



The **Regulation** and
Quality Improvement
Authority

Announced Primary Care Inspection

Name of Agency:	Alexander House
RQIA Number:	10858
Date of Inspection:	12 February 2015
Inspector's Name:	Joanne Faulkner
Inspection ID:	20481

The Regulation And Quality Improvement Authority
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1.0 General Information

Name of Agency:	Alexander House
Address:	Bishop Street Londonderry BT48 6UX
Telephone Number:	02871363891
Email Address:	j.deery@apexhousing.org
Registered Organisation / Registered Provider:	Apex Housing Association Gerald Kelly
Registered Manager:	Janet Deery
Person in Charge of the Agency at the Time of Inspection:	Janet Deery
Number of Service Users:	18
Date and Type of Previous Inspection:	8 July 2013 Announced Primary Care Inspection
Date and Time of Inspection:	12 February 2015 10:00-16:30
Name of Inspector:	Joanne Faulkner

2.0 Introduction

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect supported living type domiciliary care agencies. A minimum of one inspection per year is required.

This is a report of a primary inspection to assess the quality of services being provided. The report details the extent to which the standards measured during the inspection were met.

3.0 Purpose of the Inspection

The purpose of this inspection was to ensure that the service is compliant with relevant regulations, minimum standards and other good practice indicators and to consider whether the service provided to service users was in accordance with their assessed needs and preferences. This was achieved through a process of analysis and evaluation of available evidence.

RQIA not only seeks to ensure that compliance with regulations and standards is met but also aims to use inspection to support providers in improving the quality of services. For this reason, inspection involves in-depth examination of an identified number of aspects of service provision.

The aims of the inspection were to examine the policies, procedures, practices and monitoring arrangements for the provision of domiciliary care, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Domiciliary Care Agencies Regulations (Northern Ireland) 2007
- The Department of Health, Social Services and Public Safety's (DHSSPS) Domiciliary Care Agencies Minimum Standards (2011)

Other published standards which guide best practice may also be referenced during the inspection process.

4.0 Methods/Process

Committed to a culture of learning, RQIA has developed an approach which uses self-assessment, a critical tool for learning, as a method for preliminary assessment of achievement of the Minimum Standards.

The inspection process has three key parts; self-assessment, pre-inspection analysis and the visit undertaken by the inspector.

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

- Analysis of pre-inspection information
- Discussion with the registered manager
- Examination of records
- Consultation with stakeholders
- File audit
- Evaluation and feedback

Any other information received by RQIA about this registered provider and its service delivery has also been considered by the inspector in preparing for this inspection.

5.0 Consultation Process

During the course of the inspection, the inspector spoke to the following:

Service Users	5
Staff	4
Relatives	1
Other Professionals	0

Questionnaires were provided, prior to the inspection, to staff to find out their views regarding the service. Matters raised from the questionnaires were addressed by the inspector in the course of this inspection.

Issued To	Number issued	Number returned
Staff	11	6

6.0 Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to establish the level of compliance achieved with respect to the following quality themes:

The following three quality themes were assessed at this inspection:

- **Theme 1 - Service users' finances and property are appropriately managed and safeguarded**
- **Theme 2 – Responding to the needs of service users**
- **Theme 3 - Each service user has a written individual service agreement provided by the agency**

Review of Action Plans/Progress to Address Outcomes from the Previous Inspection

The inspector reviewed the Quality Improvement Plan issued following the previous inspection; five requirements have been assessed as being fully met

The registered provider and the inspector have rated the service's compliance level against each good practice indicator and also against each quality theme.

The table below sets out the definitions that RQIA has used to categorise the service's performance:

Guidance - Compliance Statements		
Compliance Statement	Definition	Resulting Action in Inspection Report
0 - Not applicable		A reason must be clearly stated in the assessment contained within the inspection report.
1 – Unlikely to become compliant		A reason must be clearly stated in the assessment contained within the inspection report.
2 - Not compliant	Compliance could not be demonstrated by the date of the inspection.	In most situations this will result in a requirement or recommendation being made within the inspection report.
3 - Moving towards compliance	Compliance could not be demonstrated by the date of the inspection. However, the service could demonstrate a convincing plan for full compliance by the end of the Inspection year.	In most situations this will result in a requirement or recommendation being made within the inspection report.
4 - Substantially compliant	Arrangements for compliance were demonstrated during the inspection. However, appropriate systems for regular monitoring, review and revision are not yet in place.	In most situations this will result in a recommendation, or in some circumstances a requirement, being made within the inspection report.
5 - Compliant	Arrangements for compliance were demonstrated during the inspection. There are appropriate systems in place for regular monitoring, review and any necessary revisions to be undertaken.	In most situations this will result in an area of good practice being identified and comment being made within the inspection report.

7.0 Profile of Service

Alexander house is a supported living type domiciliary care agency, situated in Londonderry. The agency offers domiciliary care and housing support to service users.

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.

Staff are available to support tenants 24 hours per day and each service user has an identified 'key worker.'

The tenants have individual en suite flats and a range of shared facilities which includes a lounge and kitchens; each tenant is encouraged to individualise their room to their own taste.

8.0 Summary of Inspection

The announced inspection was undertaken on 12 February 2015, at the registered office located within the service users' home. The inspector was supported throughout the inspection by Janet Deery, registered manager.

During the inspection, the inspector had the opportunity to meet with five service users, the relatives of two service users and four staff members.

The inspector viewed the care records of three service users; they outlined a range of practices in place to meet the needs of individual service users. Staff stated that service users are encouraged to remain as independent as possible and provided with the necessary support.

Prior to the inspection, six staff members forwarded to RQIA completed questionnaires in relation to the quality of service provision; the inspector also spoke to four members of staff on duty during the inspection and has added their comments to this report.

