

Unannounced Care Inspection Report 15 March 2018



Medcom Personnel Ltd

Type of Service: Nursing Agency

**Address: Suite 7-9, Adelaide House, Hawthorn Business Centre, 1
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Tel No: 07476008973

Inspector: Bridget Dougan

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

This is a nursing agency which was registered in August 2015 to supply nurses to a range of healthcare settings and to work with service users in their own homes. To date the agency has not been operational.

3.0 Service details

Organisation/Registered Provider: Medcom Personnel Ltd. Responsible Individual: Irene Mtisi	Registered Manager: Irene Mtisi
Person in charge at the time of inspection: Irene Mtisi	Date manager registered: 28/08/2015

4.0 Inspection summary

An unannounced inspection took place on 5 March 2018 from 10.00 to 13.00 hours.

This inspection was underpinned by the Nursing Agencies Regulations (Northern Ireland) 2005 and the Nursing Agencies Minimum Standards, 2008.

This inspection was undertaken to establish if the agency was supplying nurses to any setting or regulated service. During discussion with the responsible individual the inspector was assured that the agency is not involved in the supply of nurses to any setting.

Evidence of good practice was found in relation to policies and procedures.

No areas requiring improvement were identified.

The findings of this report will provide the agency with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Irene Mtisi, responsible individual, as part of the inspection process and can be found in the main body of the report.

Enforcement action did not result from the findings of this inspection.

4.2 Action/enforcement taken following the most recent care inspection dated 26 August 2015

No further actions were required to be taken following the most recent pre-registration inspection on 26 August 2015.

5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- the previous care inspection report.

The following information was examined during the inspection:

- statement of purpose
- service user guide
- recruitment policy and procedure
- whistleblowing policy and procedure
- safeguarding policy and procedure
- induction and training policy and procedure
- supervision and appraisal policy and procedure
- data protection policy
- record keeping policy
- quality monitoring policy
- complaints policy.

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 26 August 2015

The most recent inspection of the agency was an unannounced care inspection.

6.2 Review of areas for improvement from the last care inspection dated 26 August 2015

There were no areas for improvement made as a result of the last care inspection.

6.3 Inspection findings

The responsible individual informed the inspector that, although the organisation has been registered as a nursing agency since 28 August 2015, they have not recruited or been involved in the supply of nurses.

The statement of purpose and service user guide were reviewed and found to be satisfactory.

A range of policies and procedures were reviewed in relation to recruitment, induction, training, safeguarding, whistleblowing, data protection, records management and quality monitoring. These policies and procedures were found to be current and compliant with relevant regulations and standards.

Areas of good practice

There were examples of good practice found in relation to policies and procedures.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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