

Inspection Report

Name of Service: National Locums Ltd

Provider: National Locums Ltd

Date of Inspection: 11 May 2026

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:	National Locums Ltd
Responsible Person:	Mrs. Natasha Nicklin
Registered Manager:	Mrs. Nina Dalziel
Service Profile – National Locums is a nursing agency, which is currently providing registered nurses to the Health and Social Care (HSC) sector in Northern Ireland. The agency is based in Milton Keynes and is currently supplying nurses to The Northern Health and Social Care Trust (NHSCT).	

2.0 Inspection summary

A care Inspector completed an announced inspection on 11 May 2026 between 9.30 am and 12.30 pm. This inspection was completed remotely.

The Inspector 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, Deprivation of Liberty Safeguards (DoLS), service user involvement, restrictive practices and dysphagia management.

The inspection established that the nurses provided by National Locums Limited provided safe, effective and compassionate care in the settings in which they were supplied to work and that the agency was well led. Details and examples of the inspection findings can be found in the main body of the report. The Inspector identified good practice in relation to recruitment, feedback from service users and training. There were good governance and management arrangements in place.

The Inspector did not identify Areas for Improvement during this inspection.

For the purposes of the inspection report, the term 'service user' describes the care locations to which the agency supplies nursing staff.

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 National Locums Nursing Agency. This included any previous areas for improvement, registration information, and any other written or verbal information received from service users, relatives, staff or the commissioning trust.

Throughout the inspection process, the Inspector will seek the views of those living, working and visiting the agency; and review/examine 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?

As part of the inspection process, the Inspector had contacted a number of service users in whose clinical areas the nurses completed shifts.

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

3.3 Inspection findings

3.3.1 Staffing Arrangements

The Inspector reviewed nursing staff recruitment records and confirmed that all pre-employment checks, including criminal record checks (AccessNI), were completed and verified before staff members commenced employment and had direct engagement with service users.

The Inspector reviewed the interview process and confirmed that written records were retained by the agency of the nurses' capability and competency in relation to their job role.

There was a system in place to ensure that the agency placed registered nurses into settings, where their skills closely matched the needs of patients.

The agency retained records of all nurse training and the Inspector confirmed that these were all up to date as per the guidance of the Regional Agency Nurse Framework.

The agency had procedures in place for appraising the nurses' performance and the manager completed regular nursing supervision in keeping with the agency's policy and procedures, as well as Nursing and Midwifery Council (NMC) guidance.

3.3.2 Care Delivery and Care Records

The Inspector confirmed that staff provided by the agency were competent in the use of the Northern Ireland Single Digital Record (Epic) system and had received training provided by the employing Trust in the area of care in which they were working.

The manager confirmed that the agency had not received any complaints about the care provided by the nurses, who had been supplied by the agency. There was a system in place to receive feedback on the nurses' practice.

3.3.3 Quality of Management Systems

The Inspector confirmed that the agency had a system in place to manage complaints. The agency had not received any complaints in the period under review, as this was the agency's first inspection since registration with RQIA.

The Inspector reviewed incident records and identified that there was a system in place to manage these. There was evidence that the agency reviewed incidents on a regular basis, to establish any patterns. It was good to note that the agency reviewed these in detail as part of the monthly quality monitoring process.

The Inspector reviewed the agency's quality monitoring arrangements and confirmed that they complied with Regulations and Standards. A review of the reports of the agency's monthly monitoring established that there was engagement with service users and staff. The reports of these visits were completed in detail.

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 comply with regulations and standards.

The Inspector confirmed that agency's registration certificate was up to date and displayed appropriately along with current certificates of public and employers' liability insurance.

4.0 Quality Improvement Plan/Areas for Improvement

The Inspector did not identify any Areas for Improvement during this inspection. The Inspector discussed the findings of the inspection with Mrs. Natasha Nicklin (Responsible Individual) and Mrs. Nina Dalziel (Registered Manager) as part of the inspection process. These can be found in the main body of the report.



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