

Inspection Report

Name of Service: Optimum Nurse

Provider: Homecare Services (NI) Ltd t/a Optimum Nurse

Date of Inspection: 22 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:	Homecare Services (NI) Ltd t/a Optimum Nurse
Responsible Individual/Responsible Person:	Mrs. Lesley Catherine Megarity.
Registered Manager:	Mrs. Heather Murray
Service Profile – Optimum Nurse is a registered nursing agency; the agency's office is located in Newtownards. The agency currently supplies a nurse to one of the organisation's nursing homes.	

2.0 Inspection summary

An unannounced inspection took place on 22 July 2025, between 9.30 am and 11.45 am by a care Inspector.

The last care inspection of the agency was undertaken on 9 November 2023, 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 found that the nurse provided safe, effective and compassionate care in the setting they worked in through the agency and that the agency was well led. Details and examples of the inspection findings are contained in the main body of the report.

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 or nurses.

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

The service user told us that communication is good between themselves and Optimum Nurse and staff have the appropriate training and skills to care for their service users.

Staff stated the agency supports them well and they were happy working for the agency.

3.3 Inspection findings

3.3.1 Governance and Managerial Oversight

The agency's registration certificate was up to date and displayed appropriately along with current certificates of public and employers' liability insurance.

There were monitoring arrangements in place in compliance with regulations and standards. It was noted the monthly monitoring visits were all unannounced. A review of the reports of the agency's quality monitoring established that there was engagement with staff and stakeholders.

There were processes in place to review the quality of the service on an annual basis. The Annual Quality Report was reviewed, and was found to be satisfactory.

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure. A register of complaints was retained by the agency. Details relating to the complaints process was included in the statement of purpose and service users guide. There was evidence of a system to ensure oversight of complaints, which included a review of complaints during the monthly quality monitoring visits.

There was a selection of policies available to direct staff, it was evident these policies were reviewed every three years and when changes occurred. Staff had access to electronic versions of all relevant policies.

3.3.2 Staffing Arrangements recruitment and selection, professional registration and training)

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

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

A review of the records confirmed all registered nurses were appropriately registered with the Nursing and Midwifery Council (NMC). The manager monitored registration details and renewal dates and a record of these checks was available.

Written records of the interview process were contained within the staffs' recruitment files. These included a good selection of interview questions and a comprehensive scoring system was in use. There was a system in place to assess the capability and competency of the nurses' in relation to their job role.

The oversight arrangements in relation to staff training were robust and training compliance was good.

Procedures were in place for appraising nurse performance and nurses received supervision on a regular, ongoing basis.

3.3.3 Safeguarding

The agency's provision for the welfare, care and protection of service users was reviewed. The organisation's adult safeguarding policy and procedures were reflective of the Department of Health's (DoH) regional policy and clearly outlined the procedure for staff in reporting concerns. The organisation had an identified Adult Safeguarding Champion (ASC). The agency's annual Adult Safeguarding Position report was reviewed and found to be satisfactory.

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 Heather Murray, Manager, as part of the inspection process and can be found in the main body of the report.



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