

Inspection Report

Name of Service: Ann's Home Care Ltd t/a Ann's Nursing Care

Provider: Ann's Homecare Ltd

Date of Inspection: 10 February 2026

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:	Ann's Homecare Ltd
Responsible Individual/Responsible Person:	Mrs Charmaine Hamilton
Registered Manager:	Mrs Patricia Greatbanks (Acting)
Service Profile – Ann's Home Care Ltd t/a Ann's Nursing Care is a nursing agency which operates from offices located in Portadown. The agency currently supplies registered nurses to care homes within all five Health and Social Care Trust areas. Ann's Nursing Care also acts as a Recruitment Agency and supplies Health Care Assistants (HCAs) to various healthcare settings. RQIA does not regulate Recruitment Agencies.	

2.0 Inspection summary

An announced inspection took place on 10 February 2026, between 9.20 a.m. and 2.50 p.m. A care Inspector conducted the inspection.

The last care inspection of the agency was undertaken on 28 January 2025 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 nurses provided safe, effective and compassionate care in the settings 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.

There were no areas for improvement identified during this inspection.

Good practice was identified in relation to criminal records checks and reference checks being undertaken before the nurses were supplied to any care homes as well as the monitoring of nurse registrations with the Nursing and Midwifery Council (NMC). There were good governance and management arrangements in place.

Service users said that they were satisfied with the skills and abilities of the nurses being supplied and the responsiveness of the agency in respect of any issues that may occur.

For the purposes of the inspection report, the term 'service user' describes the care homes to which the agency's nurses are supplied to work.

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

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 patients, staff or service users.

Throughout the inspection process inspectors will seek the views of those working for the agency and the care homes in which nurses are supplied; we will also and review a sample of records to evidence how the agency is performing in relation to the regulations and standards.

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

3.2 What people told us about the service and their quality of life

Throughout the inspection the RQIA inspector will seek to speak with service users for their opinions on the quality of the care and support provided by the nurses employed in this agency.

As part of the inspection process we spoke with a number of service users and registered nurses.

One service user described the agency as "very good" and highlighted their high level of responsiveness if any issues were raised. The nurses were described as "punctual, professional and helpful".

Staff spoke very positively in regard to the agency. One told us that "I got a very good induction when I started with the agency and this included training." Staff indicated that they were very well supported by the manager and that the training provided was good.

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

3.3 Inspection findings

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

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.

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 had been retained of any referrals the agency made to the NMC.

There was a system in place for all newly recruited nurses to complete a comprehensive induction, to ensure they were competent to carry out the duties of their role in line with the agencies policies and procedures. The induction included specific training. Newly recruited nurses were provided with a staff handbook.

It was positive to note that registered nurses had supervisions undertaken in accordance with the agency's policies and procedures.

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 Liberty Safeguards (DoLS), adult safeguarding, dysphagia, dementia and falls awareness as appropriate to their job roles.

3.3.2 Quality of Management Systems

We discussed the acting management arrangements which have been ongoing since 30 September 2025; RQIA will keep this matter under review.

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 adult safeguarding policy. There was an individual within the organisation's senior management team who was identified as the appointed ASC for the agency. It was established that effective systems and processes were in place to manage the safeguarding and protection of adults at risk of harm. The annual safeguarding position report had been completed.

The agency's provision for the welfare, care and protection of service users was reviewed. The organisation's adult safeguarding policy and procedures were reflective of the Department of Health's (DoH) regional policy and clearly outlined the procedure for staff in reporting concerns. There was a system in place to ensure that complaints were managed appropriately

There were quality monitoring arrangements in place in compliance with Regulations and Minimum 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 Annual Quality Review Report was reviewed and was satisfactory.

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

There was evidence that the agency responded to any concerns, raised with them or by their processes, and took measures to improve practice and/or the quality of services provided by the agency, as necessary.

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

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 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 Mrs Charmine Hamilton, Responsible Individual, and the Compliance Manager, as part of the inspection process and can be found in the main body of the report.



The Regulation and
Quality Improvement
Authority

The Regulation and Quality Improvement Authority

James House
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA



Tel: 028 9536 1111



Email: info@rqia.org.uk



Web: www.rqia.org.uk



Twitter: @RQIANews