

Inspection Report

Name of Service: Jark (Belfast) Healthcare Services Limited

Provider: Jark (Belfast) Healthcare Services Limited

Date of Inspection: 13 May 2025

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

Organisation/Registered Provider:	Jark (Belfast) Healthcare Services Limited
Responsible Individual/Responsible Person:	Mrs. Searlain McCormack
Registered Manager:	Miss Jamie Lauren Adams
Service Profile – Jark (Belfast) Healthcare Services Limited is a nursing agency; the office is located in Belfast. The agency currently supplies one registered nurse to a Health and Social Care Trust (HSCT). Jark (Belfast) Healthcare Services Limited 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 unannounced inspection took place on 13 May 2025, between 10.00 am and 12.45 pm. It was carried out by care inspector.

The last care inspection of the agency was undertaken on 4 September 2023 by a care inspector. No areas for improvement were identified. This inspection was undertaken to evidence how the agency is performing in relation to the regulations and standards; and to determine if the agency is delivering safe, effective and compassionate care and if the service is well led.

The inspection found that the nurse provided safe, effective and compassionate care in the setting they were supplied to work in and that the agency was well led. Details and examples of the inspection findings can be found in the main body of the report.

It was evident that nurses were well trained to deliver safe and effective care.

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.

For the purposes of the inspection report, the term 'service user' describes the settings that the agency's nurses are supplied to work in.

3.0 The inspection

3.1 How we Inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how the agency was performing against the regulations and standards, at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

To prepare for this inspection we reviewed information held by RQIA about this agency. This included registration information, and any other written or verbal information received from service users, staff or the commissioning Trust.

Throughout the inspection process inspectors will seek the views of service users who use the nurses supplied by the agency; and review/examine a sample of records to evidence how the agency is performing in relation to the regulations and standards.

3.2 What people told us about the agency

No responses were received to the electronic survey.

3.3 Inspection findings

3.3.1 Staffing Arrangements (recruitment and selection, induction and training)

Safe staffing begins at the point of recruitment and continues through to staff induction, regular training and continued supervision and support.

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

It was positive to note that nurses were supplied annually with an updated identification badge from the agency.

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.

All nurses must maintain their registration for as long as they are in practice. This includes renewing their registration and completing post registration training and learning. Nurses got the opportunity to discuss post registration training requirements during supervision and appraisal meetings.

A review of training records identified that all training had been completed and was up to date.

A review of records confirmed that the agency sought and received feedback on the nurses practice on a regular basis.

3.3.2 Quality of Management Systems

There has been no change in the management of the agency since the last inspection. Miss Jamie Adams has been manager of the agency since May 2018.

Agencies are required to have a person known as the Adult Safeguarding Champion (ASC), who has responsibility for implementing the regional protocol and the agency's setting's adult safeguarding policy. The manager and responsible individual were identified as the appointed ASC for the agency. It was established that good systems and processes were in place to manage the safeguarding and protection of adults at risk of harm.

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.

The agency's Annual Quality Report was reviewed and found to be satisfactory.

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure.

The agency's registration certificate was up to date and displayed appropriately along with current certificates of public and employers' liability insurance.

4.0 Quality Improvement Plan/Areas for Improvement

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



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