



The Regulation and
Quality Improvement
Authority

Manor Healthcare
RQIA ID: 10840
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Ballyclare
BT39 9BG

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**Unannounced Inspection
of
Manor Healthcare**

22 May 2015

The Regulation and Quality Improvement Authority
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1. Summary of Inspection

The unannounced inspection was undertaken on 22 May 2015 and the focus of the inspection was to follow up on issues arising during the previous inspection of 19 January 2015.

The inspectors were supported throughout by Mr Eoghain King, responsible person and Mr Brian Campbell, registered manager.

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

1.1 Actions/Enforcement Taken Following the Last Inspection

Following the last inspection RQIA requested a copy of the agency's financial procedures; this information was provided to RQIA on 1 April 2015.

1.2 Actions/Enforcement Resulting from this Inspection

As a result of the inspections undertaken on 19 January 2015 and 22 May 2015 respectively, the Regulation and Quality Improvement Authority (RQIA) has concerns that the quality of care and service within Manor Healthcare falls below the minimum standard expected with respect to the following areas:

- Current charging arrangements
- Arrangements for payment of service users food and utility costs

In accordance with RQIA's Enforcement Policy, RQIA wrote to the registered person requesting that they attend a meeting to discuss the identified concerns.

The registered person attended a meeting on 26 June 2015; at that meeting the registered person provided a full account of the actions taken to date and that would be taken to ensure the minimum improvements necessary to achieve compliance with the regulations identified.

RQIA will continue to monitor the quality of service provided in Manor Healthcare and may carry out an inspection to assess compliance with these regulations.

It should be noted that continued noncompliance may lead to further enforcement action.

1.3 Inspection Outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	3	0

Findings of the inspection can be found in the main body of the report. This inspection resulted in three requirements being made. In light of the findings of the inspection RQIA requested a meeting with the registered person to discuss their concerns that the quality of care and service within Manor Healthcare falls below the minimum standard expected and the breaches in:

The Domiciliary Care Agencies Regulations (Northern Ireland) 2007

Regulation 15 (9)

The registered person shall make arrangements, by training or by other measures, to prevent service users being harmed or suffering abuse or neglect, or being placed at risk of harm, abuse or neglect.

This relates to charging arrangements within the agency being inconsistent with DHSSPS guidance.

Regulation 14 (c)

Where the agency is acting otherwise than as an employment agency, the registered person shall make suitable arrangements to ensure that the agency is conducted, and the prescribed services arranged by the agency, are provided—

(c) so as to promote the independence of service users;

This relates to current arrangements for the payment of service users' food and utilities.

Regulation 14 (d)

Where the agency is acting otherwise than as an employment agency, the registered person shall make suitable arrangements to ensure that the agency is conducted, and the prescribed services arranged by the agency, are provided—

(d) so as to ensure the safety and security of service users' property, including their homes;

This relates to service users being aware of the amount of care to be provided in relation to payments made to the agency.

The registered person attended a meeting on 26 June 2015; at that meeting the registered person provided a full account of the actions taken to date and that would be taken to ensure the minimum improvements necessary to achieve compliance with the regulations identified.

2. Service Details

Registered Organisation/Registered Person: Manor Healthcare Ltd/Mr Eoghain King	Registered Manager: Mr Brian Campbell
Person in charge of the agency at the time of Inspection: Mr Brian Campbell	Date Manager Registered: 19 March 2009
Number of service users in receipt of a service on the day of Inspection: Six	

3. Profile of the Service

Manor Healthcare is a supported living type domiciliary care agency; the agency offers domiciliary care and housing support to service users with a learning disability. The agency's registered office is located at 36 Doagh Road, Ballyclare.

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 independence and maximising quality of life.

Six service users receive 24 hour support in two houses located in Templepatrick; they were discharged from a learning disability hospital where they had lived for several years. Staff are available 24 hours per day and each service user has an identified 'key worker'; one service user who lives alone receives a number of care and support hours per week.

4. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to assess the detail of current charging arrangements within the agency.

5. Methods/Process

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

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

6. The Inspection

6.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was an announced care inspection dated 19 January 2015. The previous QIP was not reviewed as part of this inspection.

6.2 Areas Examined

6.2.1 Charging Arrangements:

The arrangements for charging service users the amount detailed as the 'client contribution' were discussed during the inspection of 19 January 2015; Mr Mark King informed the inspector that the charges related to all service users' utilities and food costs. However, during the inspection on 22 May 2015, the registered person informed the inspectors that this contribution related to service user care costs.

It was noted by the inspectors on 22 May 2015 that the registered person and the registered manager were unclear as to what the client contribution charge related.

During the inspection on 22 May 2015, the inspectors reviewed records which evidenced that service users were paying from their Disability Living Allowance for domiciliary care. This arrangement may be inconsistent with guidance issued by the former HSS Executive on 3 June 1999: "Provision of Community Care Services – Treatment of Attendance Allowance" (Circular BP 2451/ 97), which states:

"...the Minister has decided that receipt of Attendance Allowance or other disability related benefits should not be taken into account in decisions about the provision of community care services."

The inspectors were advised by the registered person that these arrangements had been agreed and implemented in conjunction with the commissioning trust (Northern Health and Social Care Trust) and that the trust remain party to the decision taken to implement the 'Client Contribution Model' for domiciliary care service provision. The registered person stated that the trust is currently reviewing these charging arrangements. In addition the inspectors were advised that the NHSCT are appointee for two service users, and that relatives are appointees for the remaining four service users.

