern Ireland.	

2.0 Inspection summary

An unannounced inspection was undertaken on 21 May 2024 between 09.00 a.m. and 13.30 pm. 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, whistleblowing, as well as training, were also reviewed.

Adult safeguarding arrangements, complaints, whistleblowing, and the system for retaining records were also reviewed; this included the system for managing alerts issued by the Chief Nursing Officer (CNO) although this communication pathway has been discontinued.

There were no areas for improvement identified in this inspection.

Good practice was identified in relation to staff recruitment, the monitoring of nurses' registrations with the Nursing and Midwifery Council (NMC) and the quality of professional staff supplied as demonstrated by the low number of practice-related complaints. There were good governance and management arrangements in place.

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

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.

4.0 What did people tell 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:

- "I am satisfied with the support provided by BFS."
- "Very satisfied."
- "Any issues have always been resolved promptly. Keep up the good work."
- "No problems. Excellent."

Registered Nurses' comments:

- "I really enjoy working for BFS. They are a good agency to work for."
- "BFS are a good agency. They are a good agency and pay well."
- "I have been with BFS for a couple of years and would not work for anyone else."

5.0 The inspection

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

Areas for improvement from the last inspection on 10 January 2024		
Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005		Validation of compliance
<p>Area for improvement 1</p> <p>Ref: Regulation 15 (2)(e)</p> <p>Stated: Second time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall ensure that the Staff Handbook is reviewed and updated as outlined in the report.</p> <p>Ref: 4.1.1</p> <hr/> <p>Action taken as confirmed during the inspection: Inspector confirmed the staff handbook was available and up to date at the time of inspection. Policy BFS55 was reviewed by the inspector and was found to be satisfactory.</p>	Met
<p>Area for improvement 2</p> <p>Ref: Regulation 24 (a)(b)(c)(d)(f)(g)(h)</p> <p>Stated: Second time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall ensure that a policy is developed in relation to the agency’s requirement to notify RQIA of specified events, as outlined in the regulations (Notice of Changes).</p> <p>Ref: 4.1.1</p> <hr/> <p>Action taken as confirmed during the inspection: Inspector confirmed that Policy BFS01 was available and up to date at the time of inspection, regarding the notification to RQIA of absences or changes of the Responsible Individual or manager.</p>	Met
<p>Area for improvement 3</p> <p>Ref: Regulation 14 (2) (a)</p>	<p>The registered person shall ensure that the policy on Supervision is reviewed to reflect good practice in this area.</p> <p>Ref: 4.1.2</p>	Met

<p>Stated: Second time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>Action taken as confirmed during the inspection: Inspector confirmed Policy BFS62 on Clinical Supervision for Registered Nurses was available and up to date at the time of inspection.</p>	
<p>Area for improvement 4</p> <p>Ref: Regulation 12 (1)</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall ensure that no nurse is supplied by the agency unless (b)he has the qualifications, knowledge, skills and competencies which are necessary for the work which he is to perform; (d)full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.</p> <p>This relates specifically to staff recruitment records did not contain full employment histories and the reasons for leaving employment were not included. Competency and qualities forms did not reflect staff experience from files.</p> <p>Ref: 5.2.1</p> <p>Action taken as confirmed during the inspection: Inspector confirmed Policy BFS057 (Staff Development and Training) and Policy BFS43 (Recruitment of Staff) were available and up to date at the time of inspection. The inspector reviewed the added section within staff recruitment files regarding exploration of full recruitment history, including gaps in employment; these were found to be satisfactory. Competency and qualities forms reflected staff experience from files.</p>	<p>Met</p>
<p>Area for improvement 5</p> <p>Ref: Regulation 10 (1)(2)(b)(3)(a)</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered individual and manager shall, having regard to the size of the agency, its statement of purpose and the number and needs of the service users, manage the agency with sufficient care, competence and skill, undertaking; training as is appropriate to ensure that he has the experience and skills necessary for carrying on the agency.</p> <p>This relates specifically to safeguarding, complaints and training management.</p> <p>Ref: 5.2.2</p>	<p>Met</p>

