



Announced Care Inspection Report 11 March 2021



Ann's Homecare Ltd

Type of Service: Domiciliary Care Agency
Address: 23 Annaghmore Road, Portadown, BT621NA
Tel No: 028 3885 1108
Inspector: Kieran Murray

www.rqia.org.uk

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

Ann’s Homecare Ltd is a domiciliary care agency based in Portadown which provides care and support to 1705 adults living within their own homes. Service users are supported by 661 staff. Service users have a range of needs including physical disability and mental health care needs. The agency’s staff provide personal care, social support and sitting services. These services are commissioned by the Southern Health and Social Care Trust (SHSCT), Belfast Health and Social Care Trust (BHSCT), Northern Health and Social Care Trust (NHSCT) and South Eastern Health and Social Care Trust (SEHSCT) areas, with a small number of privately funded service users.

3.0 Service details

Organisation/Registered Provider: Ann's Homecare Ltd	Registered Manager: Mrs Sarah McQuillan
Responsible Individual(s): Mrs Ann Caroline McQuade	
Person in charge at the time of inspection: Mrs Sarah McQuillan	Date manager registered: 5 June 2019

4.0 Inspection summary

An announced inspection took place on 11 March 2021 from 09.15 to 14.45.

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.

The last inspection was undertaken on 14 August 2018. An inspection was not undertaken in the 2019-2020 inspection year, due to the impact of the first surge of Covid-19.

Since the date of the last care inspection, a number of correspondences were received in respect of the agency. RQIA were notified of a number of notifiable incidents concerns which had occurred within the agency.

Whilst RQIA was not aware that there was any specific risk to the service users within Ann's Homecare Ltd, a decision was made to undertake an on-site inspection adhering to social distancing 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 inspection sought to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

No areas requiring improvement were identified during this inspection.

Evidence of good practice was found in relation to:

- staff recruitment processes;
- care records;
- care reviews;
- Covid-19 education and management, including Infection Prevention and Control (IPC) measures and updating of the agency's IPC policy;
- use of Personal Protection Equipment (PPE);
- service user involvement;
- collaborative working with stakeholders;

- staff registrations with Northern Ireland Social Care Council (NISCC); and
- records relating to Adult Safeguarding matters.

All those spoken with indicated that they were 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 Mrs Sarah McQuillan, Registered Manager and the Responsible Individual, 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 14 August 2018

No further actions were required to be taken following the most recent inspection on 14 August 2018.

5.0 How we inspect

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

During our inspection we focused on contacting the service users, their relatives, staff and Trust professionals to find out their views on the service.

We ensured that the appropriate staff pre-employment checks were in place before staff visited service users and reviewed the following:

- recruitment records specifically relating to Access NI and NISCC registrations; covid-19: guidance; and
- a range of documents, policies and procedures relating to the service were reviewed during the inspection and are referred to within the body of the report.

RQIA provided information to service users/relatives, staff and other stakeholders that will support feedback on the quality of service delivery. This included 'Tell Us' cards, service users/relatives questionnaires and a staff poster to enable the stakeholders to feedback to the RQIA.

We would like to thank the service users, service user's relatives, manager, responsible individual, staff and SHSCT professionals for their support and co-operation throughout the inspection process.

6.0 What people told us about this agency

During the inspection we met with the manager, responsible individual and two staff members. Following the inspection we had telephone communications with two service users, the relatives of two service user's and one SHSCT professional.

Service users' comments:

- "They train their staff well."
- "Some staff are good and some are really, really good."
- "They are spot on at timekeeping."
- "No worries about staff wearing PPE."
- "I have a great bunch of girls."
- "They wear their full PPE."
- "They take off their PPE before they leave and dispose of it appropriately."
- "No real concerns, sometimes they can be a little late or a little early, but it doesn't bother me and they always call."
- "They are great girls, we have great rapport."
- "Some people think they're only here to make you tea, but there's a lot more to it."

Relative's comments:

- "The quality of care is good."
- "The staff are well trained."
- "I have observed them wearing full PPE."
- "Don't know what we would do without them."
- "The girls are very kind and compassionate."

Staff comments:

- "We don't car share."
- "If I am going into houses I wear full PPE."
- "We change our PPE between houses."
- "We get emails about updates."
- "The training prepared us for our roles."
- "We have most recently Covid-19 e-learning."
- "I get supervision and appraisal."
- "There is good teamwork."
- "Management are supportive."

Trust professional comments:

- "Good communication with staff."
- "We do annual reviews about packages of care with service users and they are happy."
- "I have seen staff wear full PPE."

- “Advised about deteriorations in service users.”
- “Breakdown of communication recently but no harm to service user as family were present.”

No electronic feedback was received prior to the issue of the report.

7.0 The inspection

7.1 Inspection findings

Discussions with the manager identified that they were knowledgeable in relation to safe recruitment practices in accordance with Regulation 13, Schedule 3 and Standard 11 specifically relating to Access NI. We reviewed documentation in relation to pre-employment checks which provided assurances that Access NI checks for staff were completed before commencement of employment.

We noted that the manager had a system in place for monitoring registration status of staff with NISCC each month and confirmed that staff are aware that they are not permitted to work if their NISCC registration had lapsed.

On the day of the inspection we noted that in accordance with policy and procedures the agency had made a number of adult safeguarding referrals to the relevant Trust since the last inspection on 14 August 2018.

The agency maintains a policy relating to complaints and compliments; these records are recorded and managed in accordance with the agency’s policy and procedure. On the day of the inspection we noted that the agency had received a number of complaints since the last inspection undertaken on 14 August 2018 and they were handled in accordance with policy and procedure. We noted that complainants were satisfied with outcomes.

On the day of the inspection it was noted that a number of incidents had taken place since the previous inspection 14 August 2018. We examined the records and found that the agency had dealt with the incidents in accordance with the required regulations and their own policy and procedure.

We 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, risk assessments, care/support plans and reviews.

We noted the following comments from service users, relatives, and staff during monthly quality monitoring:

Service User:

- “Is more than happy with the service that she receives and loves to see XXX (carer) coming.”

Relatives:

- “Carers are great and XXX (service user) is very thankful.”

Staff:

- “Shadowing made me more confident.”

Covid-19:

The manager and staff we spoke to were knowledgeable in relation to their responsibility in relation to Covid-19. The staff who spoke to us on the day of the inspection were aware of the guidance in relation to use of PPE for activities that brought them within two metres of service users. Staff told us that they were aware of the need to replace PPE between service users and how to appropriately dispose of used PPE.

We reviewed records relating to IPC policies, training and use of PPE which were in-line with the guidance. The policies and procedures had been updated to include Covid-19 and were available within the service.

Staff who spoke to us described how and where donning (putting on) and doffing (taking off) of PPE happened within the service.

The manager and staff who spoke to us they were aware of the need to ask and look out for the Covid-19 symptoms.

The staff who spoke to us advised that car sharing does not happen at the agency.

Hand sanitisers were placed in a number of key areas throughout the agency for staff and visiting professionals to use, this is to promote good hand hygiene.

The manager advised us that monitoring of staff practices was carried out by competency assessments in relation to PPE and hand-washing and in addition direct observations and spot checks of staff were completed.

The manager advised us that information was disseminated to staff via emails and the Covid-19 folder within the agency.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to completion of checks of Access NI and NISCC registrations for staff, adult safeguarding processes, monthly quality monitoring reports and compliance with Covid-19 guidance.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

8.0 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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