

# **Announced Care Inspection Report 26 February 2019**



## **Angels Recruitment Agency Ltd**

**Type of Service: Domiciliary Care Agency**  
**Address: 77 Creggan Road, Rosemount, Derry, BT48 9DA**  
**Tel No: 07587454047**  
**Inspector: Michele Kelly**

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

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 service from their responsibility for maintaining compliance with legislation, standards and best practice.

## 1.0 What we look for



## 2.0 Profile of service

Angels Recruitment Agency Ltd operates from premises on the Creggan Road, Londonderry. The inspector was advised that the agency does not currently supply domiciliary care workers into service users own homes.

## 3.0 Service details

**Organisation/Registered Provider:**  
Angels Recruitment Agency Ltd

**Responsible Individual:**  
Mr Daniel James Duddy

**Registered Manager:**  
Mr John Martin Jackson

<b>Person in charge at the time of inspection:</b> Mr John Martin Jackson	<b>Date manager registered:</b> 14 December 2015
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#### 4.0 Inspection summary

An announced inspection took place on 26 February 2019 from 9.30 to 10.30. The agency received notice of the inspection prior to the inspection day, this was due to the fact the agency office is not staffed at all times due to the agency size.

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

#### 4.1 Inspection outcome

Details of the Quality Improvement Plan (QIP) within the previous report dated 15 February 2018 and which had not been met were discussed with Mr Daniel Duddy, Registered Person, and the registered manager as part of the inspection process. The matters could not be reviewed at this inspection for compliance as the agency remains non-operational at this time. The inspector informed both the registered person and the registered manager that should the agency become operational then all matters would be required to be in compliance with the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

Enforcement action resulted from the findings of this inspection.

The enforcement policies and procedures are available on the RQIA website.

[https://www.rqia.org.uk/who-we-are/corporate-documents-\(1\)/rqia-policies-and-procedures/](https://www.rqia.org.uk/who-we-are/corporate-documents-(1)/rqia-policies-and-procedures/)

Enforcement notices for registered establishments and agencies are published on RQIA's website at <https://www.rqia.org.uk/inspections/enforcement-activity/current-enforcement-activity> with the exception of children's services.

#### 4.2 Action/enforcement taken following the most recent care inspection dated 15 February 2018.

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 15 February 2018.

#### 5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- previous inspection report and QIP dated 18 February 2018
- previous inspection report dated 11 July 2017
- previous inspection report and QIP dated 9 May 2017

Areas for improvement identified at the last care inspection were not reviewed as part of this inspection and are carried forward to the next care inspection.

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

## 6.0 The inspection

### 6.1 Review of areas for improvement from the most recent inspection dated 15 February 2018

The most recent inspection of the agency was an announced care inspection.

This QIP will be validated by the care inspector at the next care inspection.

### 6.2 Review of areas for improvement from the last care inspection dated 15 February 2018

Areas for improvement from the last care inspection		
Action required to ensure compliance with The Domiciliary Care Agencies Minimum Standards, 2011		Validation of compliance
<b>Area for improvement 1</b>  <b>Ref:</b> Standard 12.7  <b>Stated:</b> First time	A record is kept in the agency, for each member of staff, of all training, including induction, and professional development activities undertaken by staff. The record includes: <ul style="list-style-type: none"> <li>• the names and signatures of those attending the training event</li> </ul>	<b>Carried forward to the next care inspection</b>
	<b>Action taken as confirmed during the inspection:</b> As the agency has not recruited new staff since the previous inspection (due to not being operational) this area for improvement has been carried forward for review at the next inspection.	

