

Announced Enforcement Inspection Report 09 May 2017



Angels Recruitment Agency Ltd

Type of service: Domiciliary Care Agency
Address: 77 Creggan Road, Rosemount, Derry, BT48 9DA
Tel No: 07587454047
Inspector: Audrey Murphy

1.0 Summary

An announced inspection of Angels Recruitment Agency Ltd took place on 9 May 2017 from 10:30 to 12:30.

The focus of the inspection was to follow up on the matters identified during the previous inspection and in particular, the agency's compliance with Regulation 16 (5) (a) (b). The actions required for compliance were outlined in the Failure to Comply Notice issued to the registered person on 11 April 2017 (FTC/DCA/020113/2017-18/01). The date for compliance was 9 May 2017.

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

1.1 Inspection outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	5	3

Details of the Quality Improvement Plan (QIP) within this report were discussed with Mr Daniel James Duddy, as part of the inspection process. The timescales for completion commenced from the date of inspection.

Enforcement action resulted from the findings of this inspection.

1.2 Actions/enforcement taken following the most recent inspection

Other than those actions detailed in the QIP there were no further actions required to be taken following the most recent inspection on 28 March 2017.

2.0 Service details

Registered organisation/registered person: Angels Recruitment Agency Ltd/Mr Daniel James Duddy	Registered manager: Mr John Martin Jackson
Person in charge of the agency at the time of inspection: Mr Daniel James Duddy	Date manager registered: 14 December 2015

3.0 Methods/processes

Prior to inspection the following records were analysed:

- The previous inspection report
- The Failure to Comply Notices issued to the registered person on 11 April 2017
- Records of any correspondence or contact with or about the agency since the previous inspection.

During the inspection the inspector met with the registered person, a domiciliary care worker, the agency's administrator and the registered manager.

The following records were examined during the inspection:

- The agency's alphabetical index of staff
- The staff duty rota
- Staff induction records
- A staff recruitment record.

4.0 The inspection

4.1 Review of requirements and recommendations from the most recent inspection dated 28 March 2017

The most recent inspection of the agency was an announced care inspection. The report of the inspection was issued to the registered person on 25 April 2017 and the completed QIP was returned to RQIA on 31 May 2017.

Last inspection statutory requirements		Validation of compliance
Requirement 1 Ref: Regulation 13 Stated: Second time	The registered person shall ensure that no domiciliary care worker is supplied by the agency unless— (a) he is of integrity and good character; (b) he has the experience and skills necessary for the work that he is to perform; (c) he is physically and mentally fit for the purposes of the work which he is to perform; and (d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.	Met
	Action taken as confirmed during the inspection: The recruitment record of one member of staff supplied by the agency to work with a service user was examined. The record was incomplete as it did not contain references. Concerns relating to recruitment practices had been identified during the	

	<p>previous inspection and were discussed with the registered person at a meeting at RQIA offices on 7 April 2017. Full compliance with this regulation could not be evidenced during this inspection. However, at a meeting at RQIA offices on 24 May 2017, the registered person provided adequate assurances that recruitment practices had been undertaken in accordance with this regulation.</p>	
<p>Requirement 2</p> <p>Ref: Regulation 16</p> <p>(5) (a) (b)</p> <p>Stated: Second time</p>	<p>(5) Where an agency is acting otherwise than as an employment agency, the registered person shall ensure that—</p> <p>(a) a new domiciliary care worker ("the new worker") is provided with appropriately structured induction training lasting a minimum of three full working days; and</p> <p>(b) during that induction training—</p> <p>(i) the new worker is not supplied to a service user unless accompanied by another domiciliary care worker who is a suitably qualified and competent person;</p> <p>(ii) a member of staff ("the staff member") who is suitably qualified and experienced, is appointed to supervise the new worker;</p> <p>(iii) the staff member (or another suitably qualified and competent person if the staff member is unavailable) will always be available to be consulted while the new worker is on duty; and</p> <p>(iv) subject to the consent of the service user, the staff member makes arrangements to observe, on at least one occasion, the new worker carrying out his duties.</p>	
	<p>Action taken as confirmed during the inspection:</p> <p>The agency's induction records were examined and discussed with the registered person and the registered manager. It was disappointing to note that some staff currently being supplied to work with a service user had not undertaken a three day structured induction prior to their supply. These areas of concern had been identified during the previous inspection on 28 March 2017 and were discussed with the registered person at a meeting at RQIA offices on 07 April 2017.</p> <p>Full compliance with this regulation could not be evidenced during this inspection.</p>	Not Met

