The Regulation and Quality Improvement Authority

Inspection Report

Name of Service: **Axis Nursing Agency Ltd**

Provider: **Axis Nursing Agency Ltd**

Date of Inspection: **23 September 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:	Axis Nursing Agency Ltd
Responsible Individual:	Ms Rajini Chada
Registered Manager:	Ms Georgina Mallon
Service Profile – Axis Nursing Agency Limited is a nursing agency, which operates from offices located in Belfast. The agency currently supplies nurses to all five Health and Social Care (HSC) Trusts, The Northern Ireland Transfusion Service and to a number of care homes.	

2.0 Inspection summary

An announced inspection took place on 23 September 2025, from 9.30 a.m. to 1:15 p.m. This was conducted by a care Inspector.

The inspection was undertaken to evidence how the agency was 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 examined the agency's governance and management arrangements, reviewing areas such as staff recruitment, professional registrations, training and adult safeguarding. The reporting and recording of accidents and incidents, complaints and whistleblowing was also reviewed.

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 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.

A common response from all Service users was that they had no issues with the agency or their staff, response to incidents / queries are appropriate and timely. Service users also commented on the provision of knowledgeable staff and overall positive experience.

Staff told us they would recommend Axis Agency to anyone considering a nursing agency. They commented on the outstanding support and professional team, describing the support as exceptional.

Responses from the electronic survey were shared with the manager following the inspection for their consideration.

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 to include criminal record checks (AccessNI) were completed and verified before staff members commenced employment and were supplied to hospitals.
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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, the agency has a plan to address supervisions that have not taken place, this will be reviewed at future inspection.

3.3.2 Quality of Management Systems

There has been no change in the registered manager of the agency since the last inspection. Ms Georgina Mallon has been the registered manager in this agency since 19 July 2022.

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.

An Annual Quality Report for this agency was reviewed and found to be acceptable.

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure.

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 safeguarding policy. A specific individual was identified as the agency's ASC. It was established that good systems and processes were in place to manage the safeguarding and protection of adults at risk of harm.

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 Ms Georgina Mallon, Registered Manager, and Ms Rajini Chada, Responsible Individual, as part of the inspection process and can be found in the main body of the report.

The Regulation and Quality Improvement Authority

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