8.1 Staff Comments:

- "Service users are encouraged to be independent; they can make their own choices"
- "I feel I am listened to by the senior staff"
- "Service users can come and go as they please"
- "Service users are encouraged to personalise their homes"
- "Good support from the manager"
- "I get three monthly supervision; this is a good team; I feel supported"
- "Great place to work"
- "Service users are empowered to make their own choices and decisions"
- "This is their own home; we are guests"
- "I got two weeks induction; the training is good"

The six returned questionnaires indicated the following:

- Staff have received Vulnerable adult training
- Training was rated as excellent or very good

- Staff have received Human Rights training
- Service users have in place individual service agreements
- Staff are aware of whistleblowing policy
- Staff stated that service users views were reflected in their individual care and support plans

Records viewed by the inspector and discussions with the manager and staff support the above statements and identified that other staff members had also received the training. Discussions with staff and service users at the time of inspection identified their involvement in the development of individual care and support plans and the annual review.

8.2 Service Users' Comments

During the inspection, the inspector met with five service users who could describe the care and support they received; they stated that they were involved in completing their individual care and support plans.

Service users stated that they are encouraged to be as independent as possible and provided with the agreed care and support.

Comments:

- "I love it here; this is the best place"
- "I can come and go as I please; I go out and about".
- "I spend my money on what I want"
- "Staff help me with everything"
- "We can choose what we want to do"
- "This place is much better than where I was before"
- "I do my own ironing"
- "I go out to my sisters"
- "I am happy with the charges I pay "
- "I am as 'happy as Larry' "
- "Everything is great; I go out for a coffee"
- "I work in a charity shop"
- "I meet with my keyworker and discuss the care and support"
- "The staff are lovely; they respect me"
- "I lock my door; the staff knock if they want to speak with me"
- "I love it here, the staff are excellent"
- "I clean my own room; don't want to lose my independence"
- "My friend helps me with my money and calls every day; she is really good to me"

The inspector would like to thank the service users, their relatives, the manager, and staff for their support and co-operation during the inspection process.

8.3 Service User Representative

The inspector spoke to the relative of one service user who stated that service users are supported to live as independently as possible; they stated that they are invited to review meetings and are involved in the development of care and support plans specific to meet the needs of the service users.

Comments:

- “I am kept informed of any changes”
- “I am aware of all the charges, I am very happy with them”
- “I help them look after their money”
- “I am very happy with the care they provide”
- “They are so happy in here”
- “Staff are approachable”
- “Staff do a lot to support them”
- “I call in every day; I am always welcome”

8.4 Detail of Inspection Process**8.4.1 Theme 1: Service users’ finances and property are appropriately managed and safeguarded**

It was the inspector’s assessment that the agency is “moving towards compliant” in this theme.

The agency has in place the following documentation for each service user:

- Support and Care Agreement
- Financial Agreement
- Service User Guide

Documentation viewed outlines the terms and conditions in respect of service provision, including charges to the service user for any care or support provided by the agency and methods of payment.

Discussions with the manager identified that none of the service users are in receipt of care commissioned by the HSC trust; they stated that service users have not been assessed for services by the HSC trust. Service users pay a fixed amount for care received from the agency. Service users are assessed by the agency prior to admission and any charges for services agreed.

The manager stated the agency is in the process of supporting service users to avail of an assessment of need by the relevant HSC trust. A requirement has been made.

The manager stated that service users receive an assessment of need by the agency prior to admission and agreement made on services that will be provided by the agency and any related charges agreed.

Service users who met with the inspector were aware of charges made by the agency and could describe the care and support they received.

Service users contribute an agreed amount per week for food and utilities; they are supported to plan the menu.

Staff stated that they provide their own food whilst on duty in the service users’ home.

The agency has a locked safe facility; this is managed in accordance with the agency’s finance policy. Service users stated that they can access their monies at any time.

The agency maintains records for all monies held on behalf of service users; they detail all transactions and available balance; records are signed by the service users if appropriate and two staff members and receipts are in place for all transactions.

Service users can access the agency's transport scheme; a policy is in place and the tenant's financial agreement clearly details any charges. Service users have opted out of the agency's transport service and are given the required support to access appropriate public transport and are responsible for costs incurred.

The agency finance policy was viewed by the inspector.

One requirement has been made in relation to this theme.

8.4.2 Theme 2: Responding to the needs of service users

It was the inspector's assessment that the agency is "substantially compliant" in this theme.

The manager stated that prior to admission service users have an assessment of their needs completed by the agency's staff; this information is used in the development of care and support plans. The agency does not receive assessments from the HSC trust. A recommendation has been made.

Records viewed had in place care and support plans detailing the care and support provided to the individual service users; service users stated that they are involved in the development of these and that their choices and views are reflected. Staff stated that they record the care and support provided to each service user on a daily basis.

Records viewed reflect a range of interventions used in the care and support of individual service users. Relevant human rights of service users are recorded within their care and support plans; it was identified that these are reviewed six monthly or more frequently if required.

The agency maintains training records for staff; staff stated they had received induction training at the commencement of employment, covering a number of topics including human rights, safeguarding vulnerable adults and care planning. Staff informed the inspector that they receive quarterly supervision and annual appraisal.

From the documentation viewed and discussion with the manager, service users and staff; it was identified that there are presently no restrictive practices in place within the service.

The inspector read the agency's service user guide and statement of purpose; they clearly outline the nature and range of services provided; however it was identified that reference is not made of restrictive practice in the service user guide. A requirement has been made.

Staff could describe practices which could be deemed as restrictive and were aware of the agency's whistleblowing policy.

One requirement and one recommendation have been made in relation to this theme.

8.4.3 Theme 3: Each service user has a written individual service agreement provided by the Agency

It was the inspector's assessment that the agency is 'compliant' in this theme.

The registered manager stated that none of the service users are in receipt of services from the HSC trust. Prior to admission to the service, service users have an assessment of their needs completed by the manager and a support and care agreement is signed. The agency does not receive assessments from the HSC trust.

Service users could describe the type of care provided by the agency and were aware of charges for services received. Service users described a range of individualised activities that they are supported to participate in with the support of agency staff.

Staff could describe the care and support provided to individual service users; they stated that service users are encouraged and supported to be as independent as possible.

Service users informed the inspector that they participate in their annual review involving their relatives and the agency's staff; they stated they are encouraged to express their views and wishes. A copy of the review documentation is retained by the agency.

The service user support and care agreement details the process for the cancellation of services; service users who spoke to the inspector were aware of their right to choose the services they required.