It was identified that the individual service users' care agreements did not detail the amount of care service users were receiving in relation to the payments they were making. It was therefore not possible to ascertain what amount of care service users receive in relation to payments made.

6.2.2 Food/Utility Costs

The inspectors discussed the arrangements in relation to charges to service users for food and utilities; the responsible person described the model of care in place within the agency as a 'Client Contribution Model'; they stated that the NHSCT had developed this model of care.

The registered person informed the inspectors that the 'client contribution' paid to the agency by the service users related to the service users' care costs. The registered person stated that all utilities and food costs, including staff meals, are met by Manor Healthcare and that service users are not charged for food and utilities separately; inspectors were further advised by the registered person that the client contribution model in place did not distinguish if the charges paid to the agency by service users were for care or utilities costs.

It was identified that individual service user agreements detailed that service users were required to pay for their food from personal monies; however the registered manager stated that Manor Healthcare pay for food consumed by the service users. The inspectors were advised that, while a budget is set by the agency, service users with staff support can exercise choice of food purchased.

The inspectors noted that the agency's service user guide and service user agreements contained conflicting information in relation to service users' food costs. It could not be identified that service users or their representatives had been consulted in relation to the implementation of the 'Client Contribution Model'.

The institutional characteristics of these arrangements would not be in accordance with the ethos of a supported living service where individuals receive support to experience control, choices and independence in all aspects of their daily living.

7. Quality Improvement Plan

The issues identified during this inspection are detailed in the Quality Improvement Plan (QIP). Details of this QIP were discussed with the registered person as part of the inspection process. The timescales commence from the date of inspection.

The registered person/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered person/manager to ensure that all requirements and recommendations contained within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of your premises. The registration is not transferable so that, in the event of any future application to alter, extend or to sell the premises, the RQIA would apply standards current at the time of that application.

7.1 Statutory Requirements

This section outlines the actions which must be taken so that the registered person/s meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

7.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and the Domiciliary Care Agencies Minimum Standards, 2011, etc. They promote current good practice and if adopted by the registered person may enhance service, quality and delivery.

7.3 Actions Taken by the Registered Manager/Registered Person

The QIP should be completed by the registered person/registered manager and detail the actions taken to meet the legislative requirements stated. The registered person will review and approve the QIP to confirm that these actions have been completed. Once fully completed, the QIP will be returned to Supportedliving.services@rqia.org.uk and assessed by the inspector.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the agency. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations. It is expected that the requirements and recommendations set out in this report will provide the registered person/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the agency.

Quality Improvement Plan

Statutory Requirements

<p>Requirement 1</p> <p>Ref: Regulation 15 (9)</p> <p>Stated: First time</p> <p>To be Completed by: 22 September 2015</p>	<p>The registered person shall make arrangements, by training or by other measures, to prevent service users being harmed or suffering abuse or neglect, or being placed at risk of harm, abuse or neglect.</p> <p>This registered person is required to engage with representatives of the NHSCT in relation to those service users who make a financial contribution towards their care and have their financial agreements reviewed and approved by the HSC trust.</p>
	<p>Response by Registered Person(s) Detailing the Actions Taken: Further to our meeting with RQIA (26th June 2015) we have liased with Alyson Dunn, NHSCT. NHSCT advises that changes to its arrangements regarding the 'client contribution ' model are currently under review and are to be implemented as soon as practically possible.</p>
<p>Requirement 2</p> <p>Ref: Regulation 14 (c)</p> <p>Stated: First time</p> <p>To be Completed by: 22 August 2015</p>	<p>Where the agency is acting otherwise than as an employment agency, the registered person shall make suitable arrangements to ensure that the agency is conducted, and the prescribed services arranged by the agency, are provided—</p> <p>(c) so as to promote the independence of service users;</p> <p>This requirement relates to the registered person ensuring that arrangements in place in relation to the payment of utilities are reviewed and are in accordance with the ethos of a supported living service where individuals receive support to experience control, choices and independence in all aspects of their daily living.</p>
	<p>Response by Registered Person(s) Detailing the Actions Taken: At our meeting dated 26th June 2015, RQIA acknowledged that Manor Healthcare provide individuals with support to experience control, choices and independence in all aspects of their daily living. With specific regard to the payment of utilities we confirm that Manor Healthcare will no longer pay these bills and will now pass these on to service users.</p>

<p>Requirement 3</p> <p>Ref: Regulation 14 (d)</p> <p>Stated: First time</p> <p>To be Completed by: 22 August 2015</p>	<p>Where the agency is acting otherwise than as an employment agency, the registered person shall make suitable arrangements to ensure that the agency is conducted, and the prescribed services arranged by the agency, are provided— (d) so as to ensure the safety and security of service users' property, including their homes;</p> <p>This requirement relates to the registered person ensuring that individual service users' care agreements detail the amount of care service users receive for payments they were making.</p>		
	<p>Response by Registered Person(s) Detailing the Actions Taken: We have amended care agreements to reflect the 24/7 nature of the service provided.</p>		
<p>Registered Manager Completing QIP</p>	<p>Brian Campbell</p>	<p>Date Completed</p>	<p>28.07.2015</p>
<p>Registered Person Approving QIP</p>	<p>Eoghain King</p>	<p>Date Approved</p>	<p>28.07.2015</p>
<p>RQIA Inspector Assessing Response</p>	<p>Joanne Faulkner</p>	<p>Date Approved</p>	<p>29/07/15</p>

Please provide any additional comments or observations you may wish to make below:

Please complete in full and returned to agencies.team@rqia.org.uk from the authorised email address