

Unannounced Care Inspection Report 23 January 2020



Care Plus (N.I.) Ltd

Type of Service: Domiciliary Care Agency
Address: 5 Parkview Road, Castlederg, Tyrone, BT81 7BN
Tel No: 028 8167 0232
Inspector: Aveen Donnelly

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

Care Plus is a domiciliary care agency which is based in Castlederg and supplies staff to people living in the Castlederg, Drumquin, Newtownstewart and Killen areas. Service users have a range of needs including dementia, learning disability and frailty relating to old age. The agency provides care and support to 100 individuals living in their own homes whose care and services are commissioned by the Western Health and Social Care Trust (HSCT).

3.0 Service details

Organisation/Registered Provider: Care Plus (N.I.) Ltd Responsible Individual: Mrs Jacqueline Mary Maguire	Registered Manager: Mrs Janette Rolston
Person in charge at the time of inspection: Mrs Janette Rolston	Date manager registered: 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 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 AccessNI and staff' registrations with the Northern Ireland Social Care Council (NISCC).

There were no areas for improvement made.

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 Janette Rolston, 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 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, 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. Three questionnaires were returned within the timeframe for inclusion within the report.

A poster was provided for staff detailing how they could complete an electronic questionnaire. One staff member responded within the timeframe for inclusion 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, nine service users, eight relatives and four HSCT’ representatives by telephone. Comments are detailed within the report.

The inspector would like to thank the manager, service users, service user’s relatives and the one staff member 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

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

During the inspection the inspector spoke with one staff member, nine service users, eight relatives and four HSCT' representatives by telephone. Comments are detailed below:

Service users

- "I have no problems, I have two very good carers and they never let me down."
- "They are not so bad."
- "I am happy with Care Plus, no problems."
- "No problems at all, things are very good."
- "I have no complaints."
- "I'm grand, no problems at all."
- "Everything is dead-on, they are alright."
- "They are good."
- "There's always a joke with them, no complaints."

Relatives

- "It is going brilliant, everything is great, I get on well with all the girls."
- "Everything is fine, the girls are very professional and kind."
- "I am happy with the girls and with Care Plus."
- "One hundred percent happy, you couldn't have better, they are great carers."
- "I am happy with everything."
- "I know for a fact that (my relative) has no complaints whatsoever."
- "We are very happy, everything is ok."

HSCT' representatives

- "I wouldn't have any concerns, no issues."
- "I have no concerns, they are very good at highlighting any concerns to me."
- "Communication is good."
- "They would ring me if any issues arose, I haven't had any instances where they haven't been able to provide cover."

Staff member

- "I have no concerns."

One staff member provided feedback via the electronic survey. Whilst the respondent indicated that they felt 'very unsatisfied' that the care was safe, effective and compassionate; and that the agency was well-led, the written comment provided contradicted this by stating that Care Plus is a 'great company to work for, no complaints'.

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

- “Our carers are worth their weight in gold, would be totally lost without this service. Very good standard of care.”
- “Great girls.”
- “Brilliant girls, couldn’t be better.”
- “Carers go above and beyond for my mother.”

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
Total number of areas for improvement	0	0

7.0 Quality improvement plan

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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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