

Inspection Report

20 September 2021



Clanconnel Home Care Ltd T/A Home Instead Senior Care

Type of service: Domiciliary Care Agency
Address: 33 Rathfriland Street, Banbridge BT32 3LA
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www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

Organisation/Registered Provider: Clanconnel Home Care Ltd T/A Home Instead Senior Care	Registered Manager: Mrs Roisin Catherine McLeod
Responsible Individual: Mrs Una O'Duil	Date registered: 27/08/2019
Person in charge at the time of inspection: Mrs Una O'Duil	
Brief description of the accommodation/how the service operates: The agency is a domiciliary care agency, conventional type. The services are provided by CAREgivers personal visits, at agreed times, to meet the needs of the clients and their chosen life style. The visit can vary in length from one hour per day to up to 24 hours, seven days a week, including weekends and holidays. The agency currently provides service to 43 service users. The agency refer to staff as CAREgivers, this is reflected in the format of this report.	

2.0 Inspection summary

An unannounced inspection took place on 20 September 2021, at 09.15 am to 12 md by the care inspector.

This inspection focused on recruitment, Northern Ireland Social Care Council (NISCC) registrations, adult safeguarding, notifications, complaints, whistleblowing and Deprivation of Liberty Safeguards (DoLS), Dysphagia, restrictive practice, monthly quality monitoring and Covid-19 guidance.

Good practice was identified in relation to recruitment and appropriate checks being undertaken before CAREgivers were supplied to service users' homes. There were good governance and management oversight systems in place. Good practice was also found in relation to the system in place of disseminating Covid-19 related information to CAREgivers.

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.

3.0 How we inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how they were performing at the time of our inspection, highlighting both good practice and any areas for improvement.

It is the responsibility of the service provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

Prior to inspection we reviewed the information held by RQIA about this agency. This included the previous inspection report, notifications, concerns and any written and verbal communication received since the previous care inspection.

The inspection focused on:

- contacting the service users, their relatives and CAREgivers to find out their views on the service
- reviewing a range of relevant documents, policies and procedures relating to the agency's governance and management arrangements.

Information was provided to service users, relatives to request feedback on the quality of service provided; this included questionnaires for service users/relatives. An electronic survey was provided to enable CAREgivers to provide feedback to the RQIA.

4.0 What people told us about the service

We spoke with one service user, two relatives, one CAREgiver and the registered individual.

Feedback from service users

Service user's questionnaire feedback:

- "I'm very happy with the care I am receiving. **** The girl who looks after me is professional she is easy to talk to and kind. She is good at what she does."

There was no response to the electronic survey.

Comments received during the inspection process:-

Service users' comments:

- "I could not praise them enough."
- "They are all excellent."
- "Nothing is too much trouble."
- "They are all nice, friendly people."

Relatives' comments:

- "They are flexible and always communicate well."
- "***** in the office is always there if we need to change times."
- "All of them are equally as helpful."
- "They are all sensitive and kind."

CAREgivers comments:

- "Good communication."
- "Excellent induction; comprehensive and facilitated shadowing."
- "I get to know the clients well."

- “Excellent management support.”
- “Good ongoing training and development.”
- “I feel safe and secure.”
- “Good PPE supply and guidance.”

5.0 The inspection

5.1 What has this service done to meet any areas for improvement identified at or since last inspection?

The last inspection to Clanconnel Home Care Ltd was undertaken on 27 July 2020 by a care inspector; no areas for improvement were identified.

5.2 Inspection findings

5.2.1 Are there systems in place for identifying and addressing risks?

The agency’s provision for the welfare, care and protection of service users was reviewed. The organisation’s policy and procedures reflected information contained within the Department of Health’s (DoH) regional policy Adult Safeguarding Prevention and Protection in Partnership, July 2015 and clearly outlined the procedure for CAREgivers in reporting concerns. The organisation had an identified Adult Safeguarding Champion (ASC); the agency is preparing an Adult Safeguarding Position report that will be forwarded to RQIA for review.

Discussions with the manager demonstrated that they were knowledgeable in matters relating to adult safeguarding, the role of the ASC and the process for reporting adult safeguarding concerns.

It was noted that CAREgivers were required to complete classroom based adult safeguarding training during their induction programme and two yearly updates thereafter.

CAREgivers indicated that they had a clear understanding of their responsibility in identifying and reporting any actual or suspected incidents of abuse. They could describe their role in relation to reporting poor practice and their understanding of the agency’s policy and procedure with regard to whistleblowing.

