

Announced Enforcement Care Inspection Report

11 July 2017



Angels Recruitment Agency Ltd

Type of Service: Domiciliary Care Agency

**Address: 77 Creggan Road
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Londonderry
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Tel No: 0758-7454-047

Inspector: John Black

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

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

1.0 What we look for



2.0 Profile of service

This is a domiciliary care agency, which provides personal care to people living in their 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
Person in charge at the time of inspection: Mr Daniel James Duddy	Date manager registered: 14 December 2015

4.0 Inspection summary

An announced inspection took place on 11 July 2017 from 13.45 to 14.55.

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

The inspection sought to assess the level of compliance achieved in relation to a Failure to Comply (FTC) Notice. The areas identified for improvement and compliance with the regulations were in relation to staff induction. The date of compliance with the notice was 11 July 2017.

The following FTC Notice was issued by RQIA:

FTC ref: FTC/DCA/020113/2017-18/01 issued on 11 April 2017

The findings of this report will provide the agency with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified.

Further enforcement action did not result 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.

5.0 How we inspect

During the inspection the inspector met with the registered responsible individual and two staff.

The following records were examined during the inspection:

- The recruitment records of 07 staff with a specific focus on the induction programme for each person
- The most up to date rota for staff working with service users
- The record of calls to service users logged and retained by the agency.

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 this compliance inspection were provided to the person in charge at the end of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 09 May 2017

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

6.2 Review of areas for improvement from the last care inspection dated 09 May 2017

This inspection focused solely on the actions contained within the Failure to Comply Notice issued on 11 April 2017. The areas for improvement from the last care inspection on 09 May 2017 were not reviewed as part of the inspection and are carried forward to the next care inspection.

6.3 Inspection findings

The purpose of this inspection was to assess the compliance of the service in meeting the following failure to comply notice:

FTC Ref: FTC/DCA/020113/2017-18/01

Notice of failure to comply with regulation 16 (5) (a) and (b) of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007

(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.

In relation to this notice the following 2 actions were required to comply with this regulation:

- The registered person must ensure that all staff supplied to work with service users receive an appropriate induction prior to their supply.
- The registered person must ensure that staff receive induction in accordance with this regulation and in accordance with Standard 12.1 of the Domiciliary Care Agencies Minimum Standards (2011).

The inspector examined seven staff files that detailed information regarding each person’s employment record with the agency. The inspector focussed specifically on the record of induction for each member of staff supplied to work with service user’s to work in the service user’s own home. The purpose of this focus was to ensure that the service did not place workers in service users’ homes until the worker had completed their full induction training.

In addition the inspector reviewed the most up to date staff duty rota.

The records examined demonstrated that any new worker with the agency had completed their induction before being placed to work in a service user’s own home. The records demonstrated for example that one member of staff, having completed their induction on 10 May 2017, was first rostered to work directly with a service user on 20 June 2017.

In addition, the inspector was assured by the responsible individual and the staff in the agency that staff working directly with service users, who have not completed their full induction, will not work directly with service users in the future. The matter having been being highlighted through the issuing of the failure to comply notice, will ensure this will not be repeated in the future.

6.4 Conclusion

Sufficient evidence was available to validate compliance with the failure to comply notice.

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection and a Quality Improvement Plan is not required or included, as part of this inspection report.

RQIA will phase out the issue of draft reports via paperlite in the near future. Registered providers should ensure that their services are opted in for the receipt of reports via Web Portal. If you require further information, please visit www.rqia.org.uk/webportal or contact the web portal team in RQIA on 028 9051 7500.



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