



The Regulation and
Quality Improvement
Authority

Inspection Report

Name of Service: BFS Healthcare Ltd
Provider: BFS Healthcare Ltd
Date of Inspection: 29 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:	BFS Healthcare Ltd
Responsible Individual:	Mrs Virgi Lee Talens
Registered Manager:	Mr Rosendo Soriano
<p>Service Profile – BFS Healthcare Ltd is registered as a nursing agency. The agency provides nurses to a number of Health Care Trusts and independent sector care homes in Northern Ireland.</p> <p>BFS Healthcare Ltd also acts as a Recruitment Agency and supplies Health Care Assistants (HCA's) to various healthcare settings. RQIA does not regulate Recruitment Agencies.</p>	

2.0 Inspection summary

An announced inspection took place on 29 September 2025, from 9.30 a.m. to 1:30 p.m. This was conducted by a care Inspector.

The last care inspection of the agency was undertaken on 21 May 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 service 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 BFS is a great agency to work with and the standard of their nurses is very high. Any incidents are dealt with promptly and politely.

Staff told us they find the management are friendly and professional. Training is up to date and they feel they can speak freely in meetings.

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.

A 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.

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 found to comply with regulations and standards.

Procedures were in place for appraising staff performance.

3.3.2 Quality of Management Systems

Mr Rosendo Soriano has been the registered manager in this agency since 25 April 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.

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.

An Annual Quality Report for this agency was available.

Complaints were managed appropriately.

There was evidence that the agency responded to any concerns, raised with them or by their processes. The agency 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 Mr Rosendo Soriano, Manager and Mrs Virgi Lee Talens, Responsible Individual, as part of the inspection process and can be found in the main body of the report.



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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