

Inspection Report

Name of Service: Rutledge Recruitment & Training
Provider: Rutledge Recruitment & Training Ltd
Date of Inspection: 29 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:	Rutledge Recruitment & Training
Responsible Individual:	Mr Johnathan Doherty
Registered Manager:	Mrs Lorraine McBride
Service Profile:	
Rutledge Recruitment Ltd is a nursing agency which supplies registered nurses to private nursing homes and hospitals.	

2.0 Inspection summary

An announced inspection took place on 29 July 2025, from 10.00 a.m. to 2.00 p.m. This was conducted by a care Inspector.

The last care inspection of the agency was undertaken on 20 February 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 agency was good and they had no complaints or issues. One remarked that the nurse supplied is very good.

Staff feedback indicated they were very satisfied with the training provided by the agency and that they felt supported in their role. One told us that the manager is helpful and the communication with the agency is good.

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 robust interview process, and written records were retained by the agency of the nurses' capability and competency in relation to their job role.

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

Mrs Lorraine McBride has been the registered manager in this agency since 10 June 2012.

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. .

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.

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 Mrs Lorraine McBride, Registered Manager, as part of the inspection process and can be found in the main body of the report.



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