

Unannounced Follow Up Care Inspection Report 29 May 2019



Care Plus (N.I.) Ltd

Type of Service: Domiciliary Care Agency
Address: 19-21 Railway Street, Armagh, BT61 7HP
Tel No: 02837526080
Inspector: Joanne Faulkner

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

Care Plus (N.I.) Ltd is a domiciliary care agency located in Armagh. The agency supplies staff to individuals living in the Armagh and Portadown areas. Service users have a range of needs related to conditions such as dementia, learning disability and general frailty relating to their age.

The agency currently employs 21 domiciliary care workers to provide care and support to 86 individuals residing in their own homes; the care is commissioned by the Southern Health and Social Care Trust (SHSCT).

3.0 Service details

Organisation/Registered Provider: Care Plus (N.I.) Ltd	Registered Manager: Janette Rolston
Responsible Individual: Mrs Jacqueline Mary Maguire	
Person in charge at the time of inspection: Senior Co-ordinator	Date manager registered: 28/07/2011

4.0 Inspection summary

An unannounced inspection took place on 29 May 2019 from 09.40 to 12.00.

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 was to determine if the agency was delivering safe, effective and compassionate care and if the service was well led. Evidence of good practice was found in relation to the agency's recruitment procedures.

The inspection was undertaken following receipt of information received by RQIA from an anonymous source in relation to staff recruitment and induction processes.

It is not the remit of RQIA to investigate complaints/whistleblowing/adult safeguarding concerns made by or on behalf of individuals, as this is the responsibility of the registered providers and the commissioners of care. However, if RQIA is notified of a potential breach of regulations or minimum standards, it will review the matter and take appropriate action as required; this may include an inspection of the agency.

The following areas were examined during the inspection:

- Staff recruitment
- Staff induction

The inspector spoke with two staff members during the inspection who stated:

- "Training is good; I got a three day induction and shadowing visits."
- "I honestly love my job, I get amazing support from the office."
- "The seniors will do spot checks; we don't know they are coming out."
- "We get training yearly; they remind us when we need to renew our NISCC."
- "I got induction training in the office and then went out shadowing; I had previous experience in care."
- "Other staff now shadow me when they start."

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 the person in charge, as part of the inspection process and can be found in the main body of the report.

4.2 Action/enforcement taken following the most recent care inspection dated 23 January 2019

No further actions were required to be taken following the most recent inspection on 23 January 2019.

5.0 How we inspect

Prior to the inspection a range of information relevant to the agency was reviewed. This included the following:

- Information recently received anonymously by RQIA
- Previous inspection report
- Any correspondence or information received by RQIA since the previous inspection

The following records were examined during the inspection:

- Recruitment records relating to a three staff
- Induction records relating to three staff
- Records relating to staffs' registration with the Northern Ireland Social Care Council (NISCC)
- Alphabetical index of staff

During the inspection the inspector met with the senior co-ordinator and one staff member in addition the inspector spoke to one staff member via telephone.

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

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 23 January 2019

The most recent inspection of the agency was an unannounced care inspection. No areas for improvement were identified.

6.2 Inspection findings

During the inspection the inspector reviewed the agency's systems in place to avoid and prevent harm to service users; this included a review of the agency's staff recruitment procedures.

Discussions with the person in charge indicated that they had a clear understanding of the recruitment process and the need for robust systems to be in place. They stated that staff are not provided for work in the homes of service users until all required checks have been satisfactorily completed. It was identified that the agency's staff recruitment process is managed by the organisation's recruitment department in conjunction with the manager and senior co-ordinators.

During the inspection the inspector reviewed the individual staff personnel records relating to three staff employed by the agency since August 2018. Documentation viewed included details of the pre-employment checks completed by the agency; it was noted that the checks are in accordance with those outlined within the Regulations. The inspector noted that the agency's records relating to staff recruitment were maintained in an organised manner and retained securely within the agency's office. The agency maintains a checklist detailing dates that recruitment information has been requested and received; the inspector discussed with the person in charge the benefits of including the dates staff completed shadowing visits.

It was noted that on occasions the fitness of practice statement in accordance with regulation 13. (d) Schedule 3 had been signed by someone other than the registered person or the registered manager; the inspector informed the person in charge that the agency should clearly record that this responsibility has been delegated to the senior co-ordinator for the agency.

Records viewed on the date of inspection indicated that the organisation's recruitment systems are effective for ensuring that staff are not provided for work until all required checks have been satisfactorily completed. It was identified that one of the staff members is the process of being supported by the agency to register with the NISCC; this is clearly within the timeframe outlined within NISCC procedures.

Discussions with staff and records viewed indicated that the agency's induction programme is in accordance with the three day timescale as required within the domiciliary care agencies regulations. It was identified that staff are provided with an initial induction and in addition shadow other staff employed by the agency.

It was identified that staff are required to complete a number of reflective worksheets following training provided. Staff talked positively about their induction and indicated that it had provided them with the knowledge and skills to meet the needs of service users. The person in charge stated that staff will have competency evaluations completed for areas such as moving and handling and medication.

Staff who spoke to the inspector stated that shadowing other staff provided them with the opportunity to become familiar with the needs of individual service users and ensured that service users were introduced to new staff prior to them providing care.

Areas of good practice

Areas of good practice were identified in relation to the agency’s staff recruitment and induction processes.

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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