<p>Requirement 3</p> <p>Ref: Regulation 21</p> <p>Stated: First time</p>	<p>21.—(1) The registered person shall ensure that the records specified in Schedule 4 are maintained, and that they are—</p> <p>(a) kept up to date, in good order and in a secure manner;</p> <p>(b) retained for a period of not less than eight years beginning on the date of the last entry; and</p> <p>(c) at all times available for inspection at the agency premises by any person authorized by the Regulation and Improvement Authority.</p>	
	<p>Action taken as confirmed during the inspection:</p> <p>A range of records was examined including the records of staff supplied or available for supply, the alphabetical index of staff and the staff induction records. It was concerning to note that the records requested were not being stored securely within the agency's registered premises and that the registered person, registered manager, domiciliary care worker and the agency's administrator retrieved these from their cars. The security and confidentiality of staff and service users' information was discussed with the registered person.</p> <p>The inspector was advised by the registered person that the records of staff supplied up to and including 07 May 2017 had been disposed of. The inspector raised concerns that these records had not been retained in accordance with the regulations. The inspector examined the record of staff supply for week commencing 08 May 2017; this was found to be incomplete and on several instances it was not possible to determine which staff, if any, would be supplied to work with a service user. The record of staff supply included the first names only of some staff and a range of initials of other staff. The record was cross referenced with the alphabetical index of staff and it was noted that a set of initials on the record of staff supply did not correspond with the index. The inspector requested clarification from the registered manager and the registered person as to the identity of this individual and was advised that they didn't know who the individual was. The inspector raised concerns in relation to the safety of the service to be provided to a service user in light of the absence of any knowledge of the identity of a worker who was identified on the record of staff supply by initials only. The inspector sought immediate assurances from the registered person</p>	<p>Not Met</p>

	<p>in relation to the supply of staff to the service users for the forthcoming week.</p> <p>The agency's index of staff did not include all of the staff who were being supplied to work with a service user. This was disappointing as these matters had been discussed with the registered person during the previous inspection and during a serious concerns meeting at RQIA offices on 07 April 2017.</p> <p>The agency's induction records were examined and were noted to be incomplete.</p> <p>Full compliance with this regulation could not be evidenced during this inspection.</p>	
<p>Requirement 4</p> <p>Ref: Regulation 17</p> <p>Stated: Second time</p>	<p>17.—(1) Where an agency is acting otherwise than as an employment agency, the registered person shall prepare a staff handbook and provide a copy to every member of staff.</p> <p>(2) The handbook prepared in accordance with paragraph (1) shall include a statement as to—</p> <p>(a) the conduct expected of members of staff, and disciplinary action which may be taken against them;</p> <p>(b) the role and responsibilities of domiciliary care workers and other staff;</p> <p>(c) record keeping requirements;</p> <p>(d) recruitment procedures; and</p> <p>(e) training and development requirements and opportunities</p> <p>Action taken as confirmed during the inspection:</p> <p>This area for quality improvement was not examined during the inspection as the timescale for compliance with this regulation had not yet passed. Compliance with this regulation will be assessed at a subsequent inspection.</p>	Not Examined
<p>Requirement 5</p> <p>Ref: Regulation 16</p> <p>(2) (a)</p> <p>Stated: Second time</p>	<p>(2) The registered person shall ensure that each employee of the agency—</p> <p>(a) receives training and appraisal which are appropriate to the work he is to perform;</p> <p>Action taken as confirmed during the inspection:</p> <p>This area for quality improvement was not examined during the inspection and the timescale for compliance with this regulation had not yet passed. Compliance with this regulation will be</p>	Not Examined

	assessed at a subsequent inspection.	
Requirement 6 Ref: Regulation 23 Stated: First time	<p>23.—(1) The registered person shall establish and maintain a system for evaluating the quality of the services which the agency arranges to be provided.</p> <p>(2) At the request of the Regulation and Improvement Authority, the registered person shall supply to it a report, based upon the system referred to in paragraph (1), which describes the extent to which, in the reasonable opinion of the registered person, the agency—</p> <p>(a) arranges the provision of good quality services for service users;</p> <p>(b) takes the views of service users and their representatives into account in deciding—</p> <p>(i) what services to offer to them, and</p> <p>(ii) the manner in which such services are to be provided; and</p> <p>(c) has responded to recommendations made or requirements imposed by the Regulation and Improvement Authority in relation to the agency over the period specified in the request.</p> <p>(3) The report referred to in paragraph (2) shall be supplied to the Regulation and Improvement Authority within one month of the receipt by the agency of the request referred to in that paragraph, and in the form and manner required by the Regulation and Improvement Authority.</p> <p>(4) The report shall also contain details of the measures that the registered person considers it necessary to take in order to improve the quality and delivery of the services which the agency arranges to be provided.</p> <p>(5) The system referred to in paragraph (1) shall provide for consultation with service users and their representatives.</p>	<p>Not Examined</p>
	<p>Action taken as confirmed during the inspection:</p> <p>This area for quality improvement was not examined during the inspection and the timescale for compliance with this regulation had not yet passed. Compliance with this regulation will be assessed at a subsequent inspection.</p>	

