

# **Announced Care Inspection Report 13 January 2020**



## **Care Plus (N.I.) Ltd**

**Type of Service: Domiciliary Care Agency**  
**Address: 3a Bankmore Business Park, Bankmore Road,**  
**Omagh, BT79 0BE**  
**Tel No: 028 8224 9724**  
**Inspector: Aveen Donnelly**

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

## 1.0 What we look for



## 2.0 Profile of service

Care Plus (N.I.) Ltd is a domiciliary care agency located in Omagh. The agency supplies staff to individuals living in the Omagh and surrounding areas. Service users have a range of needs related to conditions such as dementia, learning disability, physical disability and general frailty relating to their age.

The agency currently employs 52 domiciliary care workers to provide care and support to 148 individuals residing in their own homes; the care is commissioned by the Western Health and Social Care Trust (WHSCT).

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Care Plus (N.I.) Ltd  <b>Responsible Individual:</b> Mrs Jacqueline Mary Maguire	<b>Registered Manager:</b> Mrs Janette Rolston
<b>Person in charge at the time of inspection:</b> Mrs Janette Rolston	<b>Date manager registered:</b> 2 January 2019

### 4.0 Inspection summary

An unannounced inspection took place on 13 January 2020 from 09.15 to 11.30 hours.

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 assessed progress with any areas for improvement identified during and since the last care inspection and 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 AccessNI and staff' registrations with the Northern Ireland Social Care Council (NISCC).

An area for improvement previously identified was met. No new areas for improvement were made.

Service users and relatives 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
<b>Total number of areas for improvement</b>	0	0

Details of the Quality Improvement Plan (QIP) were discussed with Janette Rolston, registered manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

Enforcement action did not result from the findings of this inspection.

## 4.2 Action/enforcement taken following the most recent care inspection dated 29 May 2019

No further actions were required to be taken following the most recent inspection on 29 May 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 our inspection we focused on contacting the service users, their relatives and staff to find out their views on the service. We also spoke with health care professionals involved with the service.

We 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 and “Have we missed you?” cards were provided to give service users and those who visit them the opportunity to contact us after the inspection with their views. A poster was provided for staff detailing how they could complete an electronic questionnaire. No responses were received within the timeframe for inclusion within the report.

Ten questionnaires were also provided for distribution to the service users and their representatives; one relative responded. Analysis and comments are detailed within the 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 spoke with one staff member, eight service users, ten relatives and four HSCT representatives by telephone. Comments are detailed within the report.

An area for improvement identified at the last care inspection was reviewed and assessment of compliance recorded as met.

The inspector would like to thank the registered manager, service users, service user’s relatives and the one staff spoken with, for their support and co-operation throughout the inspection process.

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

## 6.0 The inspection

### 6.1 Review of areas for improvement from the last care inspection dated 29 May 2019

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
<b>Area for improvement 1</b>  <b>Ref:</b> Regulation 16 (5)(b)(i)  <b>Stated:</b> First time  <b>To be completed by:</b> Immediate and ongoing from the date of inspection	<p>The registered person shall ensure that during induction training the new care 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><b>Action taken as confirmed during the inspection:</b> The review of the records confirmed that staff had been provided with 'shadowing' days had been provided to all staff.</p>	<b>Met</b>

## 6.2 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 a system in place to ensure that staff were registered with NISCC and were monitored on a regular basis.

During the inspection, the inspector spoke eight service users, ten relatives and four HSCT representatives. Some comments received are detailed below:

### Relatives

- "The girls are very good, no problems whatsoever, (my relative) is always saying how great the girls are."
- "Everything is fine."
- "We are perfectly happy, very pleased with them and there is some difference in (our relative) since the girls have started to call, she loves to see them coming."
- "I have no complaints, happy enough."
- "Very pleased with them."
- "I am very happy, they are very attentive. I have nothing but praise for them."
- "I am happy, they are very nice, lovely girls, (my relative) gets on very well with them."
- "(My relative) is very well looked after, even the district nurses comment on how well his skin is cared for."

**Service users**

- “They are lovely girls.”
- “Not too bad, all the girls are very polite.”
- “They are very good, very kind and respectful to me.”
- “I have no complaints, if I had any, they wouldn’t be around.”
- “They are quite good, I have no complaints.”
- “No complaints.”
- “They’re good enough.”
- “I couldn’t fault them, they are always here and very accommodating.”

**HSCT’ representatives**

- “All our clients are delighted with the girls.”
- “I have no reason to fault them, everything is going well.”
- “Everything is ok, I have no concerns.”
- “I have never had any issues, they are very good at maintaining contact and taking feedback if any issues are raised by relatives.”

**Staff**

- “If we as carers are doing our job right, there should be no problems, I have a fabulous run and my clients are great, everything is as it should be.”

The returned questionnaires from the service users and relative indicated that that they felt very satisfied that the care was safe, effective and compassionate; and that the service was well led. Written comments included:

**Service users**

- “Everyone is while good to me.”
- “I would like some music nights/music quiz or a dance once a month for all tenants in the on-scheme activities room.”

**Relatives**

- “All of my Mum’s carers are lovely, she likes each one.”

**Areas of good practice**

Areas of good practice were identified in relation to the completion of checks with AccessNI and staff’ registrations with NISCC.

**Areas for improvement**

No areas for improvement were identified during the inspection.

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