

Announced Care Inspection Report 27 July 2020



Clanconnel Home Care Ltd

Type of Service: Domiciliary Care Agency
Address: 33 Rathfriland Street, Banbridge, BT32 3LA
Tel No: 028 4065 8545
Inspector: Jim McBride

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

The agency is a domiciliary care agency. The services are provided by Care Givers 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 23 service users. The agency refer to staff as care givers, this is reflected in the format of this report.

3.0 Service details

Organisation/Registered Provider: Clanconnel Home Care Ltd T/A Home Instead Senior Care Responsible Individual: Una O' Duil	Registered Manager: Roisin McLeod
Person in charge at the time of inspection: Roisin McLeod	Date manager registered: 27/08/2019

4.0 Inspection summary

An announced inspection took place on 27 July 2020 from 09.00 to 12.00.

Due to the coronavirus (COVID-19) pandemic the Department of Health (DOH) directed RQIA to continue to respond to ongoing areas of risk identified in services.

Since the pre-registration inspection on the 1 July 2019 RQIA have not completed a primary inspection. In response to this RQIA decided to undertake an inspection of the service. This inspection was carried out using an on-site inspection approach in line with social distanced guidance.

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 Northern Ireland Social Care Council (Social Care Workers Prohibition) and Fitness of Workers (Amendment) Regulations (Northern Ireland) 2017

Evidence of good practice was found in relation to Access NI and care givers registrations with the Northern Ireland Social Care Council (NISCC). Good practice was also found in relation to all current Covid-19 guidance and the use of PPE guidelines. Covid-19 education and management, including infection, prevention and control measures

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 Roisin McLeod, 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.

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, written and verbal communication received since the previous care inspection.

During our inspection we focused on contacting the service users, their relatives and care givers to find out their views on the service.

We ensured that the appropriate care givers checks were in place before care givers visited service users and reviewed the following areas:

- Recruitment records specifically relating to Access NI and NISCC registration.
- Covid-19: guidance for domiciliary care providers in Northern Ireland Updated 12 May 2020

RQIA provided information to service users, care givers and other stakeholders that will support feedback on the quality of service delivery.

“Tell us” cards were provided for service users and those who visit them the opportunity to contact us after the inspection with their views. No responses were received prior to the issue of the report.

A poster was provided for care givers detailing how they could complete an electronic questionnaire. Seven responses were received prior to the issue of the report. The staff were either very satisfied or satisfied with the service comments received included:

Comments:

- I find the Manager very easy to approach, acts quickly.
- I enjoy my job and my clients.
- I love that we try to achieve outcomes and look at the positive when a client may be going through a difficult time.
- Training is good
- Home Instead is like no company I have seen before, top class!
- Happy to work with Home Instead I value the ethos of the company.

Ten questionnaires were also provided for distribution to the service users and their representatives; six questionnaires were returned; analysis and comments are included within the report.

Questionnaire comments:

- “A very good service.”
- “The service takes a lot of stress off my shoulders and helps me to help my husband.”
- “I am very pleased with my care and support.”
- “I think it is an excellent service and I’m happy with it.”
- “It’s great to have one named carer looking after my needs.”
- “I am treated as an individual and care is arranged to meet my needs.”
- “My carer stays the allocated time and we have time for a chat, I never feel pressured to hurry up.”
- “Because of the good care I receive from Home Instead, I am able to remain living happily in my own home.”
- “The girls are very good and attentive.”

During the inspection the inspector met with the manager and the responsible individual. The inspector had the opportunity to discuss the quality of care provided with two service users, one relative as well as three care givers.

Service users /relative comments:

- “I’m very happy with the service.”
- “Staff are brilliant.”
- “The service gives you peace of mind.”
- “I like the ethos of the agency.”
- “They communicate well with family.”
- “They are always in time, you never have to worry.”
- “I have never met a nicer group of people.”

Care givers:

- “We have a great service and good management support.”
- “I really enjoy the work.”
- “This is a very different from other agencies care and support.”
- “Good training and supervision.”
- “Excellent training updates.”
- “Good inductions and shadowing of others.”

The inspector would like to thank the registered manager, service users, service user relatives and care givers 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

Recruitment records:

The agency’s care givers recruitment processes were noted to be managed in conjunction with the organisation’s Human Resources system, located at the organisation’s office. Discussion with the manager identified that they were knowledgeable in relation to safe recruitment practices in accordance with Regulation 13, Schedule 3 and Standard 11 relating to Access NI. The inspector reviewed documentation in care givers files in relation to pre-employment checks which provided assurances that Access NI checks were completed before commencement of employment.

