

Enforcement Follow-up Inspection Report 15 November 2016



Homecare and Nursing Services Ltd

Type of service: Domiciliary Care Agency

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Inspectors: Michele Kelly & Caroline Rix

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Assurance, Challenge and Improvement in Health and Social Care

1.0 Summary

An enforcement follow-up inspection of Homecare and Nursing Services Ltd took place on 15 November 2016 from 9:45 to 11:15. No areas for improvement were identified during this inspection. This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011. As a result of the findings of this inspection a confirmation of compliance letter was issued to the registered person on 17 November 2016.

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

Following the previous inspection of 29 September 2016 and in accordance with RQIA's Enforcement Policy and Procedures a meeting was held with the registered person and the registered manager at RQIA offices on 10 October 2016. At this meeting RQIA confirmed that a Failure to Comply notice in respect of Regulation 13 (a) (b) (c) and (d) was being issued. The agency's lack of compliance with other regulations and minimum standards was also discussed during this meeting and assurances were given in relation to actions taken, and to be taken, to secure compliance in respect of these.

Other than those actions detailed in the QIP there were no further actions required to be taken following the most recent inspection on 29 September 2016.

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 Inspection Focus

The inspection sought to assess progress with the actions required for compliance outlined within the Failure to Comply Notice (FTC/DCA/10798/2016-17/01) issued to the registered person on 12 October 2016. On 9 November Jennifer Dodds contacted RQIA to advise that compliance had been achieved and requested that a compliance inspection be undertaken.

4.0 The inspection

Prior to inspection the following records were analysed:

- Previous inspection findings
- Failure to comply notice (FTC/DCA/10798/2016-17/01)
- The reports of quality monitoring activity undertaken on behalf of the registered person and submitted to RQIA

During the inspection the inspectors met with the registered manager.

The following records were examined during the inspection:

- Ten staff recruitment files
- New recruitment tracker template
- Recruitment file audit reports

4.1 Inspection Findings

The inspectors reviewed actions taken in response to ensuring that no domiciliary care worker is supplied by the agency unless full and satisfactory information is available in relation to him in respect of each of the matters specified in Regulation 13-(a) (b)(c) (d) and Schedule 3 of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

The inspectors viewed evidence confirming that the registered manager had completed an audit of all existing domiciliary care workers' pre-employment records to identify any gaps in documentation or information obtained. The manager discussed how measures were then taken to address any missing information.

Review of six staff files inspected previously on 29 September 2016 confirmed the agency had taken appropriate action to comply with regulations and minimum standards. Records demonstrated that reasonable efforts had been made to obtain full information for each employee. A further four staff files were reviewed and these also 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 inspection on 15 November 2016 found that the necessary improvements to comply with the regulations set out in the failure to comply notice had been made. RQIA is satisfied that full compliance had been achieved.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements:	0	Number of recommendations:	0
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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.



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