

# Unannounced Care Inspection Report

## 23 May 2019



## Inspire – Ballymisert Heights

Type of Service: Supported Living  
Address: 292 Hollywood Road, Belfast, BT4 1SD  
Tel No: 028 9065 3974  
Inspector: Jim McBride

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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

Ballymisert Heights is a supported living type domiciliary care agency, situated in a residential area of East Belfast. The agency offers domiciliary care and housing support to service users with enduring mental health needs; the registered office is located within the same building as a number of the service users' homes.

The agency's aim is to provide care and support to service users with the overall goal of promoting good mental health and maximising quality of life. Staff are available to support tenants 24 hours per day and each service user has an identified 'key worker'.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Inspire Wellbeing  <b>Responsible Individual:</b> William Murphy	<b>Registered Manager:</b> Kelley Stanfield Acting manager
<b>Person in charge at the time of inspection:</b> Kelley Stanfield	<b>Date manager registered:</b> Kelley Stanfield – Acting manager since 4/11/17

### 4.0 Inspection summary

An unannounced inspection took place on 23 May 2019 from 08.55 to 12.45.

This inspection was underpinned by: The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003. Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

The inspection assessed progress since the last care inspection to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

As a public-sector body, RQIA has a duty to respect, protect and fulfil the rights that people have under the Human Rights Act 1998 when carrying out our functions. In our inspections of domiciliary care agencies, we are committed to ensuring that the rights of people who receive services are protected. This means we will seek assurances from providers that they take all reasonable steps to promote people's rights. Users of domiciliary care services have the right to expect their dignity and privacy to be respected and to have their independence and autonomy promoted. They should also experience the choices and freedoms associated with any person living in their own home.

There were examples of good practice found throughout the inspection in relation to staff recruitment, training and development, adult safeguarding and risk management. The care records were well maintained and there was evidence of good communication with relevant stakeholders. Care and support was provided in an individualised manner. The agency promoted the involvement of service users. There were good governance and management arrangements in place, which focused on quality improvement initiatives and maintaining good working relationships.

It was evident in all four domains that the agency promoted the service users' human rights; this was evident particularly in relation to the areas of consent, autonomy, equality, decision making, privacy, dignity, confidentiality and service user involvement.

Staff interactions observed by the inspector were noted to be very warm and caring. Service users consulted with also spoke positively in relation to the care and support they received.

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
<b>Total number of areas for improvement</b>	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Kelley Stanfield, 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 the inspector reviewed the following records:

- previous RQIA inspection report
- all correspondence received by RQIA since the previous inspection

A range of documents, policies and procedures relating to the service were reviewed during the inspection and are referred to within report.

At the request of the inspector, the person in charge was asked to display a poster prominently within the agency's registered premises. The poster invited staff to give their views and provided staff with an electronic means of providing feedback to RQIA regarding the quality of service provision. No responses were received.

Ten questionnaires were also provided for distribution to the service users and their representatives; none were returned.

The inspector requested that the manager place a 'Have we missed you' card in a prominent position in the day centres two sites to allow service users, relatives and staff who were not available on the day of the inspection to give feedback to RQIA regarding the quality of service provision. No responses were received.

RQIA information leaflets 'How can I raise a concern about an independent health and social care service' were also provided to be displayed appropriately in the setting.

The inspector spoke with one service user and three staff members. Comments received are included within the report. Staff spoken with gave a comprehensive overview of the service.

**Staff comments:**

- “The manager is very approachable and supportive.”
- “There are good team work based development opportunities.”
- “We have good relationships with tenants.”
- “Training and induction prepares you for the role.”
- “All staff focus on individual outcomes for service users.”
- “The team communicate well with each other.”
- “Good management support with an open door policy.”

**Service user’s comments:**

- “I feel secure here.”
- “The staff are very helpful.”
- “My home is my home and I’m happy here.”
- “Staff help if you have any concerns.”
- “The staff are helping me plan for my future.”

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

**6.0 The inspection**

The most recent inspection of the agency was an unannounced care inspection. There were no areas for improvement made as a result of the last care inspection.

**6.1 Inspection findings****6.2 Is care safe?**

**Avoiding and preventing harm to service users from the care, treatment and support that is intended to help them.**

The agency’s arrangements for ensuring the service users were safe and protected from harm were examined during the inspection.

The agency’s staff recruitment processes were noted to be managed in conjunction with the organisation’s human resources department, located at the organisation’s head office. Discussion with the person in charge identified that they were knowledgeable in relation to safe recruitment practices. Staffing levels were consistently maintained and there were no concerns raised with the inspector in relation to the service users’ needs not being met.

New employees are required to go through an induction which included training identified as necessary, for the service and familiarisation with the service and the organisation’s policies and procedures. Induction has been developed to include the Northern Ireland Social Care Council (NISCC) Induction Standards.

