

Unannounced Care Inspection Report 29 March 2018



Divine Health Services Ltd

Type of Service: Domiciliary Care Agency
Address: Unit 12A, Adelaide House, Belfast, BT12 6SJ
Tel No: 02890238000 ext 154
Inspector: Caroline Rix

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

1.0 What we look for



2.0 Profile of service

Divine Health Service Ltd is a domiciliary care agency, their office is situated in Belfast and they are registered to provide support and care services to adults living in their own homes. The inspector was unable to establish whether the agency became operational following registration 19 September 2016.

3.0 Service details

Organisation/Registered Provider: Divine Health Services Ltd Responsible Individual(s): Dairai Sylvester Mandisodza	Registered Manager: Dairai Sylvester Mandisodza
Person in charge at the time of inspection: Not applicable	Date manager registered: 19/09/2016

4.0 Inspection summary

An unannounced inspection took place on 29 March 2018 from 09.15 to 09.20 hours.

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

The inspection planned to assess progress with areas for improvement identified during and since the pre-registration inspection and to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

The inspector made numerous unsuccessful attempts to contact the registered person/manager Dairai Sylvester Mandisodza to confirm if the agency had become operational since registered 19 September 2016. These included phone calls and emails sent to the registered office, registered provider/manager on five separate dates from 10 January 2018 to 26 March 2018. The inspector also made phone calls and sent emails to the organizations office in England on three dates from 19 January 2018 up to 26 March 2018. No replies were received from any of the contacts attempted by the inspector.

The inspector intended to explain that RQIA have the authority under the Order (The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003) to carry out unannounced inspections.

Upon arrival to the registered office at 09.15 hours the inspector was unable to gain access to carry out the inspection or report on their Quality Improvement Plan (QIP).

4.1 Inspection outcome

This inspection could not identify any areas for improvement as the inspector was unable to view any records.

4.2 Action/enforcement taken following the most recent pre-registration inspection dated 16 August 2016

Other than those actions detailed in the QIP no further actions were required to be taken following the pre-registration inspection on 16 August 2016.

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 Quality Improvement Plan
- All communications with the agency

Areas for improvement identified at the last care inspection were not reviewed as part of this inspection as the inspector was unable to gain access to carry out an inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 16 August 2016

The most recent inspection of the agency was an announced pre-registration inspection.

The completed QIP was returned and approved by the care inspector.

6.2 Review of areas for improvement from the last care inspection dated 16 August 2016

Areas for improvement from the last care inspection		
Action required to ensure compliance with the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.		Validation of compliance
Requirement 1 Ref: Regulation 13, Stated: First time To be completed by: 16 September 2016	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.	Carried forward to the next care inspection
	Action taken as confirmed during the inspection: Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to	

	the next care inspection.	
Action required to ensure compliance with the Domiciliary Care Agencies Minimum Standards, 2011.		Validation of compliance
Recommendation 1 Ref: Standard 14 Stated: First time To be completed by: 16 September 2016	The registered provider should develop a separate policy and procedure on the 'Protection of Children and Young People'.	Carried forward to the next care inspection
	Action taken as confirmed during the inspection: 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 care inspection.	

6.3 Inspection findings

The inspector was unable to review any documentation to determine whether the agency was delivering safe, effective or compassionate care and if the service was well led.

7.0 Quality improvement plan

Areas for improvement identified during the previous inspection are detailed in the QIP. Details of the QIP had been discussed with Dairai Sylvester Mandisodza the registered provider/manager, as part of the previous 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 the Domiciliary Care Agencies Minimum Standards, 2011.



A completed Quality Improvement Plan from the inspection of this service has not yet been returned.

If you have any further enquiries regarding this report please contact RQIA through the e-mail [address info@rqia.org.uk](mailto:info@rqia.org.uk)

7.2 Actions to be taken by the service

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP via Web Portal for assessment by the inspector.

<p>Area for improvement 1</p> <p>Ref: Regulation 13</p> <p>Stated: First time</p> <p>To be completed by: 16 September 2016</p>	<p>The registered person shall ensure that no domiciliary care worker is supplied by the agency unless—</p> <p>(a) he is of integrity and good character;</p> <p>(b) he has the experience and skills necessary for the work that he is to perform;</p> <p>(c) he is physically and mentally fit for the purposes of the work which he is to perform; and</p> <p>(d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
<p>Area for improvement 2</p> <p>Ref: Standard 14</p> <p>Stated: First time</p> <p>To be completed by: 16 September 2016</p>	<p>The registered provider should develop a separate policy and procedure on the 'Protection of Children and Young People'.</p> <p>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 care inspection.</p>
	<p>Response by registered person detailing the actions taken:</p>
	<p>Response by registered person detailing the actions taken:</p>

Please ensure this document is completed in full and returned via Web Portal



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