

Inspection Report

Name of Service: Life and Time
Provider: Life and Time
Date of Inspection: 28 July 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:	Life and Time
Responsible Individual:	Mr Henry McLaughlin
Registered Manager:	Mrs Connie Connolly
Service Profile – Life and Time is a nursing agency which supplies registered nurses to deliver safe, high quality, rapid response end of life support service to adults dying from any cause who live within the Warrenpoint, Burren, Rostrevor, Rathfriland, Hiltown, Mayobridge and Mourne Area.	

2.0 Inspection summary

An announced inspection took place on 28 July 2025 from 9.00 a.m. to 12:15 p.m. This was conducted by a care Inspector.

The last care inspection of the agency was undertaken on 15 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 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.

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.

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 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.

A relative of a service user reported a very high level of satisfaction with this service, describing it as 'absolutely amazing' and commenting on the 'calm, caring, professional and friendly manner of each member of staff'. This had enabled the service user to receive immediate responses from staff when needed, allowing her to remain at home, free from pain and content that she did not need to go to hospital.

Another relative of a service user described Life and Time as a 'Godsend', noting the family's gratitude for the care and attention provided during a very difficult time.

Feedback from staff was overwhelmingly positive. Staff told us the agency had been responsive to all their needs, providing feedback about their work and making sure they were valued. Some comments provided were as follows:

'I feel that the Life and Time organisation are fully supportive of my role as an end of life care nurse and that there is always a member of the team available throughout my shift for professional and emotional support.'

'Life and Time management have patient care at the forefront ensuring that all who provide care have the knowledge and skills do so.'

'Very proud and honoured to be a part of this team delivering patient centred care to the families who invite us into their homes at the most difficult of times. Wonderful support from other team members especially management.'

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 Connie Connolly has been the registered manager in this agency since 11 May 2018.

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.

A system is in place to ensure that complaints are managed appropriately. No complaints have been received since the last inspection. Multiple compliments have been received from relatives of service users and from healthcare professionals.

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 Connie Connolly, Manager, and Mr Henry McLaughlin, Responsible Individual, as part of the inspection process and can be found in the main body of the report.



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