

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Agency: Allied and Clinical Recruitments	Name of Registered Person: Mrs Esther Olojugba (Responsible Individual)
Address of Registered Agency: Allied and Clinical Recruitments 3000 Aviator Way, Manchester, M22 5TG	
Issue Date: 6 October 2026	FTC Ref: FTC000265
Regulation not complied with: <i>The Nursing Agencies Regulations (Northern Ireland) 2005</i> <i>Regulation 10. —</i> <i>(1) The registered provider and the registered manager shall, having regard to the size of the agency, its statement of purpose and the number and needs of the service users, carry on or (as the case may be) manage the agency with sufficient care, competence and skill.</i>	
Specific failings to comply with regulations: During an announced inspection on 15 September 2026, serious concerns were identified regarding a lack of robust governance arrangements and managerial oversight of the Agency. For instance, there were no arrangements in place for a designated person in charge of the agency during the manager's absence. The manager informed the inspector that they provide continuous managerial cover for the agency at all times. RQIA is concerned that this arrangement is not sustainable and poses a risk to effective governance and managerial oversight. Review of the monthly monitoring reports for April 2026, June 2026, July 2026 and August 2026 evidenced that these lacked sufficient detail to effectively quality assure care delivery and service provision. In addition, monthly monitoring reports for the period September 2025 to March 2026 (inclusive) were unavailable during the inspection. Although these reports were submitted to RQIA following the inspection, they also contained inadequate detail so as to effectively quality assure care delivery and drive necessary improvements. The quality of monthly monitoring reports had been discussed with the Responsible Individual during a previous Serious Concerns meeting on 28 May 2025 and there has been a lack of progress in addressing addressing this. The management of adult safeguarding concerns was considered. Review of adult safeguarding records highlighted that there was inadequate documentation in place to evidence	

the actions reportedly taken in response to an adult safeguarding concern raised in March 2026. A review of the record pertaining to this concern highlighted that it was incomplete and lacked detail. RQIA is also concerned that these records were not being updated in a contemporaneous and accurate manner.

The manager confirmed that there were two Adult Safeguarding Champions (ASC) within the agency. However, there was no evidence during the inspection that either ASC had up to date adult safeguarding training commensurate with this role.

It was identified that all accidents / incidents were recorded within the complaints log rather than on a separate accidents / incidents log. There was no evidence that accidents and/or incidents were regularly reviewed in order to identify trends / patterns so as to drive improvements within the agency.

The management of complaints was reviewed. Although a complaints log was maintained, there was limited evidence of effective oversight by the manager in order to identify trends / patterns for the purpose of quality assurance and driving improvements within the agency.

Several documents were not available for review during the inspection including the accidents/incidents policy, complaints policy, adult safeguarding policy and whistleblowing policy.

The annual quality report was unavailable to review and has not been shared with RQIA in a timely manner.

Action required to comply with regulations:

The Responsible Individual must ensure that:

- A policy and procedure is developed and implemented which ensures that robust arrangements are in place for a designated and competent person to be in charge of the agency in the absence of the registered manager.
- There is evidence that the designated person in charge has successfully completed a robust induction into that role.
- The manager's working pattern is reviewed so that they can maintain a consistent, effective, and sustainable managerial presence within the service.
- Monthly quality monitoring visits are conducted in a sufficiently robust manner so as to identify deficits and drive sustained improvements within the agency; a copy of monthly quality monitoring reports must be maintained within the agency and made available upon request to RQIA and/or other appropriate third parties in keeping with Regulation
- A system is developed and implemented which ensures that all adult safeguarding concerns are managed in keeping with Regulation and best practice guidance; this includes but is not limited to ensuring that these records are reviewed on a monthly basis in order to identify trends/patterns which may be used to inform ongoing improvements within the agency
- The designated Adult Safeguarding Champions achieve and maintain up to date adult safeguarding training commensurate with this role at all times

- A system is developed and implemented so as to ensure that all accidents and incidents are appropriately recorded, reviewed, and subject to regular trend analysis by the manager in order to quality assure service delivery and drive any necessary improvements within the agency
- A system is developed and implemented so as to ensure that all complaints are appropriately recorded and investigated as necessary; this includes but it not limited to ensuring that complaints records are subject to regular trend analysis in order to quality assure service delivery and drive any necessary improvements within the agency
- An annual quality report is conducted and available for review by RQIA upon request in keeping with Regulation

The Registered Person may make written representations to the Chief Executive of RQIA regarding the issue of a failure to comply notice, within one month of the date of serving this notice.

Date by which compliance must be achieved: 7 December 2026



Signed.....

Director of Adult Care Services

This notice is served under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Nursing Agencies Regulations (Northern Ireland) (2005)

It should be noted that failure to comply with some regulations is considered to be an offence and RQIA has the power under regulations to prosecute for specified offences.