

Inspection Report

Name of Service: Knockdene HealthCare Ltd
Provider: Knockdene HealthCare Limited
Date of Inspection: 28 August 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:	Knockdene HealthCare Limited
Responsible Individual:	Mrs Ciara Mary Osborne
Registered Manager:	Mrs Ciara Mary Osborne
Service Profile:	
<p>Knockdene Healthcare Ltd is a nursing agency which operates from offices located in Ballymena. The agency currently supplies registered nurses to care homes and Health and Social Care Trust (HSCT) facilities in the Northern Health and Social Care Trust (NHSCT), Southern Health and Social Care Trust (SHSCT) and Western Health and Social Care Trust areas.</p> <p>Knockdene Healthcare Ltd also acts as a Recruitment Agency and supplies Health Care Assistants (HCA) to various healthcare settings. RQIA does not regulate Recruitment Agencies.</p>	

2.0 Inspection summary

An announced inspection took place on 28 August 2025, between 10.00 am and 3.45 pm by care Inspector.

The last care inspection of the agency was undertaken on 23 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 safe, effective and compassionate care was delivered to service users, and that the agency was well led. Details and examples of the inspection findings can be found in the main body of the report. No areas for improvement were identified.

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

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 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 they have good communication with Knockdene HealthCare Limited, they always respond to telephone calls, and they have no issues or concerns with the agency.

Staff told us they found the training effective, they receive regular supervision and appraisal, and that the agency is very efficient.

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

Mrs Ciara Mary Osborne has been the registered manager in this agency since 3 November 2017.

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. It was noted that the reports routinely monitored any incidents as part of the monthly checks to identify any patterns or trends.

The Annual Quality Report was reviewed and was satisfactory.

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.

A system is in place to ensure that complaints are 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. Findings of the inspection were discussed with Mrs Ciara Mary, Responsible Individual/Manager, as part of the inspection process and can be found in the main body of the report.



The Regulation and Quality Improvement Authority

James House
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA



Tel: 028 9536 1111



Email: info@rqia.org.uk



Web: www.rqia.org.uk



Twitter: @RQIANews