Last inspection recommendations		Validation of compliance
Recommendation 1 Ref: Standard 13.3 Stated: First time	<p>Staff have recorded formal supervision meetings in accordance with the procedures.</p> <p>Action taken as confirmed during the inspection: This area for quality improvement was not examined during the inspection. Compliance with this standard will be assessed at a subsequent inspection.</p>	Not Examined
Recommendation 2 Ref: Standard 11.4 Stated: Second time	<p>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>Action taken as confirmed during the inspection: This area for quality improvement was not examined during the inspection as the timescale for compliance with this standard had not yet passed. Compliance with this regulation will be assessed at a subsequent inspection.</p>	
Recommendation 3 Ref: Standard 8.11 Stated: Second time	<p>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>Action taken as confirmed during the inspection: This area for quality improvement was not examined during the inspection as the timescale for compliance with this standard had not yet passed. Compliance with this regulation will be assessed at a subsequent inspection.</p>	Not Examined

4.3 Inspection Findings

In light of these inspection findings and the registered person's failure to evidence progress towards compliance with regulations, RQIA considered the impact of these failures on the safety and effectiveness of the service provided by the agency. The registered person's repeated failure to address these matters has undermined RQIA's confidence in his ability to effectively carry on the domiciliary care agency.

In accordance with RQIA's Enforcement Policy and Procedures, the registered person was advised of RQIA's intention to issue a notice of proposal to cancel the registration of Angels Recruitment Agency Ltd (020113). The registered person attended a meeting at RQIA offices on 24 May 2017 and provided assurances that the areas for improvement had been addressed. In light of this, RQIA did not issue the notice of proposal to cancel the registration of the agency.

At this meeting RQIA also discussed with the registered person the possibility of imposing conditions on the registration of the agency. This action was subsequently initiated and is ongoing.

The registered person's failure to comply with Regulation 16 (5) (a) (b) was also discussed and the registered person was advised that the date for compliance with this regulation, as outlined in the failure to comply notice issued on 11 April 2017 (FTC/DCA/020113/2017-18/01) would be extended to 11 July 2017.

Number of requirements:	5	Number of recommendations:	3
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5.0 Quality improvement plan

Any issues identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Mr Daniel James Duddy, Registered Person, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all requirements and recommendations contained 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 the RQIA would apply standards current at the time of that application.

5.1 Statutory requirements

This section outlines the actions which must be taken so that the registered provider meets legislative requirements based on the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

5.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and the Domiciliary Care Agencies Minimum Standards, 2011. They promote current good practice and if adopted by the registered provider/manager may enhance service, quality and delivery.

5.3 Actions taken by the registered provider

The QIP should be completed and detail the actions taken to meet the legislative requirements and recommendations stated. The registered provider should confirm that these actions have been completed and return the completed QIP to RQIA's office (non- paperlite) for assessment by the inspector.

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. It is expected that the requirements and recommendations outlined in this report will provide the registered provider with the necessary information to assist them to fulfil their responsibilities and enhance practice within the service.

Quality Improvement Plan

Statutory requirements

Requirement 1

Ref: Regulation 16 (5)
(a) (b)

Stated: Second time

To be completed by:
11 July 2017

(5) Where an agency is acting otherwise than as an employment agency, the registered person shall ensure that—
(a) a new domiciliary care worker ("the new worker") is provided with appropriately structured induction training lasting a minimum of three full working days; and
(b) during that induction training—
(i) the new worker is not supplied to a service user unless accompanied by another domiciliary care worker who is a suitably qualified and competent person;
(ii) a member of staff ("the staff member") who is suitably qualified and experienced, is appointed to supervise the new worker;
(iii) the staff member (or another suitably qualified and competent person if the staff member is unavailable) will always be available to be consulted while the new worker is on duty; and
(iv) subject to the consent of the service user, the staff member makes arrangements to observe, on at least one occasion, the new worker carrying out his duties.

Response by registered provider detailing the actions taken:

A. A 3 DAY INDUCTION PROGRAMME UPDATED.
B.1 STAFF NOT INCLUDED IN SERVICES SUPPLY OF STAFF.
II EXPERIENCE STAFF ASSOCIATED TO BE INDUCTION TO ALL NEW STAFF.
III A MEMBER OF STAFF DESIGNATED TO COMPLETE INDUCTION PROGRAMME WITH NEW STAFF.
IV CONSENT GAINED FROM SERVICE USER AT EACH INDUCTION.

