

Inspection Report

Name of Service: Fairhill Recruitment

Provider: Care Facilities & Management Limited

Date of Inspection: 31 July 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:	Care Facilities & Management Limited
Responsible Individual:	Mr Phillip McGowan
Registered Manager:	Mr Phillip McGowan
Service Profile :	
Fairhill Recruitment is as a nursing agency located in Cookstown. The agency currently supplies registered nurses to a number of private care homes within Northern Ireland.	

2.0 Inspection summary

An announced inspection took place on 31 July 2025, from 2.15 p.m. to 5.00 p.m. This was conducted by a care Inspector.

The last care inspection of the agency was undertaken on 19 March 2024 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 established 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.

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

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 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 the 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 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.

Service users told us that the communication with the agency is good, and that the nurses supplied show compassion to the patients. One remarked that the nurse supplied is always presented well in their uniform.

Staff told us that the agency is well led by the manager and that the communication is good, as they receive their staff rota well in advance. One told us that they receive annual training, and if they are not confident in a procedure, additional training is offered to them.

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 all pre-employment checks including criminal record checks (AccessNI) were completed and verified before staff members were supplied.

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 registered nurses were appropriately registered with the Nursing and Midwifery Council (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 staff supervision and staff confirmed that supervision had taken place.

3.3.2 Quality of Management Systems

There has been a change in the management of the agency since the last inspection. Mr Phillip McGowan has been the manager in this agency since 20 January 2025.

Service users and staff commented positively about the agency.

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. .

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. The manager was 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.

A system is in place to ensure that complaints are managed appropriately. No complaints have been received since the last inspection.

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

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 Mr Phillip McGowan, Manager/Responsible Individual, as part of the inspection process and can be found in the main body of the report.



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