



The Regulation and
Quality Improvement
Authority

North West Recruitment
RQIA ID: 10689
19 Carlisle Road
Londonderry
BT48 6JJ

Inspector: Amanda Jackson
Inspection ID: IN022842

Tel: 028 7137 2937
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**Unannounced Care Inspection
of
North West Recruitment**

11 February 2015



The Regulation and Quality Improvement Authority
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1. Summary of Inspection

An unannounced care inspection took place on 11 February 2016 from 10.00 am to 13.00 Overall on the day of the inspection the Agency was found to be delivering safe, effective and compassionate care. Areas for improvement were identified and are set out in the quality improvement plan appended to this report. This inspection was underpinned by The Nursing Agencies Regulations (Northern Ireland) 2005, and The DHSPSS Nursing Agencies Minimum Standards (2008).

2. Actions/Enforcement Taken Following the Last Inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

3. Actions/Enforcement Resulting From This Inspection

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

4. Inspection Outcome

	Requirements	Recommendations
Total Requirements and Recommendations Made	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection can be found in the main body of the report.

5. Service Details

Registered Organisation/Registered Provider: North West Care and Support Ltd/ Mr Philip Stewart	Registered Manager: Miss Shauna Teresa Irwin
Person in Charge of the Agency at the Time of Inspection: Miss Shauna Teresa Irwin	Date Registered: 10 October 2011
Number of Service Users in Receipt of a Service on the Day of Inspection: 2	Number of Registered Nurses, Health Visitors and Midwives on the Agency's Books: One

6. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to establish the level of compliance achieved with respect to the following themes:

Theme 1: Nurse Training -The agency has procedures in place to ensure all nurses are appropriately trained and qualified for their roles.

Theme 2: Vulnerable adults and children are protected from abuse.

7. Methods/Process

Prior to inspection the following records were analysed:

- Previous inspection report
- Previous quality improvement plan.

Specific methods/processes used in this inspection include the following:

- Discussion with the registered manager
- Examination of records
- File audits
- Evaluation and feedback.

The following records were examined during the inspection:

- Training and development policy
- Training and development plan/schedule
- One staff member's training records
- One staff member's skills assessment
- Staff newsletter (references training)
- One staff member's supervision and appraisal records
- One staff member's pre-employment checks
- One staff member's competence/skills evaluation
- Vulnerable adults and child protection policies and procedures
- Whistleblowing policy and procedure
- Staff handbook regarding protection and whistleblowing information
- Staff induction programme
- Out of hours contact details
- Three monthly monitoring reports (October, November and December 2015)
- Annual quality report (2014).

Discussions with one staff member took place on the day of inspection via telephone. The feedback from staff discussions supported staff being happy within their role and working for North West Recruitment. The staff member described training as appropriate to their needs, delivered regularly and ongoing covering a range of mandatory areas in line with RQIA training guidelines (2012). The staff member presented an appropriate knowledge in the

area of vulnerable adults in line with theme two of this report. The staff member discussed appropriate and ongoing line management support and informed the inspector that supervision's and appraisals take place at varying intervals during the year.

The inspector also spoke with the manager of one service following the inspection day (via telephone) regarding the quality of staffing and care provision provided by North West Recruitment. The manager expressed satisfaction with the service and staff provided via the agency confirming North West Recruitment provide a professional and responsive service with appropriately trained and competent staff attending the facility.

The inspector would like to extend gratitude to the registered manager and staff of North West Recruitment for their hospitality and contribution to the inspection process.

8. The Inspection

North West Recruitment is a nursing agency operating from 19 Carlisle Road, Londonderry, BT48 6JJ. The service currently places one nurse into one supported living facility and one private hospital. Services operate within the WHSCT area.

8.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was an unannounced care inspection dated 23 March 2015. There were no requirements or recommendations from the previous inspection.

8.2 Theme 1: Nurse Training -The agency has procedures in place to ensure all nurses are appropriately trained and qualified for their roles.

Is Care Safe?

North West Recruitment is a small nursing agency with one nurse employed and one nurse manager overseeing the recruitment process. The agency currently supplies one nurse to one supported living facility and one private hospital. The agency is also a recruitment agency involved in the supply of care staff and is registered with Department of Employment and Learning (DEL).

The agency has a training and development policy that had been approved, signed and dated. The policy was found to be in compliance with the RQIA mandatory training guidelines (2012).

There was evidence that the training needs of the individual nurse are identified and records viewed confirmed that the agency had systems in place to provide nurses with a range of mandatory training compliant with RQIA mandatory training guidelines (2012). The agency provide additional training as and when required or requested by the staff member and this was discussed during inspection.

Information examined indicated that each new nurse must complete an induction prior to any placement. Training records examined provided evidence that the nurse employed by the agency had completed mandatory training but as the staff member had been employed with the agency long term, induction records were not available for review. Completion and retention of new staff induction records were discussed during the inspection day for future

review and the process for this was clearly referenced within the agency policies and procedures on induction training.

Discussion with the registered manager and the one nurse confirmed supervision and appraisal processes are in place. Evidence of staff supervision and appraisal was available during inspection and supported a consistent approach.