The agency had a system for retaining a record of referrals made to the relevant Health and Social Care (HSC) Trust in relation to adult safeguarding. Records viewed and discussions with the manager indicated that no adult safeguarding referrals had been made since the last inspection.

Service users and relatives who spoke to us stated that they had no concerns regarding their safety; they described how they could speak to CAREgivers if they had any concerns in relation to safety or the care being provided.

The agency had provided service users with information in relation to keeping themselves safe and the details of the process for reporting any concerns.

There were systems in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies appropriately. No incidents had been reported to RQIA since the last inspection.

CAREgivers had undertaken DoLS Level 2 training appropriate to their job roles; review of the information was found to be satisfactory.

The manager stated that no service users met the criteria to have a DoLS process put in place at this time. The manager stated that there were no restrictive practices in place at the time of the inspection.

CAREgivers demonstrated that they had an understanding that service users who lack capacity to make decisions about aspects of their care and treatment have rights as outlined in the Mental Capacity Act.

There was a good system in place in relation to the dissemination of information relating to Covid-19 and infection prevention and control practices.

5.2.2 Is there a system in place for identifying service users' Dysphagia needs in partnership with the Speech and Language Therapist (SALT)?

The discussions with the manager and review of service user care records reflected the multi-disciplinary input and the collaborative working undertaken to ensure service users' health and social care needs were met within the domiciliary care agency. CAREgivers were also implementing the specific recommendations of SALT to ensure the care received in the service user's home was safe and effective.

5.2.3 Are their robust systems in place for CAREgivers recruitment?

The review of the agency's CAREgivers recruitment records confirmed that recruitment was managed in accordance with the regulations and minimum standards. Required pre-employment checks are completed before CAREgivers commenced employment and had direct engagement with service users. Records viewed evidenced that criminal record checks (Access NI) had been completed for CAREgivers.

A review of the records confirmed that all CAREgivers provided were appropriately registered with NISCC. Information regarding registration details and renewal dates were monitored by the manager; this system was reviewed and found to be in compliance with Regulations and Standards. CAREgivers spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date.

5.2.4 Are there robust governance processes in place?

There were monitoring arrangements in place in compliance with Regulation 23 of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007. Reports relating to the agency's monthly monitoring were reviewed. The process included engagement with service users, relatives, CAREgivers and HSC Trust representatives.

The reports included details of the review of service user care records, missed or late calls, accident/incidents; safeguarding matters, complaints, CAREgivers recruitment, training and shift arrangements. It was noted that an action plan was generated to address any identified areas for improvement and these were followed up on subsequent months, to ensure that identified areas had been actioned.

We noted some of the comments made during monthly quality monitoring:

Service users:

- “My carer is excellent, kind and a good communicator.”
- “My CAREgiver is very important to me.”
- “They are always cheerful and positive.”

CAREgivers:

- “I love to hear that hello.”
- “I love my job and it makes a difference in people’s lives.”
- “I love the clients and my work.”

Relatives:

- “We are delighted with the care provided.”
- “Thank you for your good care.”
- “I know how much the girls help and provide fantastic support.”

HSC Trust Staff:

- “I want to thank you so much for helping out.”
- “Positive feedback from clients always.”
- “They provide a great standard of care to clients.”

There was a process for recording complaints in accordance with the agency’s policy and procedures. It was noted that the agency had not received any complaints since the last inspection.

CAREgivers described their role in relation to reporting poor practice and their understanding of the agency’s policy and procedure on whistleblowing.

It was established during discussions with the manager that the agency had not been involved in any Serious Adverse Incidents (SAIs) Significant Event Analyses (SEAs) or Early Alerts (EAs).

The agency has a number of ways of collecting feedback from service users and we noted some of the comments received during reviews of the service quality:

- “I’m very happy.”
- “I like the girls they are good at helping me.”
- “The CAREgivers are good to me.”
- “I feel safe.”
- “They are good and helpful. I have no hesitation in recommending the service.”

6.0 Conclusion

Based on the inspection findings and discussions held RQIA is satisfied that this service is providing safe and effective care in a caring and compassionate manner; and that the service is well led by the manager/management team.

7.0 Quality Improvement Plan/Areas for Improvement

	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 Mrs Una O'Duil, Registered Individual, as part of the inspection process and can be found in the main body of the report.



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