

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Agency: Medcom Personnel Ltd (RQIA ID: 020084)	Name of Registered Person: Mrs Irene Mtisi
Address of Registered Agency: Medcom Personnel Ltd, 12 Market Square, Antrim, BT41 4AW	
Issue Date: 14 April 2021	FTC Ref: FTC000142
Regulation not complied with: <i>The Domiciliary Care Agency Regulation (Northern Ireland) 2007</i> Regulation 13. — <i>The registered person shall ensure that no domiciliary care worker is supplied by the agency unless—</i> <i>(d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.</i>	
Specific failings to comply with regulations: During an unannounced inspection undertaken on 23 March 2021 we were unable to evidence that recruitment processes had been adhered to. Review of two recruitment records evidenced gaps in employment histories and there was no evidence within the records that the gaps had been explored. There were discrepancies between the information provided on the references and the employment history included on the applications forms. The review of the recruitment records identified that the AccessNI of one care worker had been received after the staff member had commenced employment with the agency. RQIA are concerned that failure to ensure robust recruitment practices has the potential to place service users and staff at risk or harm.	

Action required to comply with regulations:

- The registered person must ensure that, at all times, staff are recruited and employed in accordance with statutory legislation and mandatory requirements. This includes the receipt of a satisfactory AccessNI Enhanced Disclosure check, full employment histories, explanations of any gaps in employment histories, and verification of work permit status, prior to the commencement of employment. Records must be kept of all documentation relating to the recruitment process.
- The registered person must implement robust monitoring systems to ensure that the recruitment process is compliant with statutory legislation and mandatory requirements.
- The registered person must ensure that an audit of all recruitment records are undertaken, to ensure that any deficits in the recruitment process are rectified.
- The registered person must ensure that all staff involved in the recruitment process receive training or refresher training in recruitment and selection.

The Registered Person may make written representations to the Chief Executive of RQIA regarding the issue of a failure to comply notice, within one month of the date of serving this notice.

Date by which compliance must be achieved: 15 July 2021

Karen Horvey

**Signed.....
Project Lead for Assurance, Social Work Lead**

This notice is served under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Domiciliary Care Agencies Regulations (Northern Ireland) 2007

It should be noted that failure to comply with some regulations is considered to be an offence and RQIA has the power under regulations to prosecute for specified offences.