Service users have in place a tenant's guide, individual care and support agreements and a tenant's financial agreement; they are signed by the service user and updated annually.

The agency has in place a care and support agreement for each individual service user; it details that service users are charged for care provided by the agency; the manager stated that this arrangement is agreed with service users prior to the commencement of their tenancy.

8.5 Additional Matters Examined

8.5.1 Charging Survey

At the request of RQIA and in advance of this inspection, the agency submitted to RQIA a completed survey in relation to the arrangements for charging service users. During the inspection the manager informed the inspector that none of the service users receive care commissioned by the HSC trust; the manager stated that service users pay a fixed amount to the agency for care services. This is agreed with the serviced user prior to the commencement of their tenancy; service users have not had a needs assessment completed by the relevant HSC. A requirement has been made.

8.5.2 Statement of Purpose:

The agency's statement of purpose was viewed by the inspector; it details the nature and range of services provided by the agency.

8.5.3 Annual Review of Service Users' Needs by HSC Trusts:

The manager completed and returned to RQIA a questionnaire which sought information about the role of the HSC trust in reviewing the needs and care plans of service users during the period 1 April 2013 – 31 March 2014 (in accordance with the DHSSPS Circular HSC (ECCU) 1/2010 “Care Management, Provision of Services and Charging Guidance”).

Records viewed by the inspector and discussion with the manager identified that none of the service users had received an annual review involving the relevant HSC trust; the manager stated that service users participate in an annual review held by the agency staff. The manager stated that service users do not receive care commissioned by the HSC trust.

8.5.4 Monthly Quality Monitoring

The inspector viewed the agency’s quality monitoring documentation in place and noted that monthly monitoring visits are completed by a senior manager. From the documentation viewed the views of service users had been recorded; it was identified that on a number of records the views of relatives or professionals had not been recorded. The documentation contains detail of any incidents or safeguarding concerns and contains an action plan. A requirement has been made.

9.0 Follow-Up on Previous Issues

No.	Minimum Standard Ref.	Recommendations	Action Taken - as Confirmed During This Inspection	Number of Times Stated	Inspector's Validation Of Compliance
1	Standard 1.1	It is recommended that the agency's organisational policies, procedures, processes and documents should show how they underpin the principles of service users choosing where they live.	<p>The inspector viewed minutes of tenants meetings and the revised statement of purpose; they detail the agency's role in consulting with service users in relation to prospective tenants and the rights of service users choosing where they wish to live.</p> <p>This recommendation has been assessed as being fully met.</p>	Twice	Fully met
2	Standard 4.1, 4.2, 4.3, 4.4, 4.5.	It is recommended that the agency should show clearly how organisational policies, procedures, processes and documents support the separate provision of care and accommodation.	<p>The agency has in place separate care and support agreements and tenancy financial agreements for each service user; the inspector viewed these records for two service users.</p> <p>This recommendation has been assessed as being fully met.</p>	Twice	Fully met
3	Standard 9 1	It is recommended that the agency's organisational policies, procedures, processes and documents clearly show how they underpin the principles of tenants choosing who supports them	The inspector viewed the agency's support and care agreement for two service users; they clearly state that service users have the option to obtain their care and support from an alternative provider.	Twice	Fully met

		and how they are supported.	This recommendation has been assessed as being fully met.		
4	Standard 9 1	It is recommended that the agency clearly show that tenants are aware that they can remain in their accommodation even if the provision of care is no longer required or no longer meets their needs.	<p>The inspector viewed the agency's move on policy; it details that should service users no longer require care that their tenancy will be discussed with them.</p> <p>This recommendation has been assessed as being fully met.</p>	Twice	Fully met
5	Standard 1.1	It is recommended that the agency's organisational policies, procedures, processes and documents should underpin the principles of service users being able to choose who they share their accommodation with. The agency should further clearly demonstrate how they discuss and consult with tenants about who they share their accommodation with.	<p>The inspector viewed minutes of tenants meetings; it was identified that on occasions discussions had taken place relating to who service users share their accommodation with.</p> <p>Service users informed the inspector that agency staff consult with them in relation to new service users.</p> <p>This recommendation has been assessed as being fully met.</p>	Twice	Fully met

10.0 Inspection Findings

THEME 1 - SERVICE USERS' FINANCES AND PROPERTY ARE APPROPRIATELY MANAGED AND SAFEGUARDED	
<p>Statement 1:</p> <p>The agency maintains complete and up to date records in respect of the terms and conditions of the provision of personal care</p> <ul style="list-style-type: none"> • The agency provides to each service user a written guide, including a personalised written agreement detailing the specific terms and conditions in respect of any specified service to be delivered, including the amount and method of payment of any charges to the service user; • The individual agreement details all charges payable by the service user to the agency, the services to be delivered in respect of these charges and the method of payment; • Where service users pay for additional personal care services which do not form part of the HSC trust's care assessment, documentation exists confirming that the HSC trust are aware of any arrangements in place between the agency and the service user; • The individual agreement clarifies what arrangements are in place to apportion shared costs between the agency and the service user(s). This includes those costs associated with any accommodation used in connection with agency business, where this is conducted from the service users' home; • There are arrangements in place to quantify the costs associated with maintaining any unused areas within the service users' home which they do not have exclusive possession of; • The service user guide/ individual agreement clarifies what the arrangements are for staff meals while on duty in the service users' home; • Where the agency is involved in supporting a service user with their finances or undertaking financial transactions on the service user's behalf, the arrangements and records to be kept are specified in the service user's individual agreement; • The agency has a policy and procedure in place to detail the arrangements where support is provided by agency staff to enable the service users to manage their finances and property; • The agency notifies each service user in writing, of any increase in the charges payable by the service user at least 4 weeks in advance of the increase and the arrangements for these written notifications are included in each service user's agreement 	<p>COMPLIANCE LEVEL</p>

