

Unannounced Care Inspection Report 26 February 2018



Homecare Nursing Services

Type of Service: Nursing Agency
Address: Callan House, Hill Street, Milford, BT60 3NZ
Tel No: 02837511333
Inspector: Bridget Dougan

www.rgia.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 January 2012 to supply nurses to a range of healthcare settings and to work with service users in their own homes. To date the nursing agency has not been operational.

3.0 Service details

Organisation/Registered Provider: Homecare (NI) Ltd Responsible Individual: Mairead Mackle	Registered Manager: Brigid Geraldine McCloy
Person in charge at the time of inspection: Head of Quality and Compliance	Date manager registered: 25 July 2017

4.0 Inspection summary

An unannounced inspection took place on 26 February 2018 from 12.00 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 nursing agency was supplying nurses to any setting or regulated service. During discussions with the Head of Quality and Compliance, the inspector was assured that the agency is not involved in the supply of nurses to any setting.

One area requiring improvement was identified in respect of the notification of absence of the registered manager. The inspector was informed the registered manager left her post on 31 January 2018.

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	1	0

This inspection resulted in one area for improvement under the regulations being identified. Findings of the inspection were discussed with the Head of Quality and Compliance, 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.

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

The findings of the inspection were provided to the Head of Quality and Compliance at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 06 November 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 06 November 2015

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

6.3 Inspection findings

The management arrangements for the agency were discussed with the Head of Quality and Compliance. The inspector was informed that the registered manager left her post within the agency on 31 January 2018. A notification of absence of the registered manager should have been submitted in writing to RQIA in accordance with legislation. An improvement has been made.

The Head of Quality and Compliance reported that although the organisation has been registered as a nursing agency since January 2012 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 staff recruitment, induction, training, safeguarding and whistleblowing. These policies and procedures were found to be up to date and compliant with related regulations and standards.

Areas of good practice

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

Areas for improvement

One area for improvement under the regulations was identified in respect of the notification of absence of the registered manager.

	Regulations	Standards
Total number of areas for improvement	1	0

7.0 Quality improvement plan

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with the Head of Quality and Compliance as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all areas for improvement identified within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of the agency. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises RQIA would apply standards current at the time of that application.

7.1 Areas for improvement

Areas for improvement have been identified where action is required to ensure compliance with the Nursing Agencies Regulations (Northern Ireland) 2005.

7.2 Actions to be taken by the service

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP via Web Portal for assessment by the inspector.

Quality Improvement Plan

Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005

<p>Area for improvement 1</p> <p>Ref: Regulation 23 (1) (b)</p> <p>Stated: First time</p> <p>To be completed by: 31 March 2018</p>	<p>The registered person shall give notice in writing to RQIA where the registered manager proposes to be absent from the agency for a continuous period of 28 days or more. The notice shall specify –</p> <ul style="list-style-type: none"> • The length or expected length of the absence • The reason for the absence • The arrangements which have been made for appointing another person to manage the agency <p>Ref: 6.3</p>
	<p>Response by registered person detailing the actions taken: A notification of absence of the registered manager has been submitted to RQIA in writing in accordance with legislation.</p>



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