Requirement 2

Ref: Regulation 21

Stated: Second time

To be completed by:
Immediate and ongoing

21.—(1) The registered person shall ensure that the records specified in Schedule 4 are maintained, and that they are—
(a) kept up to date, in good order and in a secure manner;
(b) retained for a period of not less than eight years beginning on the date of the last entry; and
(c) at all times available for inspection at the agency premises by any person authorized by the Regulation and Improvement Authority.

Response by registered provider detailing the actions taken:

ANGELS RECRUITMENT AGENCY OFFICE HAS BEEN RESTRUCTURED SO TO ENSURE DATA PROTECTION POLICY IS IN PLACE AND IMPLEMENTED

<p>Requirement 3</p> <p>Ref: Regulation 17</p> <p>Stated: Second time</p> <p>To be completed by: 20 June 2017</p>	<p>17.—(1) Where an agency is acting otherwise than as an employment agency, the registered person shall prepare a staff handbook and provide a copy to every member of staff.</p> <p>(2) The handbook prepared in accordance with paragraph (1) shall include a statement as to—</p> <p>(a) the conduct expected of members of staff, and disciplinary action which may be taken against them;</p> <p>(b) the role and responsibilities of domiciliary care workers and other staff;</p> <p>(c) record keeping requirements;</p> <p>(d) recruitment procedures; and</p> <p>(e) training and development requirements and opportunities</p> <p>Response by registered provider detailing the actions taken:</p> <p>HAND BOOK UPDATED TO INCLUDE REGULATION 17 REQUIREMENTS</p>
<p>Requirement 4</p> <p>Ref: Regulation 16 (2) (a)</p> <p>Stated: Second time</p> <p>To be completed by: 20 June 2017</p>	<p>(2) The registered person shall ensure that each employee of the agency—</p> <p>(a) receives training and appraisal which are appropriate to the work he is to perform;</p> <p>Response by registered provider detailing the actions taken:</p> <p>APPRAISALS FOR ALL STAFF UPDATED AND WILL BE ONGOING</p>

<p>Requirement 5</p> <p>Ref: Regulation 23</p> <p>Stated: First time</p> <p>To be completed by: 06 June 2017</p>	<p>23.—(1) The registered person shall establish and maintain a system for evaluating the quality of the services which the agency arranges to be provided.</p> <p>(2) At the request of the Regulation and Improvement Authority, the registered person shall supply to it a report, based upon the system referred to in paragraph (1), which describes the extent to which, in the reasonable opinion of the registered person, the agency—</p> <p>(a) arranges the provision of good quality services for service users;</p> <p>(b) takes the views of service users and their representatives into account in deciding—</p> <p>(i) what services to offer to them, and</p> <p>(ii) the manner in which such services are to be provided; and</p> <p>(c) has responded to recommendations made or requirements imposed by the Regulation and Improvement Authority in relation to the agency over the period specified in the request.</p> <p>(3) The report referred to in paragraph (2) shall be supplied to the Regulation and Improvement Authority within one month of the receipt by the agency of the request referred to in that paragraph, and in the form and manner required by the Regulation and Improvement Authority.</p> <p>(4) The report shall also contain details of the measures that the registered person considers it necessary to take in order to improve the quality and delivery of the services which the agency arranges to be provided.</p> <p>(5) The system referred to in paragraph (1) shall provide for consultation with service users and their representatives.</p>
	<p>Response by registered provider detailing the actions taken:</p> <p>READ COMPLETED AND AVAILABLE FOR INSPECTION .</p>

Recommendations	
Recommendation 1 Ref: Standard 13.3 Stated: First time To be completed by: Immediate and ongoing	<p>The registered person should ensure that staff have recorded formal supervision meetings in accordance with the procedures.</p> <p>Response by registered provider detailing the actions taken: SUPERVISION IS CONTINUING AND ON GOING.</p>
Recommendation 2 Ref: Standard 11.4 Stated: Second time To be completed by: 20 June 2017	<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>Response by registered provider detailing the actions taken: TERMS/ CONDITIONS UPDATED AND INSPECTED BY E.A.I. SAME APPROVED. STAFF GIVEN COPIES.</p>
Recommendation 3 Ref: Standard 8.11 Stated: Second time To be completed by: 06 June 2017	<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>Response by registered provider detailing the actions taken: MONTHLY MONITORING CONTINUES BUT NOW AGENCY UTILISES R.Q.I.A. MONITORING FORMS WERE APPROPRIATE.</p> <p>REGULATION AND QUALITY - 4 JUL 2017</p>