

Inspection Report

Name of Service: Peninsula Care Services
Provider: Peninsula Care Services Ltd
Date of Inspection: 14 October 2025

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

Registered Provider:	Peninsula Care Services Ltd
Responsible Individual	Mr Jonathan Cook
Registered Manager:	Mrs Joanne Roy
Service Profile – Peninsula Care Services is a nursing agency, which operates from offices located in Newtownards. The agency currently supplies registered nurses to a number of private nursing homes and to hospitals and community areas within the South Eastern Health and Social Care Trust (SEHSCT).	

2.0 Inspection summary

An announced inspection took place on 14 October 2025 between 9.55 am and 2 pm by a care inspector.

The last care inspection of the nursing agency was undertaken on 18 June 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 service is delivering safe, effective and compassionate care and if the service is well led.

Service users said that they were very satisfied with the standard of nurses supplied. The inspection established that the nurses provided safe, effective and compassionate care in the various settings they were supplied to work in. However, improvements were required to ensure the effectiveness and oversight of certain aspects of the agency specifically recruitment practices. 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 hospitals or 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 nursing agency. This included the registration information, and any other written or verbal information received from patient's, service users, relatives, staff or the commissioning trust.

Throughout the inspection process, inspectors will seek the views of service users and those working in the agency; and review a sample of records to evidence how the agency is performing in relation to the regulations and standards.

As a public-sector body, RQIA has a duty to respect, protect and fulfil the rights that people have under the Human Rights Act 1998 when carrying out our functions. In our inspections of nursing agencies, we are committed to ensuring that the rights of people who receive services are protected. This means we will seek assurances from service users that the agency takes all reasonable steps to promote people's rights. People in receipt of nursing care have the right to expect their dignity and privacy to be respected and to have their independence and autonomy promoted. They should also experience their individual choices and freedoms.

Information was provided for service users and staff on how they could provide feedback on the quality of services. This included an electronic survey.

3.2 What people told us about the service and their quality of life.

Representatives from nursing homes said they were satisfied with the service provided by the agency. They told us they worked well with the agency and that communication was good.

A number of registered nurses responded indicating that they felt very satisfied in relation to the training and support provided to them by the agency. One nurse described communication as "beyond exceptional." They also confirmed supervisions had taken place.

3.3 Inspection findings

3.3.1 Staffing Arrangements (recruitment and selection, induction and training)

Safe staffing begins at the point of recruitment and continues through to staff induction, regular training and continued supervision and support. It was good to note that registered nurses had supervisions undertaken in accordance with the agency's policies and procedures.

Review of the agency's staff recruitment records confirmed that a process exists for pre-employment checks, including criminal record checks (AccessNI), to be completed and verified before nurses were supplied. The inspector examined some files and noted that anomalies were evident in the record of one nurse in respect of training dates and experiences. These matters had not been identified or clarified pre-employment. This is an area for improvement. The inspector also advised that each area of employment should detail the full dates for commencing and leaving employment, these matters will be reviewed at a future inspection.

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.

The nurses were interviewed prior to employment. Following which, they completed an induction. The inspector discussed the process of induction within the areas where nurses are placed and suggested the agency could provide guidance to support nurses as they work in new placements. The nurses' clinical experience and skills were ascertained as part of the recruitment process; this ensured they were supplied into settings, which matched their area of expertise. The nurses had completed training appropriate to the requirements of the settings in which they were placed. The manager oversaw compliance with mandatory training requirements.

3.3.2 Quality of Management Systems

There has been no change in the management of the agency since the last inspection. Mrs Joanne Roy has been the manager in this agency since 21 August 2023.

Review of a sample of records evidenced that a robust system for reviewing the quality of care and staff practices was in place; this included monthly quality monitoring reports and an annual quality review report. Both reports were completed in detail. Complaints were reviewed on a regular basis and where trends were identified, measures were put in place to address the matter.

There was also a system in place for the agency to receive feedback on the standard of the nurses supplied. Where any issues are raised, these are relayed immediately to the manager for review and action as appropriate.

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. Joanne Roy and Darren Matchett were identified as the appointed ASC for the agency. The annual safeguarding position report had been completed.

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

4.0 Quality Improvement Plan/Areas for Improvement

Areas for improvement have been identified where action is required to ensure compliance with Regulations.

	Regulations	Standards
Total number of Areas for Improvement	1	0

Areas for improvement and details of the Quality Improvement Plan were discussed with Mrs Joanne Roy (Manager) and Mr Darren Matchett (Client Relationship Manager) 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 Agency Regulations (Northern Ireland) 2005	
<p>Area for improvement 1</p> <p>Ref: Regulation 12 (1) (b) (d)</p> <p>Stated: First time</p> <p>To be completed by: Immediate and ongoing</p>	<p>The registered person shall ensure that no nurse is supplied by the agency unless:</p> <p>(d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.</p> <p>This refers to ensuring all employments, training, gaps and qualifications are checked prior to any offer of employment.</p> <p>Ref: 3.2.1.</p>
	<p>Response by registered person detailing the actions taken:</p> <p>We accept the anomalies that were found during inspection of one of our nurses. We endeavour to ensure full and satisfactory information is available in relation to him in respect of each of the matters specified in schedule 3.</p> <p>We will continue to examine all employment history, training, gaps and qualifications are checked prior to any offer of employment.</p>

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