

Unannounced Care Inspection Report 14 February 2017



Homecare and Nursing Services Ltd

Type of Service: Domiciliary Care Agency

Address: The Ballyhay Centre, 277a Killaughey Road, Donaghadee
BT21 0ND

Tel No: 02891889100

Inspector: Caroline Rix

www.rgia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

1.0 Summary

An unannounced inspection of Homecare and Nursing Services Ltd took place on 14 February 2017 from 10.00 to 11.00 hours.

Information received by the Regulation and Quality Improvement Authority (RQIA) prior to this inspection reported that domiciliary care workers have been supplied into service users' homes prior to the appropriate pre-employment checks being completed.

The inspection sought to examine the agency's recruitment arrangements in light of the concerning information received by RQIA.

On the day of inspection the agency was found to be in compliance with the required regulations. The inspector did not find any evidence to substantiate the reported claim regarding incomplete pre-employment checks for domiciliary care workers.

This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

1.1 Inspection outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection were discussed with Jennifer Dodds, 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.

1.2 Actions/enforcement taken following the most recent care inspection

There were no further actions required to be taken following the most recent inspection.

2.0 Service details

Registered organisation/registered person: Homecare and Nursing Services Ltd/Helen Mary Kane	Registered manager: Jennifer Dodds
Person in charge of the home at the time of inspection: Jennifer Dodds	Date manager registered: 5 March 2009

3.0 Methods/processes

Prior to inspection the inspector analysed the following records:

- Previous inspection report of 15 November 2016
- Record of notifiable events for 2016/2017
- Intelligence received from our duty call system

Specific methods/processes used in this inspection include the following:

- Discussion with the registered manager
- Examination of records
- Evaluation and feedback

The inspector met with the registered manager, Jennifer Dodds, and examined the following records during the inspection:

- Index of all domiciliary care workers
- Three staff recruitment records

4.0 The inspection

4.1 Review of requirements and recommendations from the last care inspection dated 15 November 2016

There were no requirements or recommendations made as a result of the last care inspection.

4.2 Inspection Findings

The inspector reviewed the index of domiciliary care workers employed by the agency and a list of newly appointed domiciliary care workers currently completing their induction training programmes.

The inspector selected and reviewed a sample of three staff personnel records; these staff had been employed since 2011 and 2013 in full time, part time and bank/relief contracts of employment. The registered manager indicated that some domiciliary care workers also are employed by other domiciliary care providers.

The information reviewed within the sample of staff files indicated that these domiciliary care workers had been employed and supplied to service users only after all the required information and documentation had been obtained, in line with the regulations.

The three staff files reviewed verified the agency had appropriate arrangements in place to ensure that all pre-employment checks are made to ensure staff are suitably recruited to provide care.

The registered manager described to the inspector some of the challenges experienced as a domiciliary care provider in attracting and retaining domiciliary care workers.

The inspector confirmed to the registered manager that she had not found any evidence to substantiate the reported claim regarding incomplete pre-employment checks for domiciliary care workers.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements:	0	Number of recommendations:	0
--------------------------------	----------	-----------------------------------	----------

5.0 Quality improvement plan

There were no issues identified during this inspection, and a QIP is neither required, nor included, as part of this inspection report.

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 registered provider from their responsibility for maintaining compliance with the regulations and standards.



The Regulation and
Quality Improvement
Authority

The Regulation and Quality Improvement Authority

9th Floor

Riverside Tower

5 Lanyon Place

BELFAST

BT1 3BT

Tel 028 9051 7500

Fax 028 9051 7501

Email info@rqia.org.uk

Web www.rqia.org.uk

 @RQIANews

Assurance, Challenge and Improvement in Health and Social Care