There was a rolling programme of training, supervision and appraisals and these areas were routinely monitored as part of the monthly quality monitoring processes. It was noted that additional training had been provided to staff in areas such as personality disorders, challenging behaviour and dignity and equality of opportunity. The inspector noted some of the comments made by staff following review of their training:

- “Training reinforced my positive behaviours.”
- “I learned how to recognise the triggers of challenging behaviours.”
- “I have more information on handling complaints and regulatory requirements.”
- “Good information about self-harm and protection.”
- “I learned a lot about communication and approach.”

Arrangements were in place to embed the regional operational safeguarding policy and procedure into practice, to ensure that the service users were safe and protected from harm. The review of records confirmed that any potential safeguarding incidents had been managed appropriately. The role of the Adult Safeguarding Champion (ASC) was discussed during the inspection and the inspector was advised that a senior director within the organisation holds this responsibility and ensures that the organisation’s safeguarding activity is in accordance with the regional policy and procedures. Discussion with staff confirmed that they were aware of what action to take if they had concerns about a person being abused and that they had been empowered to do so. The Annual Position Report will be completed in 2020. The person in charge stated that this will be forwarded to RQIA.

A review of the incidents which occurred within the agency identified that they had been managed appropriately. This area was monitored by the management team as part of their quality monitoring processes.

The inspector reviewed the agency’s arrangements for identifying, managing and where possible eliminating unnecessary risk to service users health, welfare and safety. Records confirmed that comprehensive risk assessments had been completed in conjunction with service users and their representatives.

Care records and information related to service users were stored securely and accessible by staff when needed. Staff spoken with described the importance of storing confidential information in accordance with data protection guidelines. It was noted that General Data Protection Regulations (GDPR) training had been completed by all staff recently.

### **Areas of good practice**

There were examples of good practice found throughout the inspection in relation to staff recruitment, training and development, adult safeguarding and risk management.

### **Areas for improvement**

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0



### 6.3 Is care effective?

**The right care, at the right time in the right place with the best outcome.**

The agency's arrangements for responding appropriately to and meeting the assessed needs of service users were examined during the inspection.

The full nature and range of service provision is detailed in the Statement of Purpose (2018) and Service User Guide (2019).

The review of the care records identified that they were comprehensive, person-centred and maintained in an organised manner. The care records evidenced referral information, risk assessments, care plans and annual care reviews with the relevant Trust representative. This supported the service user and agency to review and measure outcomes for the service users. The inspector noted some of the comments made by service users during their annual review:

- "I'm really happy here and the staff support me when I need it."
- "I enjoy the outside activities."
- "I have been doing well here."
- "I would like to move on with staffs help."

Care plans/recovery plans were noted to be comprehensive and person-centred while clearly and concisely describing service users' needs. Care review records were reviewed and it was noted that follow up action had been taken in response to identified actions. Where trust professionals had made recommendations in relation to service users' care plan, there was a good system in place.

There were arrangements in place to obtain, and act in accordance with the consent of people using the service. Care and support plans had been signed by service users or their representatives to indicate that they had been involved in their care and had agreed to it. It was noted that where care support plans had been reviewed, the updated documents had been signed.

No concerns were raised during the inspection with regards to communication between service users, staff and other key stakeholders. Review of service user care records evidenced that collaborative working arrangements were in place with and were applicable other key stakeholders.

Service user/partnership meetings and staff' meetings were held on a regular basis and minutes were available for those who were unable to attend. The staff and service users had the opportunity to discuss the following agenda items during meetings:

#### **Service users:**

- Activities
- Health and safety
- Issues
- Concerns
- Service user feedback

- Staffing
- Confidentiality and data protection.

**Staff:**

- Service user updates
- Keyworker role
- Risks
- Medication
- Health and safety
- Outcomes
- RQIA.

The agency had robust quality monitoring systems in place to audit and review the effectiveness and quality of care delivered to the service users. Quality monitoring reports indicated consultation with a range of service users, staff and HSC Trust representatives. The inspector noted some of the comments made by individual

**Service users:**

- “I really like living here; the staff are good and support me well.”
- “I am more independent and the staff are helpful.”
- “I receive good support and like my home.”

**Staff:**

- “Good support for service users outcomes.”
- “The team was very supportive during my induction.”
- “Training attended has been relevant to my role.”

**HSC Trust Staff:**

- “Staff are always friendly and the environment is extremely good to provide independence.”
- “The staff team are effective and provide excellent communication.”
- “Good compassionate person centred support.”

**Areas of good practice**

There were examples of good practice found throughout the inspection in relation to the quality of the care records and the agency’s engagement with the service users.

**Areas for improvement**

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0



#### 6.4 Is care compassionate?

**Service users are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.**

The inspector sought to assess the agency's ability to treat service users with dignity, respect, equality and compassion and to effectively engage service users in decisions relating to their care and support.

The inspector discussed arrangements in place relating to the equality of opportunity for service users and the need for staff to be aware of equality legislation whilst also recognising and responding to the diverse needs of service users in a safe and effective manner. It was identified that staff had completed training on equality and diversity.