A review of 6 records confirmed that all care givers are currently registered with NISCC. The inspector noted that the manager had a system in place each month for monitoring registration status of care givers with NISCC and confirmed that all care givers are aware that they are not permitted to work if their NISCC registration had lapsed.

Service quality:

The inspector noted comments from service users, relatives, care givers and HSC trust professionals during regular monthly quality monitoring:

Service Users:

- “Contact is great.”
- “Everyone is lovely and helped me care for my husband.”
- “They are a great support to me both physically and emotionally.”

Care givers:

- “I just love my job.”
- “It’s very rewarding.”
- “I’m happy with the guidance and email updates; we have a good PPE supply.”

Relatives:

- “It’s a great help I can self-isolate safely.”
- “My mum is so happy when they come.”
- “***** is very positive and encouraging, mum responds to her.”

HSC Trust professionals:

- “All is good very happy.”
- “I find the agency very professional and we work in excellent partnership.”
- “This is a great service, I will sign post it.”

Other compliments received by the agency included:

- “Your care givers are so caring, compassionate, kind and professional.”
- “They have taken time to get to know me and accommodate my personal needs.”
- “I really appreciate the professional but empathetic and friendly approach.”

Areas of good practice

Areas of good practice were identified in relation to the completion of checks with Access NI in conjunction with HR Department and care givers registrations with NISCC.

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

Care planning and review:

The inspector reviewed a number of care plans in place for individual service users. These fully described the care and support required for individuals and included:

- Referral information
- Care plan
- Risk assessments
- Reviews.

Review comments:

- “The girls are great, very good.”
- “I have built a great relationship with them.”
- “I enjoy the girls coming.”
- “The carers are very helpful, we know mum is safe.”

Covid-19:

The inspector spoke with the manager and to three care givers who were knowledgeable in relation to their responsibility in relation to covid-19. Care givers stated they were aware of the guidance in relation to use of PPE for activities that brought them within two metres of service users. Care givers were also aware of the need to replace PPE between service users and how to appropriately dispose of used PPE.

The inspector reviewed the current practices relating to the following areas of guidance and good practice relating to Covid-19.

- Dissemination of information to care givers
- Monitor care givers practice
- IPC policies and procedures
- The agency's infection prevention and control policies and procedures have been updated to address all current guidance in relation to Covid-19.
- Used PPE storage and disposal
- Care givers training and guidance on: a. infection prevention and control and b. the use of PPE equipment, in line with guidance.

The inspector reviewed records relating to Infection prevention and control policies which were in-line with the guidance. The policies and procedures had been updated to include covid-19. Policies and guidance were available to all care givers in hard copy within the agency office.

There was evidence that clear guidance with regards to IPC, donning (putting on) and doffing (taking off) of PPE. There was evidence that care givers had completed training with regards to IPC; this was facilitated by the agency.

Other training records viewed show that care givers were provided with handouts and email video links that included the following topics:

- Handwashing
- Supporting good infection control
- PPE
- Donning and Doffing

The care givers demonstrated that they had a good understanding of the donning and doffing procedures and were observed to be using PPE appropriately. The manager discussed the procedures that both she and senior care givers spot check the use of PPE by care givers during shifts. Spot checks on care givers practice are undertaken to ensure they are fully compliant with the guidance.

The procedure and guidance in place show that:

- Robust systems are in place to ensure that current infection prevention and control guidance is available and accessible to care givers.
- There are effective systems in place to monitor care givers compliance with good infection prevention and control practices.
- All care givers working in the service are able to demonstrate their knowledge of infection prevention and control practice commensurate to their role and function in the service.

It was good to note that care givers were working well together to support the best outcomes for service users, in a caring manner, whilst being caring and compassionate to both service users and their relatives.

It was noted that care givers were committed to working in line with covid-19 guidance to ensure that the impact of current measures, strikes the correct balance between keeping people safe and promoting a good quality of life, as highlighted by relatives in their comments. Care givers are being vigilant in terms of monitoring tenants for symptoms and are adhering to the public health guidance in order to minimise the risk of introducing or spreading COVID-19 within the agency.

Areas of good practice

Compliance with Covid-19 guidance

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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