

# Inspection Report

8 October 2024



## MediCircle Ltd

**Type of Service: Nursing Agency**  
**Address: Office 4, Post Masters House,**  
**33 Shore Road Holywood, BT18 9HX**  
**Tel No: 028 90 99 7741**

[www.rqia.org.uk](http://www.rqia.org.uk)

---

Assurance, Challenge and Improvement in Health and Social Care

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

## 1.0 Service information

<b>Organisation/Registered Provider:</b> MediCircle Ltd	<b>Registered Manager:</b> Ms Andrea Cairns
<b>Responsible Individual/s:</b> Mrs Ailbhe Woods	<b>Date registered:</b> 11/04/2024
<b>Person in charge at the time of inspection:</b> Mrs Ailbhe Woods	
<b>Brief description of the agency operates:</b>  MediCircle Ltd Agency is a registered as a nursing agency. The agency currently supplies registered nurses into care homes.  MediCircle Ltd also acts as a Recruitment Agency and supplies Health Care Assistants (HCA) to various healthcare settings. RQIA does not regulate Recruitment Agencies.	

## 2.0 Inspection summary

An announced inspection was undertaken on 8 October 2024 between 9.45 a.m. and 1.00 p.m. The inspection was conducted by a care inspector.

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 arrangements, complaints, whistleblowing, and the system for retaining records were also reviewed.

No areas for improvement were identified.

For the purposes of the inspection report, the term 'service user' describes the care homes, the agency's nurses are supplied to work in.

## 3.0 How we inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how they were performing at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the service provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

In preparation for this inspection, a range of information about the service was reviewed. This included registration information, and any other written or verbal information received from service users.

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

#### **4.0 What people told us about the agency?**

As part of the inspection process we contacted all registered nurses who are supplied by this agency and the service users.

The information provided indicated that there were no concerns in relation to the agency.

Comments received included:

##### **Service users' comments:**

- "Medicircle Nursing Agency to date has been helpful covering shifts at short notice. The actual agency staff covering shifts have been friendly and approachable. We have no concerns or issues with them."
- "The agency has been working well with us and we had no major issues with them. In my experience they were able to resolve issues raised with them in a timely manner, we have been using them for some time now and we have no concerns. Their staff show good understanding and have sufficient knowledge about their role."

There were no responses to the electronic survey.

#### **5.0 The inspection**

##### **5.1 What has this agency done to meet any areas for improvement identified at or since last inspection?**

The last care inspection of the agency was undertaken on 21 February 2023 by a care inspector. No areas for improvement were identified.

## 5.2 Inspection findings

### 5.2.1 What systems are in place for staff recruitment and are they robust?

A review of the agency's staff recruitment records confirmed that pre-employment checks including criminal record checks (AccessNI), were completed and verified before registered nurses were supplied to the various care home settings.

### 5.2.2 What are the arrangements to ensure robust managerial oversight and governance?

A review of the records confirmed that all registered nurses were appropriately registered with the 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 agency had not made any referrals to the NMC.

It was good to note that registered nurses had supervisions undertaken in accordance with the agency's policies and procedures.

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 were provided with training appropriate to the requirements of the settings in which they were placed.

The content of the Adult Safeguarding policy and training was reviewed and was noted to reflect the regional guidance in Northern Ireland.

There were quality monitoring arrangements in place in compliance with Regulations and Standards. It was noted that the reports routinely monitored any incidents as part of the monthly checks to identify any patterns or trends. The quality monitoring reports were supported by operational meetings which ensured that all actions identified were addressed.

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure. No complaints were received since the last inspection.

No incidents had occurred that required investigation under the Serious Adverse Incidents (SAI) procedure.

The agency maintained a system for the policy reviews.

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

## **6.0 Quality Improvement Plan/Areas for Improvement**

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mrs Ailbhe Woods, 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  
James House  
2-4 Cromac Avenue  
Gasworks  
Belfast  
BT7 2JA

**Tel** 028 9536 1111  
**Email** [info@rqia.org.uk](mailto:info@rqia.org.uk)  
**Web** [www.rqia.org.uk](http://www.rqia.org.uk)  
 [@RQIANews](https://twitter.com/RQIANews)