

Inspection Report

Name of Service: Nu-Gen Healthcare Agency
Provider: Farrier & Cupar Healthcare Limited
Date of Inspection: 6 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:	Farrier & Cupar Healthcare Limited
Responsible Person:	Mr Adam Beatty
Registered Manager:	Mrs Shauneen Carlin
Service Profile –	
<p>Nu-Gen Healthcare Agency is a registered nursing agency. The agency provides registered nurses to care homes in Northern Ireland. The agency office is located in Belfast.</p> <p>Nu-Gen Healthcare Agency also acts as a Recruitment Agency and supplies Health Care Assistants (HCA) to various healthcare settings. RQIA does not regulate Recruitment Agencies.</p>	

2.0 Inspection summary

An announced inspection took place on 6 May 2025, from 9.30 am. to 1:00 pm this was conducted by a care Inspector.

The last care inspection of the agency was the pre-registration inspection undertaken on 23 September 2024 by a care inspector. No areas for improvement were identified. This post registration 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 examined the agency's governance and management arrangements, reviewing areas such as staff recruitment, professional registrations, staff induction and training and adult safeguarding. The reporting and recording of accidents and incidents, complaints, and whistleblowing was also reviewed.

The inspection established that care delivery was safe and that effective and compassionate care was delivered to service users. However, improvements were required to ensure the effectiveness and oversight of the recruitment aspects of the agency.

For the purposes of the inspection report, the term 'service user' describes the care homes 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, relatives, staff or the commissioning trust.

Throughout the inspection process inspectors seek the views of those working for the agency; and review 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 service and their quality of life

Through active listening, RQIA aims to ensure that the lived experience is reflected in our inspection reports and quality improvement plans.

No responses were received from service users or from the registered nurses.

3.3 Inspection findings

3.3.1 Staffing Arrangements

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

Review of the agency's staff recruitment records confirmed that pre-employment criminal record checks (AccessNI), were completed and verified before staff members commenced employment and had direct engagement with service users.

There was evidence that full employment histories were not consistently available, and therefore gaps in employment could not be identified or explained. In some files, there were no reasons recorded for leaving previous employments. Each file reviewed did contain two written references, however, references were not always obtained from current or most recent employers. An area for improvement has been identified.

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 had completed training appropriate to the requirements of the settings in which they were placed.

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.

Procedures were in place for appraising staff performance. Planned appraisals and supervisions dates were available at the inspection. Reactive supervisions have also taken place.

3.3.2 Quality of Management Systems

There has been no change in the management of the agency since the last inspection. Mrs Shauneen Carlin has been the manager in this agency since 26 September 2024.

The agency was visited each month by a representative of the registered provider to consult with service users and staff and to examine all areas of the running of the agency. Discussion was held with the Responsible Individual as to how these reports could be improved. These reports will be reviewed at future inspections.

The agency has plans to compile an Annual Quality Report for this agency. This will be reviewed at future inspection.

Complaints management was reviewed, the system for recording all complaint related actions has been established. This will be reviewed at future inspections.

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 safeguarding policy. A specific individual was identified as the agency’s ASC. It was established that good systems and processes were in place to manage the safeguarding and protection of adults at risk of harm. The agency has a plan to compile an annual safeguarding position report. This will be reviewed at future inspections.

4.0 Quality Improvement Plan/Areas for Improvement

An area for improvement has been identified where action is required to ensure compliance with Regulations and Standards.

	Regulations	Standards
Total number of Areas for Improvement	1	0

The area for improvement and details of the Quality Improvement Plan were discussed with Mrs Shauneen Carlin, Manager and Mr Adam Beatty, Responsible Individual, as part of the inspection process. The timescales for completion commence from the date of inspection.

Quality Improvement Plan	
Action required to ensure compliance with The Nursing Agencies Regulations (Northern Ireland) 2005	
<p>Area for improvement 1</p> <p>Ref: Regulation 12 (1) (d) schedule 3</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall ensure that no nurse is supplied by the agency unless full and satisfactory information is available in relation to him. This relates specifically to full employment histories, reasons for gaps in employment, reasons for leaving previous employments and obtaining two written references, to include current or most recent employers.</p> <p>Ref.: 3.3.1</p> <p>Response by registered person detailing the actions taken: A new application form has now been developed. It has more space to include a section that highlights, in particular any gaps in employment and reasons for leaving past employers. This will ensure that a more detailed overview will be collected. All staff involved in the application process have been informed that a more detailed application process needs to be implemented so that these gaps in employment and reasons for leaving will always be accounted for and relevant references collated. The application form will also include a section to show attempts to contact references from the most recent and current employers. If these attempts to gather these references specified are unsuccessful there is a section to show this and that other references have been attempted to gather, emails will be attached for evidence. The interview questions template has also been redesigned. It has now has a section in the beginning to include a detailed discussion between the applicant and recruiters as to their employment history, gaps in employment and reasons for leaving.</p> <p>Shauneen Carlin Nurse Manager 03.06.2025</p>

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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