Discussions with the service users, staff and the person in charge provided evidence that supports service users' equal opportunities, regardless of their abilities, their background, choices or their lifestyle.

Some of the other areas of equality awareness identified during the inspection include:

- Effective communication
- Service user involvement
- Adult safeguarding
- Advocacy
- Equity of care and support
- Individualised person-centred care
- Individualised risk assessment
- Disability awareness.

Records of service user /partnership meetings and reports of quality monitoring visits indicated the agency's systems for regularly engaging with service users and where appropriate relevant stakeholders. The inspector noted that the agency had completed their annual quality survey with positive results. The service users and other stakeholders had the opportunity to comment on the following:

- People are able to access support when I need it
- The care and support received is safe and is of a high standard
- People are treated with dignity and respect by all who support them
- People are supported by people who know and understand them
- People receive explanations about the outcome of any discussions, assessments or reviews that they are involved in
- People are actively involved in decisions and are supported to take control of their own life
- People feel confident that what they say will be listened to and will be used to help them to make decisions about service delivery
- People understand how they can make a complaint if they are unhappy with the service that they receive

- The service environment is safe, well maintained and fit for purpose
- The support received promotes their mental wellbeing
- The support received has a positive impact on their life.

The inspector noted some of the comments received from service users and other stakeholders:

- “The scheme is a great place to live and all the staff treat each tenant fairly. I love living here”
- “The staff look after me very well and they help to budget my money and they help me when I ask for cleaning and cooking”
- “It’s a brilliant service provided by excellent staff”
- “I’m happy at the way things are going”
- “I can report a positive engagement level of professionalism with myself and staff at Ballymisert”.

It was good to note that agency staff were promoting the autonomy of service users. Staff spoken with are aware of issues relating to consent. Staff members gave examples of the importance of involving service users in making decisions about their own care. They spoke about respecting service users’ rights to decline care and support and in recognising the best times for service users to make certain decisions.

Service users consulted with during the inspection gave good examples of the different ways the staff treated them with respect and dignity, whilst promoting their independence. Staff interactions observed by the inspector were noted to be very warm and caring.

### Areas of good practice

The agency promoted the involvement of service users within the service. There were examples of good practice identified throughout the inspection in relation to the provision of individualised, compassionate care and engagement with service users and other relevant stakeholders with the aim of promoting the safety of service users and improving the quality of the service provided.

### Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

#### 6.5 Is the service well led?

**Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.**

The inspector reviewed the management and governance systems in place within the agency to meet the needs of the service users; the agency is managed on a day to day basis by the

manager, with the support of senior project workers and, project workers. It was identified that the agency has effective systems of management and governance in place.

The agency is currently managed on a day to day basis by the acting manager. The acting manager arrangements have been in place within the agency since November 2017. The acting manager has provided assurances to RQIA that they will be in the position to make application to be registered as the manager of the agency within the next few months.

The staff members spoken with confirmed that there were good working relationships and that the manager was responsive to any suggestions or concerns raised.

All staff providing care and support to service users are required to be registered with the Northern Ireland Social Care Council (NISCC). The person in charge confirmed that information regarding registration and renewal dates were maintained by the agency. A review of NISCC records confirmed that all staff were currently registered. The person in charge described the system in place for monitoring renewal of NISCC registrations and confirmed that all staff are aware that they are not permitted to work if their NISCC registration has lapsed.

There had been no complaints received from the date of the last inspection. All those consulted with were confident that staff/management would manage any concern raised by them appropriately.

Monthly quality monitoring visits were completed in accordance with Regulation 23 of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007. An action plan was generated to address any identified areas for improvement and these were followed up on subsequent months, to ensure that identified areas had been actioned.

The inspector was advised that systems were in place to monitor and report on the quality of care and support provided. For example, the following audits were completed in accordance with the agency's policies and procedures:

- Care and support records
- Accidents and incidents
- Complaints
- NISCC registrations
- Training and supervision

Processes for engaging with and responding to the comments of service users and their representatives were also evident within the agency's annual quality service user survey.

There was a system in place to ensure that the agency's policies and procedures were reviewed at least every three years. Policies were held online and were accessible to staff.

There was evidence of effective collaborative working relationships with key stakeholders, including the HSC Trust, families of the service users and staff. The agency had received positive feedback through the quality monitoring report from HSC trust' representatives regarding the ability of the agency staff to work in partnership to meet the needs of the service users.

The registered person has worked effectively with RQIA to operate and lead the organisation in maintaining compliance with Regulations and Minimum Standards.

On the date of inspection the certificate of registration was on display and reflective of the service provided.

### Areas of good practice

There were good governance and management arrangements in place, which focused on quality improvement initiatives and maintaining good working relationships.

It was evident in all four domains that the agency promoted the service users' human rights; this was evident particularly in relation to the areas of consent, autonomy, equality, decision making, privacy, dignity, confidentiality and service user involvement.

### Areas for improvement

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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