<p>Provider's Self-Assessment</p>	
<p>We have a scheme brochure, individual tenancy / financial agreements and separate care/support agreements for all tenants. These include information on the fees payable by the tenant and outlines what services will be provided for the charges (including service charges) and outlines our terms and conditions. If our tenant has additional care needs, these are paid for and agreed by the tenant, next of kin and any professionals involved.</p> <p>Apex have policies for staff to follow for managing tenant's finances and property.</p> <p>Apex advise tenants via letter in advance of yearly rent increases.</p>	<p>Compliant</p>
<p>Inspection Findings:</p>	
<p>The agency has in place individual care and support agreements, tenancy financial agreements and a tenant's guide for each service user; the inspector viewed the records for two service users. The documentation in place details the charges to the service user for any care or support provided by the agency. The manager stated that none of the service users are in receipt of care from the relevant HSC trust; service users pay a fixed amount for care received from the agency. The manager stated that service users are assessed by the agency prior to admission and any charges for services agreed; she stated that service users have not been assessed for services by the HSC trust. A requirement has been made.</p> <p>The manager stated the agency is in the process of supporting service users to avail of an assessment of need by the relevant HSC trust; the manager stated that a meeting has taken place with the HSC trust. The inspector viewed documentation detailing that service users had agreed to the agency's referral for assessment.</p> <p>Service users stated that they pay an agreed amount per week for food and utilities, and could describe the process for menu planning and the process for opting out of services.</p> <p>The manager stated that staff provides their own food whilst on duty in the service users' home; this was confirmed by staff who spoke to the inspector.</p> <p>The inspector viewed the support plans for two service users; it was noted that the support required by service users to manage their finances is recorded. The inspector identified that they had been signed by the relevant service user.</p> <p>The agency's finance policy outlines the procedures for staff involved in supporting service users to manage</p>	<p>Moving towards compliance</p>

their money.

The service user guide and agreement records the process for service users in relation to cancellation of services for which they are charged.

THEME 1 - SERVICE USERS' FINANCES AND PROPERTY ARE APPROPRIATELY MANAGED AND SAFEGUARDED	
<p>Statement 2:</p> <p>Arrangements for receiving and spending service users' monies on their behalf are transparent, have been authorised and the appropriate records are maintained:</p> <ul style="list-style-type: none"> • The HSC trust's assessment of need describes the individual needs and capabilities of the service user and the appropriate level of support which the agency should provide in supporting the service user to manage their finances; • The agency maintains a record of the amounts paid by/in respect of each service user for all agreed itemised services and facilities, as specified in the service user's agreement; • The agency maintains a record of all allowances/ income received on behalf of the service user and of the distribution of this money to the service user/their representative. Each transaction is signed and dated by the service user/their representative and a member of staff. If a service user/their representative are unable to sign or choose not to sign for receipt of the money, two members of staff witness the handover of the money and sign and date the record; • Where items or services are purchased on behalf of service users, written authorisation is place from the service user/their representative to spend the service user's money on identified items or services; • There are contingency arrangements in place to ensure that the agency can respond to the requests of service users for access to their money and property at short notice e.g.: to purchase goods or services not detailed on their personal expenditure authorisation document(s); • The agency ensures that records and receipts of all transactions undertaken by the staff on each service user's behalf; are maintained and kept up-to-date; • A reconciliation of the money/possessions held by the agency on behalf of service users is carried out, evidenced and recorded, at least quarterly; • If a person associated with the agency acts as nominated appointee for a service user, the arrangements for this are discussed and agreed in writing with the service user/ their representative, and if involved, the representative from the referring Trust. These arrangements are noted in the service user's agreement and a record is kept of the name of the nominated appointee, the service user on whose behalf they act and the date they were approved by the Social Security Agency to act as nominated appointee; 	<p>COMPLIANCE LEVEL</p>

<ul style="list-style-type: none"> • If a member of staff acts as an agent, a record is kept of the name of the member of staff, the date they acted in this capacity and the service user on whose behalf they act as agent; • If the agency operates a bank account on behalf of a service user, written authorisation from the service user/their representative/The Office of Care and Protection is in place to open and operate the bank account, • Where there is evidence of a service user becoming incapable of managing their finances and property, the registered person reports the matter in writing to the local or referring Trust, without delay; <p>If a service user has been formally assessed as incapable of managing their finances and property, the amount of money or valuables held by the agency on behalf of the service user is reported in writing by the registered manager to the referring Trust at least annually, or as specified in the service user's agreement.</p>	
<p>Provider's Self-Assessment</p>	
<p>When possible we get a copy of the tenant's "Trust generated" risk assessment and Care Plan detailing the tenant's capabilities and support required to manage their finances. On admission, finances are discussed and if tenants require support, then a risk assessment and support plan which details the level of support provided is produced. If the tenant wants additional items these will be purchased. If there is any concerns re capacity then this is recorded and reported to the Trust. If the tenant lacks capacity and has HSC trust involvement, "Appendix 12 of Residents Bank Account Policy" will be completed and provided to the Trust representative at annual review. Apex have policies & procedures in place for managing tenant's bank account and includes instructions for appointee or agency involvement.</p> <p>If tenants need financial support then we follow Apex policies and ensure all monies (income / expenditure), valuables are recorded and reconciled at least quarterly. All entries are countersigned, dated and include tenant's signature when possible. Records are retained for inspection. Apex finance department have a record of all monies paid by tenants for rent.</p>	<p>Compliant</p>
<p>Inspection Findings:</p>	
<p>The agency has in place service user support agreements and care and support plans for individual service users; they detail the support required by individual service users to manage their monies.</p> <p>The inspector viewed the documentation for three service users and noted they outlined the support required by service users to manage their finances.</p> <p>The agency retains details in individual service users care records of their appointee/ agent; service users</p>	<p>Compliant</p>

are supported to manage their monies as agreed.

The agency maintains a record of all monies retained on behalf of service users and records all transactions; ledgers were viewed by the inspector and it was noted that two staff signed for all transactions and receipts were retained.

Service users stated that they have been involved in discussions and agreements in place in relation to their monies. Service users informed the inspector that they can access their money at any time and choose how to spend their money; they described to the inspector the process of safely storing their monies in their individual rooms.

The agency's finance policy outlines the procedure for staff handling service users' monies; this was viewed by the inspector; staff stated they have received training on handling service users' monies.

