

Inspection Report

Name of Service: Balmoral Healthcare Agency Ltd

Provider: Balmoral Health Care Agency Ltd

Date of Inspection: 23 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:	Balmoral Health Care Agency Ltd
Responsible Individual:	Mr Kieran McCormick
Registered Manager:	Mrs Angela Ballantine
<p>Service Profile – Balmoral Healthcare Agency Ltd is a nursing agency located in Belfast. The agency currently supplies registered nurses to Health and Social Care Trust (HSCT) facilities and a number of private nursing homes within Northern Ireland.</p> <p>Balmoral Healthcare Agency Ltd also acts as a Recruitment Agency and supplies Health Care Assistants (HCAs) to various healthcare settings. RQIA does not regulate Recruitment Agencies.</p>	

2.0 Inspection summary

An announced inspection took place on 23 July 2025 from 8.20 a.m. to 12:00 p.m. This was conducted by a care Inspector.

The last care inspection of the agency was undertaken on 12 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 into which they were supplied to work, and that the agency was well led. Details and examples of the inspection findings can be found in the main body of the report.

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.

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 trusts.

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.

Service users told us that the agency nurses provide a high standard of healthcare to the young people and staff under their care. One remarked "the agency shows flexibility in regards to service requirement and skill mix. Any time I have reached out to the agency I have always received a timely and professional response to my queries".

Staff told us the agency had been responsive to all their needs, providing feedback about their work and making sure they were thanked.

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

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 all 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 appraising staff performance and staff confirmed that appraisals had taken place.

3.3.2 Quality of Management Systems

There has been a change in the registered manager of the agency since the last inspection. Mrs Angela Ballantine has been the registered manager in this agency since 15 August 2024.

Service users and staff commented positively about the agency.

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. The reports of these visits evidenced a robust system for reviewing the quality of the agency.

The annual quality report was reviewed and noted to include stakeholder feedback.

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.

The annual safeguarding position report had been completed.

Complaints were managed appropriately.

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. The findings of the inspection were discussed with Mrs Angela Ballantine, Registered Manager, and Mr Kieran McCormick, Responsible Individual, as part of the inspection process and can be found in the main body of the report.



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