

Inspection Report

Name of Service: Clyn Group Domiciliary Care

Provider: Clyngroup Limited

Date of Inspection: 7 March 2025

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

Organisation/Registered Provider:	Clyngroup Limited
Responsible Individual/Responsible Person:	Mr. Chijoke James Attoh
Registered Manager:	Miss. Catherine Marie McCorry
Service Profile – CLYN Group Domiciliary Care is registered with RQIA as a domiciliary care agency. It operates from offices located in Belfast. The agency supplies domiciliary care workers to other regulated services.	

2.0 Inspection summary

An unannounced inspection took place on 7 March 2025, from 10.30 am to 12.30 pm. It was carried out by a care inspector.

This inspection was undertaken to assess full compliance with the actions required within the Failure to Comply (FTC) notice (FTC Ref: FTC000232) issued on 6 December 2024 under The Domiciliary Care Agency Regulations (Northern Ireland) 2007; Regulation 11 (1) relating to the Domiciliary Care Agency being managed with sufficient care, competence and skill.

Eight actions were required to ensure full compliance with the FTC notice. At the inspection on 7 February 2025, it was established that six of these actions had been completed. Therefore, sufficient evidence was not available to validate full compliance with FTC notice.

As a result of the inspection on 7 February 2025, RQIA decided to extend the compliance date of the FTC notice. FTC Ref: FTC000232 (E)1 was issued on 13 February 2025 with compliance to be achieved by 6 March 2025.

Evidence was assessed at this inspection for compliance against the two remaining actions.

During this inspection, there was evidence that sufficient improvements had been made to address the outstanding actions stated within the notice. No new areas for improvement were identified during this inspection.

3.0 The inspection

3.1 How we Inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how the agency was performing against the regulations and standards, at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

To prepare for this inspection we reviewed information held by RQIA about this agency. This included the previous areas for improvement issued, registration information, and any other written or verbal information received from service users or staff.

3.2 What people told us about the service and their quality of life

Due to the specific inspection focus, service users and staff were not consulted as part of this inspection process.

3.3 Inspection findings

FTC Ref: FTC000232 (E) 1 Notice of failure to comply with Regulation 11 (1) of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007

Registered person — general requirements and training

Regulation 11.- (1)

The registered provider and the registered manager shall, having regard to the size of the agency, the statement of purpose and the number and needs of the service users, carry on or (as the case may be) manage the agency with sufficient care, competence and skill.

The Responsible Individual shall ensure that:

1. no staff are supplied by the Agency unless they have been robustly selected and recruited in keeping with Regulation
2. monthly quality monitoring reports include a robust analysis of all staff selection and recruitment in keeping with the regulations

Action taken by the Responsible Individual:

1. Review of a sample of selection and recruitment records provided evidence that robust selection and recruitment practices were in place. Gaps in employment had been explored, all references were in place and staff Health Declarations were signed by the manager.

2. There was evidence within February 2025's monthly monitoring report that a robust review of selection and recruitment had taken place. This review was in the form of a comprehensive checklist. It was clearly documented what records had been reviewed and staff identifiers were used throughout. The Action Plan at the end of the report outlined any actions identified in relation to recruitment. There was evidence that these actions had been completed.

4.0 Conclusion

There was evidence to validate overall compliance with the FTC notice. Findings of the inspection were discussed with the manager, as part of the inspection process and can be found in the main body of the report.



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