

# Inspection Report

## 23 November 2023



## Knockdene HealthCare Ltd

Type of service: Nursing Agency  
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Assurance, Challenge and Improvement in Health and Social Care

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## 1.0 Service information

<b>Organisation/Registered Provider:</b> Knockdene HealthCare Ltd	<b>Registered Manager:</b> Mrs Ciara Mary Osborne
<b>Responsible Individual:</b> Mrs Ciara Mary Osborne	<b>Date registered:</b> 3 November 2017
<b>Person in charge at the time of inspection:</b> Mrs Ciara Mary Osborne	
<b>Brief description of the agency operates:</b>  Knockdene Healthcare Ltd is a nursing agency which operates from offices located in Ballymena. The agency currently supplies registered nurses to care homes and Health and Social Care Trust (HSCT) facilities in the Northern Health and Social Care Trust (NHSCT), Southern Health and Social Care Trust (SHSCT) and Western Health and Social Care Trust areas.  Knockdene Healthcare Ltd also acts as a Recruitment Agency and supplies Health Care Assistants (HCA) to various healthcare settings. RQIA does not regulate Recruitment Agencies.	

## 2.0 Inspection summary

An announced inspection was undertaken on 23 November 2023 between 09.15 a.m. and 11.15 a.m. 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, training and supervision. Adult safeguarding arrangements, complaints, whistleblowing, and the system for retaining records were also reviewed.

No areas for improvement were identified during this inspection.

Good practice was identified in relation to the monitoring of nurses' registrations with the Nursing and Midwifery Council (NMC). There were good governance and management arrangements in place.

Good practice was also identified in relation to criminal records checks and reference checks being undertaken before nurses were supplied to the various health care settings. The agency monitoring checks and client quality survey were comprehensive and of a high standard.

Service users said that they were satisfied with the standard of the nurses being supplied and the responsiveness of the agency to any issues that may occur.

We noted some of the compliments received by the agency from various sources:

- “Very punctual and reliable staff.”
- “Staff are polite, pleasant and very helpful.”
- “I think very highly of the nurses.”
- “Hardworking and extremely honest.”

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

The inspector would like to thank the staff and service users for their help, support and cooperation during the inspection.

### 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. Information was provided to staff on how they could provide feedback on the quality of services. This included an electronic staff survey.

### 4.0 What people told us about the agency?

As part of the inspection process we spoke with service users and staff.

The information provided indicated that there were no concerns in relation to the agency.

Comments received included:

**Service user's comments:**

- "We have used the agency regularly."
- "We receive good comprehensive profiles of staff."
- "Very good Communication."
- "We have no issues or concerns."
- "Staff are excellent at their jobs and have good communication."
- "The agency is very approachable and have out of hours contact available."

**Staff comments:**

- "All my training is up to date."
- "Good communication."
- "The agency is very helpful and friendly."
- "The manager is very approachable."
- "I have gained good experience."
- "The areas of work have been supportive to me."

## **5.0 The inspection**

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

The last care inspection of the agency was undertaken on 17 June 2021 by a care inspector. No areas for improvement were identified.

## **5.2 Inspection findings**

### **5.2.1 What systems are in place for staff recruitment and are they robust?**

The review of the agency's staff recruitment records confirmed that pre-employment checks including criminal record checks (Access NI), were completed and verified before registered nurses were supplied to the various health care settings.

### **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 are retained of any referrals the agency made to the NMC.

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 and Dysphagia, as appropriate to their job roles.

The agency had in place an identified adult safeguarding champion; their report was available for review and was satisfactory.

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.

We noted some of the comments received during quality monitoring:

**Service users:**

- "Good 1-1 work and great manner."
- "Very attentive to residents."
- "Works well with staff and residents."
- "Very engaging with both staff and residents."
- "Staff member works well and on her own initiative."
- "No concern great at her job."

**Staff:**

- "I could not recommend Knockdene enough."
- "Excellent support from the manager."
- "They provide me with great support."
- "Staff are positive and very helpful."
- "Always lovely and helpful."

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure. Where complaints are received these are appropriately managed and are reviewed as part of the agency's quality monitoring process.

The review of incidents identified that appropriate action had been taken in regards to any incidents the agency had been informed of. There was a system in place to ensure that staff received supervision in keeping with the agencies' policies and procedures. Training requirements were reviewed and provided as necessary, in response to any incidents which occurred.

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

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.

We noted the agency completes placement feedback and the results show that the clients were satisfied or very satisfied with the service.

We noted some of the feedback:

- "A great nurse who shows knowledge in tasks."
- "She works well with both staff and residents."
- "Very competent in all tasks."

The agency had also completed their annual quality report. The aim of the report is to set the agenda for all quality improvements. It outlined their commitment to meeting all regulatory and legislative requirements. There were a number of key elements of the quality assurance strategy within the report that were comprehensive and satisfactory.

## **6.0 Quality Improvement Plan/Areas for Improvement**

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with the Responsible Individual and Compliance Manager as part of the inspection process and can be found in the main body of the report.



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