

Inspection Report

Name of Service: Leadcare Nuring Agency

Provider: Leadcare Nursing Agency Ltd

Date of Inspection: 12 December 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:	Leadcare Nursing Agency Ltd
Responsible Individual/Responsible Person:	Mr Stephen Ferguson
Registered Manager:	Mrs Elizabeth Buchanan
Service Profile: Leadcare Nursing Agency Ltd is a nursing agency which supplies registered nurses to a range of healthcare settings. These include Health and Social Care Trust (HSCT) facilities and care homes.	

2.0 Inspection summary

An announced inspection took place on 12 December 2025, between 10.15 am and 4.20 pm by a care Inspector.

The last care inspection of the agency was undertaken on 23 July 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 found 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.

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

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 will 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

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 that they had good communication with the agency and had no complaints or concerns. One remarked that the agency is available to contact during the day and out of hours.

Staff feedback indicated they were satisfied with the training provided by the agency and felt supported in their role. One told us that the manager is very supportive, the communication with the agency is good, and the training provided is good.

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 an interview process, and written records were retained by the agency of the nurses' capability and competency in relation to their job role.

Newly appointed staff had completed a structured orientation and induction, to ensure they were competent to carry out the duties of their job.

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.

Records of all staff training were retained and were noted to be up to date. Staff confirmed that they received sufficient training for their roles.

A review of the records confirmed that 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 staff supervision and staff confirmed that supervision had taken place

3.3.2 Quality of Management Systems

There has been a change in the management of the agency since the last inspection. Mrs Elizabeth Buchanan has been the manager in this agency since 1 September 2025.

Service users and staff commented positively about the agency.

There were quality monitoring arrangements in place in compliance with Regulations and Standards. A review of the reports of the agency's quality monitoring established that there was engagement with service users and staff.

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. There was an 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.

A system is in place to ensure that complaints are managed appropriately. No complaints have been received since the last inspection.

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 Elizabeth Buchanan, Registered Manager and Mr Stephen Ferguson, Responsible Person, as part of the inspection process and 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



Tel: 028 9536 1111



Email: info@rqia.org.uk



Web: www.rqia.org.uk



Twitter: @RQIANews