

Unannounced Care Inspection Report 10 March 2020



Jark (Belfast) Healthcare Services Limited

Type of Service: Domiciliary Care Agency
Address: Lisburn Road, Belfast, Antrim, BT9 7EN
Tel No: 02890238588
Inspector: Michele Kelly

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

This is a domiciliary care agency which provides domiciliary care workers to other regulated services and to one person living in their own home. The agency currently supplies six staff.

3.0 Service details

Organisation/Registered Provider:
Jark (Belfast) Healthcare Services Limited

Registered Manager:
Jamie Lauren Adams

Responsible Individual:
Searlain McCormack

Person in charge at the time of inspection: Jamie Lauren Adams	Date manager registered: 02/05/2018
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4.0 Inspection summary

An unannounced inspection took place on 10 March 2020 from 10.00 to 11.00.

This inspection was underpinned by the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

The inspection aimed to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

Evidence of good practice was found in relation to Access NI procedures.

Those spoken with said they were very happy with the care and support provided.

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. Findings of the inspection were discussed with Jamie Adams, registered 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.

4.2 Action/enforcement taken following the most recent care inspection dated 2 January 2019

No further actions were required to be taken following the most recent inspection on 2 January 2019.

5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA about this agency. This included the previous inspection report, the returned QIP, notifiable events, and written and verbal communication received since the previous care inspection.

During the inspection the inspector focused on contacting staff and Health and Social Care (HSC) professionals to find out their views on the service.

The inspector ensured that the appropriate staff checks were in place before staff visited service users.

- Recruitment records specifically relating to Access NI and NISCC registration.

Questionnaires were provided to give service users and those who visit them the opportunity to contact us after the inspection with their views. No responses were received in time for inclusion in this report.

A poster was provided for staff detailing how they could complete an electronic questionnaire. No responses were received in time for inclusion in this report.

RQIA information leaflets 'How can I raise a concern about an independent health and social care service' were also provided to be displayed appropriately in the setting.

During the inspection the inspector communicated with two staff by telephone their views are included within the report.

The findings of the inspection were provided to the manager at the conclusion of the inspection.

6.0 The inspection

There were no areas for improvement made as a result of the last care inspection.

6.1 Inspection findings

Discussion with the manager and a review of records confirmed that there was a system in place to ensure that relevant pre-employment checks with AccessNI had been undertaken prior to employment.

There was also a system in place to ensure that staff were registered with NISCC and were monitored on a regular basis. The inspector advised that as well as these regular checks it would be important to retain a list of expiry dates for each staff member.

Following the inspection the manager emailed details of all staff NISCC expiry dates and the template to be used to complete checks and retain expiry dates going forward. This matter will be reviewed at the next inspection.

The inspector spoke on the telephone with two staff members, who were knowledgeable in relation to their responsibility in reporting concerns.

Comments received during and after inspection:

Staff comments:

- "We feel supported"
- "Jark are on top of everything"
- "This is the best company I have worked for"
- "Anytime we need any help we just lift the phone"

Areas of good practice

Areas of good practice were identified in relation to the completion of checks with AccessNI.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

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



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