The manager could describe the procedure to be followed in relation to referring a service user for a capacity assessment.

THEME 1 - SERVICE USERS' FINANCES AND PROPERTY ARE APPROPRIATELY MANAGED AND SAFEGUARDED	
<p>Statement 3:</p> <p>Where a safe place is provided within the agency premises for the storage of money and valuables deposited for safekeeping; clear, up to date and accurate records are maintained:</p> <ul style="list-style-type: none"> • Where the agency provides an appropriate place for the storage of money and valuables deposited for safekeeping, robust controls exist around the persons who have access to the safe place; • Where money or valuables are deposited by service users with the agency for safekeeping and returned, a record is signed and dated by the service user/their representative, and the member of staff receiving or returning the possessions; • Where a service user has assessed needs in respect of the safety and security of their property, there are individualised arrangements in place to safeguard the service user's property; • Service users are aware of the arrangements for the safe storage of these items and have access to their individual financial records; • Where service users experience restrictions in access to their money or valuables, this is reflected in the service user's HSC trust needs/risk assessment and care plan; <p>A reconciliation of the money and valuables held for safekeeping by the agency is carried out at regular intervals, but least quarterly. Errors or deficits are handled in accordance with the agency's SVA procedures.</p>	COMPLIANCE LEVEL
<p>Provider's Self-Assessment</p> <p>Apex has a register of staff signatures who can access monies and valuables. All monies / valuables are recorded, reconciled at least quarterly, and include 2 signatures, 1 to include tenant where possible. All tenants who have assessed risk / need, have a risk assessment / support plan. The tenant signs their support plans and can access financial records at any time. If the Trust is involved they sign plans also.</p>	Compliant
<p>Inspection Findings:</p> <p>The agency has a facility for the safe storage of service users' monies and valuables; this is located in the agency's office. The manager stated that safe keys are held by the senior on duty.</p> <p>Service users informed the inspector that they have a facility in their individual rooms to secure money,</p>	Compliant

valuables and medication. Staff informed the inspector that service users are encouraged to keep their valuables safe and are provided with the necessary support to safely manage their monies.

The agency's finance policy clearly details the process for the management of service users' monies.

Ledgers are maintained for all monies held by the agency; it was noted that staff record any transactions, the purpose of the transaction and available balance. Ledgers are signed by two staff members and receipts are retained if appropriate; the agency has a list of staff signatures. Service users' care and support plans detail the agreed support required by the service user to safely manage their monies.

The inspector was informed that reconciliation is completed at each transaction and by the manager three weekly; an audit is completed by the agency's finance department.

Staff stated that they have received finance awareness training and could describe the necessary steps if a discrepancy was identified.

THEME 1 - SERVICE USERS' FINANCES AND PROPERTY ARE APPROPRIATELY MANAGED AND SAFEGUARDED

Statement 4:

Arrangements for providing transport to service users are transparent and agreed in writing with the service user/their representative:

COMPLIANCE LEVEL

- The needs and resources of the individual service user are considered in conjunction with the HSC trust assessment;
- The charges for transport provision for an individual service user are based on individual usage and are not based on a flat-rate charge;
- Service users have the opportunity to opt out of the transport scheme and the arrangements for opting out are detailed within the agency's policies and procedures;
- Written agreement between the service user and the agency is in place, detailing the terms and conditions of the transport scheme. The agreement includes the charges to be applied and the method and frequency of payments. The agreement is signed by the service user/ their representative/HSC trust where relevant and a representative of the service;
- Written policies and procedures are in place detailing the terms and conditions of the scheme and the records to be kept;
- Records are maintained of any agreements between individual service users in relation to the shared use of an individual's Motability vehicle;
- Where relevant, records are maintained of the amounts of benefits received on behalf of the service user (including the mobility element of Disability Living Allowance);
- Records detail the amount charged to the service user for individual use of the vehicle(s) and the remaining amount of Social Security benefits forwarded to the service user or their representative;
- Records are maintained of each journey undertaken by/on behalf of the service user. The record includes: the name of the person making the journey; the miles travelled; and the amount to be charged to the service user for each journey, including any amount in respect of staff supervision charges;
- Where relevant, records are maintained of the annual running costs of any vehicle(s) used for the transport scheme;
- The agency ensures that the vehicle(s) used for providing transport to service users, including private

<p>(staff) vehicles, meet the relevant legal requirements regarding insurance and road worthiness. Where the agency facilitates service users to have access to a vehicle leased on the Motability scheme by a service user, the agency ensures that the above legal documents are in place;</p> <ul style="list-style-type: none"> • Ownership details of any vehicles used by the agency to provide transport services are clarified. 	
Provider's Self-Assessment	
<p>Our tenant's transport needs are assessed if applicable and a support plan written in conjunction with the Trust. Transport can be organised for tenants and can include taxi, public transport and Apex bus service. Apex has a transport policy which tenants can opt into or out of.</p>	Compliant
Inspection Findings:	
<p>The agency has in place a transport scheme for service users to avail of; the service user guide details the option for service users to opt in or out of this scheme and outlines any related charges. The manger stated that none of the service users avail of the transport service.</p> <p>Staff informed the inspector that they provide the required support to the service users to avail of appropriate public transport. Service users informed the inspector that the support required to use public transport is agreed with them and that they are responsible for any costs incurred.</p> <p>The manager stated that service users are supported to apply for relevant benefits to assist them with cost of transport.</p>	Compliant

PROVIDER'S OVERALL ASSESSMENT OF THE AGENCY'S COMPLIANCE LEVEL AGAINST THE STANDARD ASSESSED	COMPLIANCE LEVEL
	Compliant

INSPECTOR'S OVERALL ASSESSMENT OF THE AGENCY'S COMPLIANCE LEVEL AGAINST THE STANDARD ASSESSED	COMPLIANCE LEVEL
	Moving towards compliance