	<p>Action taken as confirmed during the inspection: Inspector confirmed Policy BFS057 (Staff Development and Training), Policy BFS06 (Safeguarding of Children), Policy BFS50 (Safeguarding of Adults) and Policy BFS10 (Complaints) were available and up to date at the time of inspection. The Responsible Individual and Registered Manager have attended safeguarding training.</p>	
<p>Area for improvement 6 Ref: Regulation 20 (1) Stated: First time To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall introduce and maintain a system for reviewing at appropriate intervals the quality of services provided by the agency. Ref: 5.2.2</p> <p>Action taken as confirmed during the inspection: Inspector confirmed Policy BFS40 (Monitoring of Quality of Service) was available and up to date at the time of inspection. The quality of services was monitored on a monthly basis.</p>	<p>Met</p>
<p>Action required to ensure compliance with The Nursing Agencies Minimum Standards, 2008</p>		<p>Validation of compliance</p>
<p>Area for improvement 1 Ref: Standard 2 Stated: Second time To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall ensure that policies and procedures that direct the quality of services provided by the nursing agency are reviewed as outlined in the report. This refers specifically to:</p> <ul style="list-style-type: none"> • the Incident/accident policy and procedure and reporting notifiable events <p>Ref: 4.1.1</p> <ul style="list-style-type: none"> • the Disciplinary and Grievance procedure • the Whistleblowing policy <p>Ref: 4.1.2</p>	<p>Met</p>

	<p>Action taken as confirmed during the inspection: Inspector confirmed Policy BFS03 (Management of Accidents and Adverse Incidents) was available and up to date at the time of inspection. The Disciplinary and Whistleblowing Policies were also viewed by the inspector.</p>	
<p>Area for improvement 2</p> <p>Ref: Standard 9.1</p> <p>Stated: Second time</p>	<p>The registered person shall ensure the adult safeguarding policy and procedure is reviewed and is in accordance with the regional policies and procedures as they apply in N.I.</p> <p>Ref: 4.1.1</p>	Met
<p>To be completed by: Immediate from the date of the inspection</p>	<p>Action taken as confirmed during the inspection: Inspector confirmed Policy BFS06 (Safeguarding of Children), Policy BFS50 (Safeguarding of Adults) were available and up to date at the time of inspection.</p>	
<p>Area for improvement 3</p> <p>Ref: Standard 4.1</p> <p>Stated: Second time</p>	<p>The registered person shall ensure that the policy and procedure for staff recruitment is reviewed as outlined in the report and complies with legislative requirements and DoH guidance.</p> <p>Ref: 4.1.2</p>	Met
<p>To be completed by: Immediate from the date of the inspection</p>	<p>Action taken as confirmed during the inspection: Inspector confirmed Policy BFS43 (Recruitment of Staff) was available and up to date at the time of inspection.</p>	
<p>Area for improvement 4</p> <p>Ref: Standard 1.15</p> <p>Stated: Second time</p>	<p>The registered person shall ensure that the policy relating to the management of alerts is developed to include the process for managing, recording and checking of CNO alerts.</p> <p>Ref: 4.1.2</p>	Met
<p>To be completed by: Immediate from the date of the inspection</p>	<p>Action taken as confirmed during the inspection: Policy BFS70 Management of CNO Alerts viewed by inspector.</p>	

	Inspector confirmed that CNO Alerts are no longer being issued (last CNO Alert held by BFS is 1/6/22) and this policy is no longer required.	
Area for improvement 4 Ref: Standard 1.15 Stated: Second time To be completed by: Immediate from the date of the inspection	The registered person shall ensure that arrangements are in place for dealing with alert letters, managing identified lack of competence and poor performance and reporting incompetence in line with guidance issued by the DHSSPS and professional regulatory bodies. (? CNO Alerts) Ref: 4.1.2	Met
	Action taken as confirmed during the inspection: Handbook reviewed types and principles of abuse, gateway contacts and mandatory training requirements and skills were not included. This document also contains incorrect details relating to the registered manager Policy BFS70 Management of CNO Alerts viewed by inspector.	

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 various health care settings.

The manager had a robust system in place to monitor alerts issued by the Chief Nursing Officer (CNO) for Northern Ireland. This indicated that the appropriate checks were undertaken before the registered nurses were employed. The absence of recent CNO Alerts was noted.

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. Records had been retained of any referrals the agency made to the NMC.

It was good to note that registered nurses had supervisions undertaken in accordance with the agency's policies and procedures, as well as NMC guidance.

Records were retained of clinical supervisions that the registered nurses had availed of during long term placements.

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 Liberties Safeguards (DoLS), adult safeguarding, Dysphagia, National Early Warning Score (NEWS) and the Management of Actual or Potential Aggression (MAPA), as appropriate to their job roles.

The content of the Adult Safeguarding policy and training was reviewed and was noted to reflect the regional guidance in Northern Ireland.

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. Where complaints were received since the last inspection, these were appropriately managed and were reviewed as part of the agency's quality monitoring process.

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

The inspector confirmed that 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.

6.0 Quality Improvement Plan (QIP)/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mr Rosendo Soriano (Registered Manager) and Mrs Virgi Lee Talens (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
James House
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA

Tel 028 9536 1111
Email info@rqia.org.uk
Web www.rqia.org.uk
Twitter @RQIANews

Assurance, Challenge and Improvement in Health and Social Care