

Announced Care Inspection Report 4 February 2021



Inspire - Newhaven

Type of Service: DCA/ Supported Living
Address: 52 Burn Road, Cookstown, BT80 8DN
Tel No: 028 8676 1099
Inspector: Jim McBride

www.rqia.org.uk

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 provider from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

Newhaven is a supported living type domiciliary care agency, situated close to the town centre of Cookstown. The agency's aim is to provide care and support to service users; this includes helping service users with tasks of everyday living, emotional support and assistance to access community services, with the overall goal of promoting good mental health and maximising quality of life. All referrals are made by the HSC trust mental health services. The service can provide for five service users at the registered address.

3.0 Service details

Organisation/Registered Provider: Inspire Wellbeing Responsible Individual: Cormac Coyle	Registered Manager: Eileen O'Hagan
Person in charge at the time of inspection: Project worker	Date manager registered: 9 March 2009

4.0 Inspection summary

An announced inspection took place on 4 February 2021 from 09.00 to 11.00. 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.

RQIA have reviewed correspondence and other contacts related to the agency since the previous inspection on the 24 June 2019. Whilst RQIA was not aware that there was any specific risk to the service a decision was made to undertake an on-site inspection adhering to social distancing guidance.

Evidence of good practice was found in relation to Access NI and staff registrations with the Northern Ireland Social Care Council (NISCC). Good practice was also found in relation to all current Covid-19 guidance and the use of personal protective equipment (PPE) guidelines. Covid-19 education and management including: infection prevention and control (IPC) were found to be in line with latest guideline measures.

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 Northern Ireland Social Care Council (Social Care Workers Prohibition) and Fitness of Workers (Amendment) Regulations (Northern Ireland) 2017 and the Domiciliary Care Agencies Minimum Standards, 2011.

The findings of this report will provide the manager 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 the project worker, 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 24 June 2019

No further actions were required to be taken following the most recent inspection on 24 June 2019.

5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA about this agency. This included the previous inspection report, notifiable events, written and verbal communication received since the previous care inspection.

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

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

- Recruitment records specifically relating to Access NI and NISCC registration
- Covid-19: guidance for domiciliary care providers in Northern Ireland Updated 16 June 2020

RQIA provided information to service users, staff and other stakeholders that will support feedback on the quality of service delivery. This included 'Tell us' cards, Service user's questionnaires and a staff poster to enable the stakeholders to feedback to the RQIA. A number of staff returns show that people were satisfied or very satisfied with the quality of care provided.

Staff questionnaire comments:

- "We have a very supportive staff team who has pulled together to ensure a high standard of care is delivered to our service users."
- "The long standing communal environmental issues continue to prevent service users for progressing to their full potential."

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

During the inspection we communicated with staff and had the opportunity to meet one service user.

Returned questionnaire comments:

"I am alright with the care I am getting. I think it's important to have an advocate."

Service user comments during inspection:

- "Good staff."
- "I enjoy the staff support."
- "The manager is always available."

- “My health is good.”
- “I do miss getting out and about, but have been taken out by staff for walks.”
- “I’m well supported here.”
- “I feel safe and secure.”

Staff comments during inspection:

- “Good supervision and training.”
- “The online training is excellent.”
- “Good PPE and guidance helps with personal safety.”
- “Great staff communication.”
- “Staff support each other.”
- “Good management support.”

We would like to thank the manager and service users for their support and co-operation throughout the inspection process.

The findings of the inspection were provided to the manager at the conclusion of the inspection.

6.0 The inspection

6.1 Inspection findings

Recruitment:

The agency’s staff recruitment processes were noted to be managed in conjunction with the organisation’s Human Resources (HR) Department, located at the organisation’s head office. Discussion with the manager identified that they were knowledgeable in relation to safe recruitment practices in accordance with Regulation 13, Schedule 3 and Standard 11 relating to Access NI. We reviewed documentation in staff files in relation to pre-employment checks which provided assurances that Access NI checks were completed before commencement of employment.

Staff spoken with said that training was valuable and gave them the skills to undertake their role. New staff received a comprehensive induction which included regular meetings and the opportunity to shadow experienced staff.

The agency’s provision for the welfare, care and protection of service users was reviewed. We viewed the procedures maintained by the agency in relation to the regional guidance ‘Adult Safeguarding Prevention and Protection in Partnership’ July 2015.

On the day of the inspection it was noted that no incidents had taken place since the previous inspection 24 June 2019.

The agency maintains and implements a policy relating to complaints. On the day of the inspection it was noted that the agency had received no complaints since their previous inspection 24 June 2019.

