

# Inspection Report

17 June 2021



## 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> Compliance Manager	
<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.	

## 2.0 Inspection summary

The care inspector undertook an announced inspection on 17 June 2021 at 10.00 am to 13.50 pm.

The inspection focused on staff recruitment and the agency's governance and management arrangements.

Good practice was identified in relation to appropriate checks being undertaken before nurses were supplied to the various health care setting and on an annual basis thereafter. Good practice was also found in relation to system in place of disseminating Covid-19 related information to staff. There were good governance and management oversight systems in place.

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.

## 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

Prior to inspection we reviewed the information held by RQIA about this agency. This included the previous inspection report, notifications, concerns and written and verbal communication received since the previous care inspection.

The inspection focused on contacting the service users and staff to find out their views on the service and reviewing relevant documents relating to the agency's governance and management arrangements. This included checking how nurses' registrations with the Nursing and Midwifery Council (NMC) were monitored.

We discussed any complaints and incidents during the inspection with the person in charge and we reviewed the quality monitoring processes to ensure that these areas were routinely monitored as part of the monthly checks in accordance with Regulation 20.

Information was provided to service users, staff and other stakeholders to request feedback on the quality of service provided. This included an electronic survey to enable staff and service users to feedback to the RQIA.

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

The information provided by service users indicated that there were no concerns in relation to the agency. All confirmed that they were satisfied with the standard of the nurses being supplied and the responsiveness of the agency to any issues that may occur. Staff told us that they were happy with the support provided by the nursing agency.

No electronic feedback was received prior to the issue of the report.

##### **Service user comments:**

- "Knockdene Healthcare has been good."
- "Staff very experienced and professional."
- "The Trust is happy to accept nurses and place in wards."
- "The staff are very dependable."

##### **Staff comments:**

- "I am happy with the level of professionalism from the agency."
- "The agency gave me a lot of training."
- "The agency supported me through my validation."
- "If I have a problem I just phone the agency."

## 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 inspection of the agency was undertaken on 21 December 2020 by a care inspector; no areas for improvement were identified.

## 5.2 Inspection findings

### 5.2.1 Are there robust systems in place for staff recruitment?

The review of the agency's staff recruitment records confirmed that recruitment was managed in accordance with the regulations and minimum standards, before nurses are supplied to the various health care settings. Records viewed evidenced that criminal record checks (Access NI) had been completed for staff.

It was noted that a system was in place to ensure that staffs' skills were appropriately reviewed ahead of staff being placed into health care settings. Staff were provided with training appropriate to the requirements of the health care setting they were being placed in.

There was evidence that the nursing agency had a robust system in place to monitor alerts issued by the Chief Nursing Officer (CNO). This ensures that the appropriate checks are undertaken before the nurses are employed.

### 5.2.2 Are there robust governance processes in place?

The monthly quality monitoring processes were reviewed to ensure that complaints and any incidents were routinely monitored as part of the monthly checks in line with Regulation 20 of Nursing Agencies Regulations (Northern Ireland) 2005. It was noted that an action plan was generated to address any identified areas for improvement and these were followed up on subsequent months, to ensure that identified areas had been actioned.

There was a system in place to ensure that staff received supervision, appraisal and training in keeping with the agency's policies and procedures.

It was noted that the nursing agency had made a small number of adult safeguarding referrals to the appropriate HSCT since the last inspection on 21 December 2020 and that the referral had been managed appropriately. The person in charge provided us with a copy of the adult safeguarding position report 2020/2021. The agency's adult safeguarding report was reviewed and found to be satisfactory.

It was established that the agency had not received any complaints since the last inspection on 21 December 2020.

It was established during discussions with the person in charge that the agency had not been involved in any Serious Adverse Incidents (SAI's), Significant Event Analysis's (SEA's) or Early Alert's (EA's).

It was confirmed that the alphabetical lists of service users and staff held by the agency were up to date.

There was a good system in place in relation to the dissemination of information relating to Covid-19 and infection prevention and control (IPC) practices.

A review of the records confirmed that all staff provided are appropriately registered with the NMC. Information regarding registration details and renewal dates are monitored by the manager; this system was reviewed and found to be in compliance with Regulations and Standards.

## 6.0 Conclusion

Based on the inspection findings and discussions held we are satisfied that this nursing agency is providing safe and effective care in a caring and compassionate manner; and that the agency is well led by the manager/management team.

## 7.0 Quality Improvement Plan/Areas for Improvement

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

	Regulations	Standards
<b>Total number of Areas for Improvement</b>	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mrs Ciara Osbourne, Registered Manager via teleconference and with the person in charge, as part of the inspection process and can be found in the main body of the report.



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