

Inspections of the Nursing Agency Policy

Version Control Sheet

VERSION	DATE OF REVIEW	IMPLEMENTED AND AUDITED BY	STATUS	COMMENTS
4	01/04/2024	Ann Kelly (Registered Manager)	Active	To be reviewed 01/04/2025

Purpose

Clinical24 Staffing Limited recognises the importance of maintaining high standards of quality and compliance in providing nursing services. This policy outlines the purpose, statement, and procedures for inspections conducted by the Regulation and Quality Improvement Authority (RQIA), ensuring that Clinical24 Staffing Limited meets regulatory requirements, maintains best practices, and continuously improves its operations.

Statement

Clinical24 Staffing Limited is committed to undergoing regular inspections by the RQIA to ensure compliance with regulatory standards, demonstrate accountability, and enhance the quality of services provided by the nursing agency. This policy establishes guidelines and procedures for these inspections, outlining the specific areas and aspects that the RQIA assesses to evaluate Clinical24 Staffing Limited's adherence to policies, procedures, and industry standards.

Procedure and Guidance

RQIA Inspections

The RQIA is the regulatory body responsible for inspecting and monitoring health and social care services in Northern Ireland. The RQIA conducts regular inspections to examine Clinical24 Staffing Limited's operations, governance, and quality standards.

The RQIA inspections will assess various areas, including, but not limited to:

- **Policies and Procedures:** The RQIA will review Clinical24 Staffing Limited's policies and procedures, ensuring they are robust, up-to-date, and aligned with industry standards and regulatory requirements.
- **Staff Files:** The RQIA will inspect staff files to assess the recruitment and selection process, qualifications, verification, training records, and any other relevant information regarding Clinical24 Staffing Limited's workforce.

- **Questions to Registered Manager and Staff:** The RQIA may interview the Registered Manager and other staff members, asking questions related to their roles and responsibilities, patient care, policies, and procedures.
- **Recruitment, Compliance, and Training Process:** The RQIA will assess Clinical24 Staffing Limited's recruitment processes, compliance with legal and regulatory requirements, and the effectiveness of the training and development programs provided to staff.
- **Feedback from Staff and Clients:** The RQIA may seek feedback from staff members and clients regarding their experiences with Clinical24 Staffing Limited's services, quality of care, and overall satisfaction.
- **Documentation:** The RQIA may require Clinical24 Staffing Limited to provide copies of relevant certificates, such as the RQIA registration certificate and insurance certificates.

The RQIA inspections are not limited to the areas mentioned above and may include additional assessments based on the specific focus of the inspection or the RQIA's requirements.

Preparation for Inspections

Clinical24 Staffing Limited will maintain comprehensive and up-to-date policies and procedures in compliance with regulatory standards and best practices.

The Registered Manager will ensure that all staff records, including qualifications, training records, and other relevant documentation, are complete and readily available for inspection.

The Registered Manager and other staff members should be prepared to answer questions and provide information requested by the RQIA during inspections.

Clinical24 Staffing Limited will regularly review its operations and quality management systems to identify areas for improvement and ensure ongoing compliance with regulations and industry standards.

Actions in Response to Inspection Findings

Clinical24 Staffing Limited will carefully review the inspection findings and any recommendations made by the RQIA.

Corrective actions will be developed and implemented based on the identified areas for improvement, using a systematic approach to ensure compliance and enhance the quality of services provided.




Clinical24 Staffing Limited will liaise with the RQIA, as required, to address any issues, provide evidence of improvements, and demonstrate an ongoing commitment to high standards of care.

Review and Compliance

This Inspection of the Nursing Agency Policy will be reviewed annually to ensure compliance with internal policies, changes in legislation, and best practices. Clinical24 Staffing Limited will maintain records of the RQIA inspections, including findings, recommendations, and actions taken, to demonstrate continuous improvement and compliance with regulatory requirements.

By implementing this Inspection of the Nursing Agency Policy, Clinical24 Staffing Limited ensures that it meets regulatory requirements, maintains best practices, and continuously improves its operations to provide high-quality nursing services.

Next Review

Reviewed by:	Ann Kelly
Title:	Registered Manager
Signed:	
Last Review Date:	01/04/2024
Actions:	Address Updated

Next Review Date: April 2025