THEME 2 – RESPONDING TO THE NEEDS OF SERVICE USERS	
Statement 1:	COMPLIANCE LEVEL
<p>The agency responds appropriately to the assessed needs of service users</p> <ul style="list-style-type: none"> • The agency maintains a clear statement of the service users’ current needs and risks. • Needs and risk assessments reflect the input of the HSC trust and contain the views of service users and their representatives. • Agency staff record on a regular basis their outcome of the service provided to the individual • Service users’ care plans reflect a range of interventions to be used in relation to the assessed needs of service users • Service users’ care plans have been prepared in conjunction with the service user and their HSC trust representative(s) and reflect appropriate consideration of human rights. 	
Provider’s Self-Assessment	
<p>Prior to admission, all tenants are assessed by OIC. This assessment looks at individual's risks and needs and assesses if tenant's needs/wishes can be met in Housing with Care. Additional information can be sought from other professionals involved in tenant's care. We provide each tenant with a letter to say we can meet their assessed need.</p> <p>All tenants admitted to the scheme have a risk assessment and support/care plan. When possible risk assessment / care plans are written in conjunction with the Trust. Some tenants do not have Trust representation and so OIC / key worker plan support/care needs in conjunction with tenant and their family (where appropriate). This includes their views, preferences and considers Human Rights. We use outcome based STAR assessment and all interventions are recorded. The risk assessment and support,/care plans are updated quarterly or more often if required, as changes occur.</p>	Compliant
Inspection Findings:	
<p>The inspector viewed the care records of three service users and noted that prior to admission the manager completes an assessment of needs. The manager stated that the agency does not receive assessments from the HSC trust relating to the individual service user prior to admission.</p> <p>Prospective service users are encouraged to visit the service prior to admission during which they have the</p>	Compliant

opportunity to meet those presently residing in the service.

From records viewed it was noted that service users have in place care and support plans and Star outcomes detailing the care and support that they require; it is noted by the inspector that these are updated six monthly or as required and make reference to human rights.

Service users stated that they are involved in developing their individual care and support plans.

Staff could describe the process for compiling care and support plans in conjunction with service users and their representatives; they stated that they record daily the care and support provided for each service user.

THEME 2 – RESPONDING TO THE NEEDS OF SERVICE USERS	
<p>Statement 2:</p> <p>Agency staff have the appropriate level of knowledge and skill to respond to the needs of service users</p> <ul style="list-style-type: none"> • Agency staff have received training and on-going guidance in the implementation of care practices • The effectiveness of training and guidance on the implementation of specific interventions is evaluated. • Agency staff can identify any practices which are restrictive and can describe the potential human rights implications of such practices. • The agency maintains policy and procedural guidance for staff in responding to the needs of service users • The agency evaluates the impact of care practices and reports to the relevant parties any significant changes in the service user's needs. • Agency staff are aware of their obligations in relation to raising concerns about poor practice 	COMPLIANCE LEVEL
Provider's Self-Assessment	
<p>All staff receive an intensive 2 week induction, ongoing training and updates, relevant to their job role and responsibilities, e.g. Adult & Child Protection, Care / Support Record Keeping, Medication, Human Rights and Confidential Reporting.</p> <p>Following attendance of any training an evaluation form is completed by each participant.</p> <p>All tenant care/support plans are reviewed quarterly or more often as required.</p>	Compliant
Inspection Findings:	
<p>The inspector discussed this theme with the manager and the agency's staff.</p> <p>Staff stated that they received a two week induction at the commencement of their employment; the detail of the induction was available for the inspector to view. Areas covered during induction included protection of</p>	Compliant

vulnerable adults and child protection, record keeping, managing service users' monies and medication. Staff stated that they are provided with ongoing training throughout their employment with the agency.

Staff stated that they receive supervision quarterly and annual appraisal; staff stated that they feel supported by the manager.

The agency maintains a database of all training the inspector viewed the staff training records in place; from those viewed it was identified that staff have received training in human rights, safeguarding of vulnerable adults, management of challenging behaviours and management of medication.

The agency has in place staff profiles and training information for staff supplied by a domiciliary care agency.

The agency has in place the following policies: Restrictive Practice; Protection of Vulnerable Adults; Whistleblowing and Finance Policy

Staff could describe practices which could be viewed as restrictive and informed the inspector that there are currently no restrictive practices in place within the agency; the manager stated that the person completing the monthly quality monitoring visit will discuss care practices and highlight any that may be deemed as restrictive.

Staff could describe the necessary actions in relation to whistleblowing and had knowledge of the policy in place.

THEME 2 – RESPONDING TO THE NEEDS OF SERVICE USERS	
<p>Statement 3:</p> <p>The agency ensures that all relevant parties are advised of the range and nature of services provided by the agency</p> <ul style="list-style-type: none"> • Service users and their relatives and potential referral agents are advised of any care practices that are restrictive or impact on the service users’ control, choice and independence in their own home. • The agency’s Statement of Purpose and Service User Guide makes appropriate references to the nature and range of service provision and where appropriate, includes restrictive interventions • Service users are advised of their right to decline aspects of their care provision. Service users who lack capacity to consent to care practices have this documented within their care records. • Service users are provided with a copy of their care plan (in a format that is appropriate to their needs and level of understanding) and receive information in relation to potential sources of (external) support to discuss their needs and care plan. • The impact of restrictive practices on those service users who do not require any such restrictions. 	COMPLIANCE LEVEL
Provider’s Self-Assessment	
<p>Currently in Housing with Care we do not have any restrictive practices however if any restrictive interventions are necessary then these would be prescribed by HSC trust and agreed at multi disciplinary team meetings.</p> <p>At assessment tenants are informed of their right to opt in and out of elements of the service provided and their wishes are documented within their individualised support/care plans. The organisations statement of purpose and service user guide discribes fully the nature and range of service provision available.</p>	Compliant
Inspection Findings:	
<p>The inspector viewed the agency’s service user guide and statement of purpose; they detail the nature and range of services provided; it was identified that the service user guide did not make reference to restrictive practice. A requirement has been made.</p>	Substantially compliant

Service users stated that they are encouraged to make their own decisions and that their views and choices are respected; they stated that they attend tenants meetings and are encouraged to express their views.

Service users stated that they are involved in the completion of their individual care and support plans; they stated that they sign their support plans if they are in agreement to the detail.

Service users informed the inspector that they are provided with keys for their home and individual rooms and can enter or leave at all times; they stated that they can access all areas of their home.