<b>Area for improvement 2</b>  <b>Ref:</b> Standard 11.4  <b>Stated:</b> Second time	The registered person should ensure that staff are issued with a written statement of main terms and conditions prior to employment and no later than thirteen weeks after appointment.	<b>Carried forward to the next care inspection</b>
	<b>Action taken as confirmed during the inspection:</b> As the agency has not recruited new staff since the previous inspection (due to not being operational) this area for improvement has been carried forward for review at the next inspection.	
<b>Area for improvement 3</b>  <b>Ref:</b> Standard 8.11  <b>Stated:</b> Third time	It is recommended that the registered person monitors the quality of services in accordance with the agency's written procedures and completes a monitoring report on a monthly basis. This report summarises any views of service users and/or their carers/representatives ascertained about the quality of the service provided, and any actions taken by the registered person or the registered manager to ensure that the organisation is being managed in accordance with minimum standards.	<b>Carried forward to the next care inspection</b>
	<b>Action taken as confirmed during the inspection:</b> As the agency has not recruited new staff since the previous inspection (due to being non-operational) this area for improvement has been carried forward for review at the next inspection.	

### 6.3 Inspection findings

Angels Recruitment Agency Ltd operates from premises on the Creggan Road, Londonderry. From discussions with the registered person and the registered manager, it was evident that at the time of the inspection and at the previous inspection, the agency were not supplying domiciliary care workers into service users own homes.

All matters to be reviewed could not be progressed due to the non-operational nature of the agency. The registered person and registered manager were informed by the inspector that should the agency become operational again in the future that the matters previously stated will be reviewed to ensure compliance in accordance with the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

The inspector would like to thank the registered person and the registered manager for their support and co-operation throughout the inspection process.

## **7.0 Quality improvement plan**

Areas for improvement identified during the previous inspection are detailed in the QIP. Details of the QIP were discussed with Mr Daniel James Duddy, registered person, and Mr John Jackson, registered manager as part of the inspection process. The timescales commence from the date of inspection. .

The registered provider/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all areas for improvement identified within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of the agency. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises RQIA would apply standards current at the time of that application.

## **7.1 Areas for improvement**

Areas for improvement have been identified where action is required to ensure compliance with the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and/or the Domiciliary Care Agencies Minimum Standards, 2011.

## **7.2 Actions to be taken by the service**

As matters in the previous QIP were not reviewed no response is required at this time.



Quality Improvement Plan	
Action required to ensure compliance with The Domiciliary Care Agencies Minimum Standards, 2011	
<b>Area for improvement 1</b>  <b>Ref:</b> Standard 12.7  <b>Stated:</b> First time  <b>To be completed by:</b> To commence at the time the agency becomes operational.	<p>A record is kept in the agency, for each member of staff, of all training, including induction, and professional development activities undertaken by staff. The record includes:</p> <ul style="list-style-type: none"> <li>the names and signatures of those attending the training event</li> </ul> <p><b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next inspection.</b></p> <p><b>Response by registered person detailing the actions taken:</b> No response required at this time</p>
<b>Area for improvement 2</b>  <b>Ref:</b> Standard 11.4  <b>Stated:</b> Second time  <b>To be completed by:</b> To commence at the time the agency becomes operational.	<p>The registered person should ensure that staff are issued with a written statement of main terms and conditions prior to employment and no later than thirteen weeks after appointment.</p> <p><b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next inspection.</b></p> <p><b>Response by registered person detailing the actions taken:</b> No response required at this time</p>
<b>Area for improvement 3</b>  <b>Ref:</b> Standard 8.11  <b>Stated:</b> Third time  <b>To be completed by:</b> To commence at the time the agency becomes operational.	<p>It is recommended that the registered person monitors the quality of services in accordance with the agency's written procedures and completes a monitoring report on a monthly basis. This report summarises any views of service users and/or their carers/representatives ascertained about the quality of the service provided, and any actions taken by the registered person or the registered manager to ensure that the organisation is being managed in accordance with minimum standards.</p> <p><b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next inspection.</b></p> <p><b>Response by registered person detailing the actions taken:</b> No response required at this time</p>

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The Regulation and Quality Improvement Authority  
9th Floor  
Riverside Tower  
5 Lanyon Place  
BELFAST  
BT1 3BT

**Tel** 028 9536 1111  
**Email** [info@rqia.org.uk](mailto:info@rqia.org.uk)  
**Web** [www.rqia.org.uk](http://www.rqia.org.uk)  
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