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

Service quality:

We reviewed a number of monthly quality monitoring reports that show good satisfaction levels in place for service users, staff and other stakeholders. We noted some of the comments received from service users, staff, relatives and HSC staff:

Service users:

- “Staff are really helpful.”
- “Getting used to staff masks.”
- “Staff are going out of their way to support us.”

Staff:

- “Staff are working hard to keep things as normal as possible.”
- “We provide an effective supportive service.”
- “Staff do what they can to maintain safety.”

Relatives:

- “High level of care provision.”
- “Good support and encouragement.”
- “It keeps people safe here.”

HSC Staff:

- “Staff communicate effectively and regularly.”
- “Good communication and a high level of confidence in the service.”
- “Staff have managed the covid-19 situation well.”

Care planning and review:

We reviewed care plans in place for individual service users. These fully described the care and support required for individuals and included:

- Referral information
- Care plan
- Individual action plans
- Risk assessments
- Reviews

We noted some of the comments made by service users during their annual review:

- “I’m happy about the way things are.”
- “I’m happy living in Newhaven.”
- “The review went well.”
- “I’m keeping myself busy here.”

- “I’m happy with my review.”

The agency is to be commended for ensuring that all annual reviews were completed.

Staff we spoke with demonstrated good caring values and a desire to provide service users with high quality personalised care. They knew service users well including their choices and preferences.

Covid-19:

Staff spoken with were knowledgeable in relation to their responsibility in relation to covid-19. Staff stated they were aware of the guidance on the use of PPE for activities that brought them within two metres of service users. Staff were also aware of the need to replace PPE between service users and how to appropriately dispose of used PPE.

We reviewed the current practices relating to the following areas of guidance and good practice relating to Covid-19:

- Dissemination of information to staff
- Monitor staff practice
- Infection prevention and control policies and procedures have been updated to address all current guidance in relation to Covid-19.
- Temperature monitored twice daily in line with guidance
- Used PPE storage and disposal
- Staff training and guidance on: a. infection prevention and control and b. the use of PPE, in line with the current guidance.

We reviewed records relating to infection prevention and control policies which were in-line with the current guidance. The policies and procedures had been updated to include Covid-19 guidance. Policies and guidance were available to all staff in hard copy within the agency office.

We reviewed records indicating that service users, staff and visitors had their temperatures monitored twice daily in accordance with the guidance.

Monitoring records also involved asking about and looking out for the following symptoms, fever of 37.8C or above, cough, loss of or change in sense of smell or taste.

Hand sanitisers were placed in different areas throughout the agency for service users, staff and visitors to use to ensure and promote good hand hygiene.

There was evidence that clear guidance with regards to IPC, donning (putting on) and doffing (taking off) of PPE. There was evidence that staff had completed training with regards to IPC.

The staff member on duty demonstrated that they had a good understanding of the donning and doffing procedures and were observed to be using PPE appropriately. The manager discussed the procedures that both she and staff spot check the use of PPE during shifts. Spot checks on staff practice are undertaken to ensure they are fully compliant with the guidance.

The procedure and guidance in place show that:

- Robust systems are in place to ensure that current infection prevention and control guidance is available and accessible to staff.
- There are effective systems in place to monitor staff compliance with good infection prevention and control practices.
- All staff working in the service are able to demonstrate their knowledge of infection prevention and control practice commensurate to their role and function in the service.

It was good to note that staff were working well together to support the best outcomes for service users, in a sensitive manner, whilst being caring and compassionate. This was evidenced through discussion and records reviewed.

It was noted that staff were committed to working in line with Covid-19 guidance to ensure that the impact of current measures, strikes the correct balance between keeping people safe and promoting a good quality of life. Staff are being vigilant in terms of monitoring tenants for symptoms and are adhering to the public health guidance in order to minimise the risk of introducing or spreading Covid-19 within the agency.

We noted one of the quality monitoring surveys, which was completed earlier this year. This is to be commended as it showed clear relevance to quality and support. The service users had the opportunity to complete and comment on the following questions:

- What are the benefits to you living in Newhaven?
- Do you feel the service at Newhaven is safe, compassionate and well led?
- What would you change about Newhaven which would improve the quality of the service?

Questionnaire replies:

- "A great service and professional conduct."
- "The staff kept us abreast of the situation."
- "I feel 100% supported during this time."
- "Getting supported by staff."
- "Staff give me lots of walks and keep us updated."
- "The staff service is excellent."
- "Staff are very supportive and caring."

Areas of good practice

- Compliance with the Covid-19 guidance relating to IPC and PPE
- Quality monitoring

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.



The **Regulation** and
Quality Improvement
Authority

The Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
BELFAST
BT1 3BT

Tel 028 9536 1111
Email info@rqia.org.uk
Web www.rqia.org.uk
 [@RQIANews](https://twitter.com/RQIANews)