The manager informed the inspector that there are no restrictive practices in place; the agency's restrictive practice policy was viewed by the inspector.

THEME 2 – RESPONDING TO THE NEEDS OF SERVICE USERS	
<p>Statement 4</p> <p>The registered person ensures that there are robust governance arrangements in place with regard to any restrictive care practices undertaken by agency staff.</p> <ul style="list-style-type: none"> • Care practices which are restrictive are undertaken only when there are clearly identified and documented risks and needs. • Care practices which are restrictive can be justified, are proportionate and are the least restrictive measure to secure the safety or welfare of the service user. • Care practices are in accordance with the DHSSPS (2010) Circular HSC/MHDP – MHU 1 /10 – revised. Deprivation of Liberty Safeguards. (DOLS) – Interim Guidance. • The agency evaluates the impact of restrictive care practices and reports to the relevant parties any significant changes in the service user’s needs. • The agency maintains records of each occasion restraint is used and can demonstrate that this was the only way of securing the welfare of the service user (s) and was used as a last resort. • Restraint records are completed in accordance with DHSSPS (2005) Human Rights Working Group on Restraint and Seclusion: Guidance on Restraint and Seclusion in Health and Personal Social Services. • The agency forwards to RQIA and other relevant agencies notification of each occasion restraint is used • The registered person monitors the implementation of care practices which are restrictive in nature and includes their on-going assessment of these practices within the monthly quality monitoring report 	COMPLIANCE LEVEL
<p>Provider’s Self-Assessment</p> <p>Currently in Housing with Care we do not have any restrictive practices however if any restrictive interventions are necessary then these would be prescribed by HSC trust and agreed at multi disciplinary team meetings. Staff receive ongoing training in MAPA and are aware of Deprivation of Liberty Safeguards.</p>	Compliant

Inspection Findings:	
<p>The inspector discussed this theme with the manager and staff who stated that care practices are regularly reviewed to ensure that practices which may be deemed as restrictive are identified; they stated that there are presently no practices which could be deemed as restrictive within the service. The agency has in place a policy on restrictive practice.</p> <p>The manager stated that current practices are discussed with the person completing the monthly quality monitoring visit to identify any practice that may be restrictive.</p> <p>From the training records viewed it was noted that staff have received training in human rights, management of challenging behaviours and protection of vulnerable adults. Staff could describe practices which could be deemed as restrictive and stated that they have received relevant training.</p> <p>Service users stated they are provided with a key for their individual rooms; they stated that they are encouraged to lock their doors. Service users stated that they can leave their home at any time and have full access to all shared areas.</p>	<p>Compliant</p>

PROVIDER'S OVERALL ASSESSMENT OF THE AGENCY'S COMPLIANCE LEVEL AGAINST THE STANDARD ASSESSED	COMPLIANCE LEVEL
	<p>Compliant</p>

INSPECTOR'S OVERALL ASSESSMENT OF THE AGENCY'S COMPLIANCE LEVEL AGAINST THE STANDARD ASSESSED	COMPLIANCE LEVEL
	<p>Substantially compliant</p>

THEME 3 - EACH SERVICE USER HAS A WRITTEN INDIVIDUAL SERVICE AGREEMENT PROVIDED BY THE AGENCY	
<p>Statement 1</p> <p>Evidence inspected confirms that service users/representatives have written information and/or had explained to them the amount and type of care provided by the agency</p> <ul style="list-style-type: none"> • Service users/representatives can describe the amount and type of care provided by the agency • Staff have an understanding of the amount and type of care provided to service users • The agency’s policy on assessment and care planning and the statement of purpose/service user guide describe how individual service user agreements are devised. • The agency’s service user agreement is consistent with the care commissioned by the HSC trust. The agency’s care plan accurately details the amount and type of care provided by the agency in an accessible format. 	COMPLIANCE LEVEL
<p>Provider’s Self-Assessment</p> <p>All tenants are provided with a scheme brochure which describes the level of service available. Prior to admission prospective tenants have their support / care needs assessed to determine their suitability for Housing with Care accommodation. On admission tenants care/support needs are assessed using the Apex support plan policy. A comprehensive individualised support / care plan is developed with the tenant's involvement within 30 days of admission which will clearly indicate the level of care/ support required. Tenants are fully involved in their support / care plan and these are signed by the tenant, key worker and family if applicable.</p>	Compliant
<p>Inspection Findings:</p> <p>The inspector discussed this theme with the registered manager who stated that prior to admission all service users are assessed by the manager to identify their individual care and support needs.</p> <p>Service users could describe the type and amount of care and support received by the agency; they informed the inspector that they were involved in the development of their individual care and support plans.</p> <p>Staff could describe the care and support provided to each service user; they described practices which are individualised and specific to the needs of each service user. Staff demonstrated their awareness of the</p>	Compliant

need to ensure that service users were consulted in relation to all aspects of their care and support; they discussed with the inspector the importance of choice and of providing the necessary support to service user whilst promoting their independence.

The agency has in place individual care and support plans for service users; the inspector noted that those viewed outlined the care and support required and had been signed by the service user.

The support and care agreement details amount of care hours provided to the individual.

THEME 3 - EACH SERVICE USER HAS A WRITTEN INDIVIDUAL SERVICE AGREEMENT PROVIDED BY THE AGENCY	
<p>Statement 2</p> <p>Evidence inspected confirms that service users/representatives understand the amounts and method of payment of fees for services they receive as detailed in their individual service agreement.</p> <ul style="list-style-type: none"> • Service users/representatives can demonstrate an understanding of the care they receive which is funded by the HSC trust • Service users/representatives can demonstrate an understanding of the care which they pay for from their income. • Service users/representatives have an understanding of how many hours they are paying for from their income, what services they are entitled to and the hourly rate. • Service users/representatives have an understanding of how to terminate any additional hours they are paying for from their income • Service users/representatives have been informed that cancellation of additional hours they are paying for from their income will not impact upon their rights as a tenant. 	COMPLIANCE LEVEL
<p>Provider's Self-Assessment</p> <p>All tenants have individual service level agreements and these are discussed on admission clearly stating the cost and levels of care and support they require. Tenants agree to the levels of support and care they wish to receive and these are reviewed annually or as and when required.</p>	Substantially compliant
<p>Inspection Findings:</p> <p>All service users have in place a signed care and support agreement. It details the amount of care and support provided to the service user by the agency. The registered manager informed the inspector that none of the service users are in receipt of services from the HSC trust. Prior to admission to the service, service users have an assessment of their needs completed by the manager and a support and care agreement is signed.</p>	Compliant

The inspector viewed the care and support agreements and care plans for two service users; they record the amount and type of care provided to the service user by the agency.

