

Unannounced Care Inspection Report 3 March 2017



One 2 One Care and Support Services (NI) Ltd

Type of Service: Domiciliary Care Agency

**Address: Unit 3, Glenravel House, 1 Moores Lane, Randalstown, Antrim
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Tel No: 02894227050

Inspector: Caroline Rix

www.rgia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

1.0 Summary

An unannounced inspection of One 2 One Care and Support Services (NI) Ltd took place on 3 March 2017 from 14.00 to 15.30 hours.

Information received by the Regulation and Quality Improvement Authority (RQIA) prior to this inspection reported that domiciliary care workers have been supplied into service users' homes prior to the appropriate pre-employment checks being completed.

The inspection sought to examine the agency's recruitment arrangements in light of the concerning information received by RQIA.

On the day of inspection the agency was found to be in compliance with the required regulations. The inspector did not find any evidence to substantiate the reported claim regarding incomplete pre-employment checks for domiciliary care workers.

This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

1.1 Inspection outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection were discussed with Jennifer Hall, the registered person/manager, and the senior manager, as part of the inspection process and can be found in the main body of the report.

Enforcement action did not result from the findings of this inspection.

1.2 Actions/enforcement taken following the most recent care inspection

Other than those actions detailed in the QIP there were no further actions required to be taken following the most recent inspection on 14 July 2016.

2.0 Service details

Registered organisation/registered person: One 2 One Care and Support Services (NI) Ltd/Jennifer Blanche Hall	Registered manager: Jennifer Blanche Hall
Person in charge of the service at the time of inspection: Jennifer Blanche Hall	Date manager registered: 20 November 2014

3.0 Methods/processes

Prior to inspection the inspector analysed the following records:

- Previous inspection report of 14 July 2016
- Record of notifiable events for 2016/2017
- Intelligence received from our duty call system

Specific methods/processes used in this inspection include the following:

- Discussion with the registered person/manager
- Discussion with the senior manager
- Examination of records
- Evaluation and feedback

The inspector met with the registered person/manager, Jennifer Hall; the senior manager, finance manager; and office team, and examined the following records during the inspection:

- The Recruitment and Selection Policy and Procedure
- Index of all domiciliary care workers
- Ten staff recruitment records

4.0 The inspection

4.1 Inspection Findings

The inspector reviewed the Recruitment and Selection Policy and Procedure which had been recommended to be reviewed during previous inspection on 14 July 2016. The procedure was found to have been revised and to be in compliance with the relevant regulations and standards.

The inspector reviewed the index of domiciliary care workers; in particular the 18 staff employed by the agency since January 2017 and is now being supplied into service users' homes.

The inspector selected and reviewed a sample of 10 out of the 18 staff personnel records; these staff had been employed since January 2017 into full time and part time contracts of employment.

The information reviewed within the sample of staff files indicated that these domiciliary care workers had been employed and supplied to service users only after all the required information and documentation had been obtained, in line with Regulation 13 Schedule 3. Each file contained evidence that they had obtained a satisfactory reference from the most recent employer. The staff files contained a helpful checklist at the start of each folder to confirm all information was in place, and the agency also retained information relating to each domiciliary care worker on their computer system. The senior manager assisted the inspection by providing the inspector with details obtained from this computerised system relating to receipt of Access NI information.

The 10 staff files reviewed verified the agency had appropriate arrangements in place to ensure that all pre-employment checks are made to ensure staff are suitably recruited to provide care.

The inspector confirmed to the registered person/manager that she had not found any evidence to substantiate the reported claim regarding incomplete pre-employment checks for domiciliary care workers.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements:	0	Number of recommendations:	0
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5.0 Quality improvement plan

There were no issues identified during this inspection, and a QIP is neither required, nor included, as part of this inspection report.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the registered provider from their responsibility for maintaining compliance with the regulations and standards.



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