

Inspection Report

Name of Service:	Bond Healthcare
Provider:	Bond Search and Selection Ltd
Date of Inspection:	19 June 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:	Bond Search and Selection Ltd
Responsible Individual/Responsible Person:	Mr Jonathan Mark St Clare
Registered Manager:	Ms Mary Baillie
Service Profile: Bond Healthcare is a domiciliary care agency which proposes to supply a range of personal care services to service users living in their own homes. This agency also acts as a Recruitment Agency and supplies staff to supported living services. RQIA does not regulate Recruitment Agencies.	

2.0 Inspection summary

An unannounced inspection took place on 19 June 2026, between 10.30 am and 12.30 pm by a care Inspector.

The last care inspection of the agency was undertaken on 6 August 2025 by a care Inspector. No areas for improvement were identified.

This inspection was undertaken to examine the governance and managerial oversight of the agency to ensure ongoing compliance with the regulations and standards.

No areas for improvement were identified during this 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 information held by RQIA about this agency was reviewed. This included, registration information, and any other written or verbal information received from service users, relatives, staff or the commissioning Trust.

3.2 What people told us about the service

Given that the agency was not providing domiciliary care, the views of service users were not sought.

3.3 Inspection findings

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

There was a process in place to ensure that recruitment was managed appropriately.

Newly employed staff completed a structured induction at the commencement of their employment which included mandatory training.

Procedures were in place for appraising the staffs' performance and for ensuring that their registration with the Northern Ireland Social Care Council (NISCC).

Ms Mary Bailie has been the registered manager in this agency since 10 February 2025 and she is also the registered manager of two registered nursing agencies.

There was a robust system in place for reviewing the quality of care; this included monthly and annual arrangements; and regular review of staff practices.

There were robust systems in place to manage incidents, complaints and any safeguarding concerns.

Bond Healthcare is not actively supplying staff into people's own homes. This was discussed with the Responsible Individual and Registered Manager; RQIA will keep this matter under review while the provider seeks to become operational.

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 Ms Mary Bailie, Manager, as part of the inspection process and can be found in the main body of the report.



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