

# Inspection Report

**Name of Service:** North West Recruitment

**Provider:** North West Care and Support Limited

**Date of Inspection:** 13 November 2025

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

## 1.0 Service information

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| <b>Organisation/Registered Provider:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                     | North West Care and Support Limited |
| <b>Responsible Individual:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Mr. Philip Stewart                  |
| <b>Registered Manager:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Miss Shauna Teresa Irwin            |
| <b>Service Profile:</b><br><br><p>North West Recruitment is a nursing agency registered to supply registered nurses to a range of healthcare settings and operates from offices located in Londonderry. The agency currently supplies nurses to the Western Health and Social Care Trust (WHSCT).</p> <p>North West Recruitment 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 13 November 2025, between 09.00 am and 12.30 pm. A care Inspector carried out the inspection.

The last care inspection of the agency was undertaken on 01/07/24 by a care Inspector. No areas for improvement were identified. This 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 Inspector also reviewed the reporting and recording of accidents and incidents, complaints, whistleblowing, Dysphagia management and the placement of registered nurses.

The Inspector identified good practice in relation to recruitment, management of complaints, management of Nursing and Midwifery Council (NMC) registrations, and training. There were good governance and management arrangements in place.

There were no areas for Improvement 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 North West Recruitment 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 relatives, staff or the commissioning trust.

Throughout the inspection, the Inspector will seek the views of those working for and using the agency and review a sample of records to evidence how the agency is performing in relation to the regulations and standards.

The Inspector contacted nursing staff employed by the agency, as well as service users, so they could provide feedback on the quality of service provided by the agency. This included e-mails and an electronic survey.

#### 3.2 What people told us about the agency?

Throughout the inspection, the RQIA Inspector spoke with a number of service users and registered nurses, for their opinions on the quality of the care and support, their experiences of using or working in the agency.

The Inspector contacted nursing staff employed by the agency. One nurse reported that 'I have been with North West Recruitment for about a year and my experience with them has been very positive'. Another said that 'I have recently joined this agency and they have been nothing but professional and prompt in their communication with me'.

Service users commented that they had no issues with the performance or competence of nurses from North West Recruitment.

### 4.0 Inspection findings

#### 4.1 What are the systems in place for identifying and addressing risks?

The Inspector reviewed the agency's provision for the welfare, care and protection of service users. The organisation's policy and procedures reflected information contained within the Department of Health's (DoH) regional policy 'Adult Safeguarding Prevention and Protection in Partnership' July 2015 and clearly outlined the procedure for staff in reporting concerns. There was an identified Adult Safeguarding Champion (ASC).

Discussions with the manager established that they were knowledgeable in matters relating to adult safeguarding, the role of the ASC and the process for reporting and managing adult safeguarding concerns.

Staff were required to complete adult safeguarding training during induction and every two years thereafter.

The manager was aware that she must inform RQIA of any safeguarding incident concerning one of the agency's nurses that is reported to the Police Service of Northern Ireland (PSNI).

The agency provided staff with training appropriate to the requirements of their role.

Staff had completed appropriate Deprivation of Liberty Safeguards (DoLS) training.

The Inspector discussed the placement of nurses and the manager confirmed that nurses were placed according to their skills and experience based on a clinical discussion at interview.

The Inspector viewed supervision and appraisal records held by the agency and found these to be up to date, in line with NMC guidance.

#### **4.2 What systems are in place for recruitment and are they robust?**

The Inspector reviewed the agency's staff recruitment records and confirmed that all pre-employment checks, including criminal record checks (AccessNI) and appropriate professional references, were completed and verified before staff members commenced employment and had direct engagement with service users. The Inspector confirmed that the agency made regular checks to ensure that staff held appropriate registration with the Nursing and Midwifery Council (NMC). There was a system in place for the manager to check NMC registrations on a monthly basis.

#### **4.3 What arrangements are in place for staff induction and training?**

There was evidence that newly appointed nurses had completed a structured orientation to the agency. Local clinical induction takes place at ward level.

North West Recruitment has maintained a record for each member of staff of all training, including induction and professional development activities undertaken. The agency employs an in-house trainer for some aspects of training. It was good to note that the in-house trainer completes Haemovigilance competency assessments for agency staff. The Inspector reviewed the training matrix maintained by the agency and found all training to be up to date in line with the Northern Ireland HSC Framework.

The agency uses a system which sends out reminders to individual nurses when training is about to expire. The system does not allow booking of nurses whose training has expired.

#### **4.4 What are the arrangements to ensure robust managerial oversight and guidance?**

There were monthly monitoring arrangements in place in compliance with regulations. A review of the reports of the agency's monthly quality monitoring established that there was engagement with service users and staff. The reports included details of complaints accident/incidents, safeguarding matters; staff recruitment and training.

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

The agency's registration certificate was up to date and displayed appropriately, along with the certificate of insurance, which demonstrated the required level of cover.

The Inspector confirmed that the agency managed complaints in accordance with its policy and procedure. The agency continues to review the incidence of complaints as part of the monthly quality monitoring process.

The Inspector reviewed records of regular staff supervision as well as annual appraisals. Examination of appraisal and supervision records indicated that the agency carried these out regularly as per the policies and procedures of the agency, as well as NMC guidance.

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

This inspection resulted in no areas for improvement being identified. The findings of the inspection were discussed with Miss Shauna Irwin, Manager, as part of the inspection process. These can be found in the main body of the report.



The Regulation and  
Quality Improvement  
Authority

## The Regulation and Quality Improvement Authority

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

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**Tel:** 028 9536 1111



**Email:** [info@rqia.org.uk](mailto:info@rqia.org.uk)



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



**Twitter:** @RQIANews