On the day of the inspection there was substantial evidence that administration systems are well organised as all requested records were made available for review.

Is Care Effective?

The training files relating to the one nurse were examined and contained evidence that the agency had documentary evidence of the nurse's previous learning, professional development and practice experience. Newly recruited staff files could not be reviewed as the agency has not recruited recently hence the inspector was unable to review details of previous learning and practice experience for such staff members.

Arrangements in place to ensure that skills and expertise of each nurse is matched to the requirements of placements were not available for review at inspection as stated above (no staff recently recruited). All current staff were long-term and have been placed in the aligned facilities for a substantial period of time.

Arrangements were in place to check that each nurse is registered with NMC at employment commencement and ongoing on an annual basis.

Records examined found that the training needs of the nurse had been identified and the required training had been met by the agency.

Is Care Compassionate?

There was evidence that the effect of the nurses' training is evaluated as part of quality monitoring. This was reviewed as a quality evaluation which is provided to the facilities a minimum of once annually, or more frequently if staff are placed on different block bookings during the year. Evidence presented during inspection verified this process and discussion with the supported living facility manager assured the inspector that all placements of staff are appropriate.

The review of staff training records and quality evaluations informed the inspector there are arrangements in place to ensure nurses are appropriately trained and qualified for their roles.

Feedback from one supported living facility manager (via telephone) following the inspection day, regarding staff placements, was found to be positive with the manager discussing a professional and efficient service provided by North West Recruitment with an appropriately skilled and competent staff member.

Areas for Improvement

The agency has met all of the required areas under theme one.

Number of Requirements	0	Number Recommendations:	0
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8.3 Theme 2: Vulnerable adults and children are protected from abuse.

Is Care Safe?

The agency had policies and procedures for protecting vulnerable adults and children in accordance with legislation, DHSSPS guidance, regional protocols and procedures issued by the Health and Social Services Board and the relevant HSC trust. The registered manager confirmed the agency was not providing a service to children at this time.

Staff training records examined confirmed that procedures for protecting vulnerable adults and for safeguarding children and young people are included in the training programme for staff.

There is a written policy on "Whistleblowing" and procedures that identify to whom staff report concerns about poor practice.

The registered manager reported to date there had been no reported issues or concerns regarding the protection of vulnerable adults and children. The registered manager appeared fully familiar with the reporting of any such event.

Is Care Effective?

On the day of the inspection the registered manager informed the inspector of the range of safeguards the agency had implemented to ensure vulnerable adults and children are protected from abuse. This included the arrangements in place that ensure all necessary pre-employment checks are completed and considered. Pre-employment checks reviewed during inspection including nurses' NMC registration and Access NI, and these were confirmed as appropriate.

The registered manager reported she was confident that prior to placement agency nurses were provided with the relevant information to ensure they took appropriate action in the event of a suspicion of, or actual abuse. The registered manager appeared confident and competent in her role and responsibility regarding any investigation in the event of an allegation of abuse being made.

Is Care Compassionate?

The registered manager is a trained registered nurse and is fully involved in the recruitment process. There was evidence that the agency had appropriate pre-employment checks completed.

The registered manager discussed how nurses employed complete an induction that includes training in all aspects of abuse and the protection of vulnerable adults and children. As the one staff member has been with the agency long-term the induction training for this staff member was not reviewed during inspection. The registered manager did however evidence a three day induction programme for new staff members which covered all of the mandatory areas. Refresher training is provided for nurses on an annual basis. The registered manager confirmed that the agency operates a supervision programme for nurses employed. Review of this process during inspection confirmed that a consistent approach and timeframe for supervision was evident.

Discussion with the registered manager, review of training materials and discussion with one nurse demonstrated that the agency promotes the core values of care and takes account of the minimum standards and regulations in respect of this theme.

There was evidence to confirm that the agency had arrangements in place to obtain service users' views about nurses regarding their performance and competencies; this was reviewed in the quality evaluation evidence presented at inspection. The manager expressed there were no concerns regarding the nurse's practice.

Areas for Improvement

The agency has met all of the required areas under theme two.

Number of Requirements	0	Number Recommendations:	0
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9. Additional Areas Examined

9.1 Monthly Monitoring by the Registered Person

The agency's registered manager and registered person complete a monthly monitoring process and report compliant with standard 1.12. The report evidences all relevant areas and is clearly signed off by the registered manager and registered person.

9.2 Annual Quality Report

The agency completes an annual quality review/report in accordance with standard 1.13.

9.3 Complaints

The agency had received no complaints since the previous inspection.

9.4 Incidents

The agency has not reported any incidents since the previous inspection.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations.

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager	<i>Stuier</i>	Date Completed	7 3 2016
Registered Person	<i>[Signature]</i>	Date Approved	10.5.2016
RQIA Inspector Assessing Response	<i>A. Jackson</i>	Date Approved	21/3/16
Please provide any additional comments or observations you may wish to make below:			

Please ensure the QIP is completed in full and returned to agencies.team@rqia.org.uk from the authorised email address