Service users who met with the inspector stated that they are involved in the completion of their individual care and support plans and are provided with a copy by the agency. Service users could describe to the inspector the services they received from the agency and any associated charges.

The inspector viewed the support and care agreements and tenants finance agreements for two service users; they detailed any charges made by agency to the service user. Service users pay the agency a fixed amount for care received; the manager stated that the agency is currently in the process of completing a detailed analysis of the care and support provided by the agency.

Service users described to the inspector the process for cancelling any services provided by the agency; the support and care agreement outlines the process for cancelling services.

THEME 3 - EACH SERVICE USER HAS A WRITTEN INDIVIDUAL SERVICE AGREEMENT PROVIDED BY THE AGENCY	
<p>Statement 3</p> <p>Evidence inspected confirms that service users’ service agreements, care plans are reviewed at least annually confirming that service users/representatives are in agreement with the care provided and the payment of any fees.</p> <ul style="list-style-type: none"> • Service users/representatives confirm that their service agreement, care plans are reviewed at least annually by the commissioning HSC trust, and confirm that they are in agreement with the care provided and the payment of any fees. • Records and discussion with staff confirm that the agency contributes to the HSC trust annual review. • Records and discussion with staff confirm that reviews can be convened as and when required, dependent upon the service user’s needs and preferences. • Records confirm that service users’ service agreements, care plans are updated following reviews. Authorisation from the HSC trust and consent from the service user/representative is documented in relation to any changes to the care plan or change to the fees paid by the service user. 	COMPLIANCE LEVEL
Provider’s Self-Assessment	
<p>We complete an overall review of the tenants care/suport needs annually or more often if required and tenants give consent to the involment of their family and other professionals where appropriate. This review includes risks, care/support needs and information on any charges for services. Any action / outcomes following the review are documented and agreed in the tenant's care/support plans and tenants sign and can receive a copy of these changes if they wish.</p>	Compliant
Inspection Findings:	
<p>Prior to the inspection the agency was requested to forward to RQIA details of service users annual reviews.</p> <p>The manager stated that none the service users have received an annual review involving HSC trust representative; they stated that the HSC trust does not commission care for any of the service users.</p>	Compliant

<p>It was identified that service users receive and annual review with the agency staff and that the agency retains copies of review details; the inspector viewed the review documentation for two service users.</p> <p>Service users stated that they are encouraged to participate in the review process and given opportunity to contribute their views; they stated that they can request a review meeting at any time.</p> <p>Staff stated that the care and support plans are updated six monthly; they stated that they are encouraged to participate in the annual review of the service users. The inspector noted from records viewed that care and support plans are reviewed six monthly or more frequently if required; service users stated that they are involved in this process. It was noted that support and care agreements are updated annually.</p>	
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<p>PROVIDER'S OVERALL ASSESSMENT OF THE AGENCY'S COMPLIANCE LEVEL AGAINST THE STANDARD ASSESSED</p>	<p>COMPLIANCE LEVEL</p>
	<p>Substantially compliant</p>

<p>INSPECTOR'S OVERALL ASSESSMENT OF THE AGENCY'S COMPLIANCE LEVEL AGAINST THE STANDARD ASSESSED</p>	<p>COMPLIANCE LEVEL</p>
	<p>Compliant</p>

11.0 Any Other Areas Examined

11.1 Complaints

The agency has received one complaint for the period 1 January 2013 to 31 December 2013; this was verified by the returns forwarded by the agency to RQIA and observation of records available in the agency. Discussion with the registered manager and records viewed show that the agency's procedures were followed.

12.0 Quality Improvement Plan

The details of the Quality Improvement Plan appended to this report were discussed with Janet Deery, registered manager as part of the inspection process.

The timescales for completion commence from the date of inspection.

The registered provider/manager is required to record comments on the Quality Improvement Plan.

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.

Enquiries relating to this report should be addressed to:

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



Quality Improvement Plan

Announced Primary Care Inspection

Alexander House

12 February 2015

The areas where the service needs to improve, as identified during this inspection visit, are detailed in the inspection report and Quality Improvement Plan.

The specific actions set out in the Quality Improvement Plan were discussed with Janet Deery, registered manager during the inspection visit.

Any matters that require completion within 28 days of the inspection visit have also been set out in separate correspondence to the registered persons.

Registered providers / managers should note that failure to comply with regulations may lead to further enforcement and/or prosecution action as set out in The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003.

It is the responsibility of the registered provider / manager to ensure that all requirements and recommendations contained within the Quality Improvement Plan 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.

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 (NI) 2007

No.	Regulation Reference	Requirements	Number of Times Stated	Details of Action Taken by Registered Person(S)	Timescale
1.	14.(d)	<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>(d)so as to ensure the safety and security of service users' property, including their homes</p> <p>This requirement is in relation to the registered person ensuring that service users are encouraged to have an assessment of needs carried out by the relevant HSC trust.</p>	Once	Response . Previous written correspondance with RQIA outlined what Apex have done to date to ensure compliance with this requirement. At initial assessment all potential applicants are signposted to the relevent HSCT for assessment of need. Allexisting tenants have been referred to the HSCT for screening to determine their eligability for an assessment of need	Four months from the date of inspection: 12 June 2015.
2.	6.-(1)(b)	<p>The registered person shall produce a written service user's guide which shall include-</p> <p>(b)the terms and conditions in respect of the services to be provided to service users, including details as to the amount and method of payment of fees, if appropriate;</p> <p>This requirement relates to the registered person ensuring that the service user's guide is updated to include information relating to restrictive practice.</p>	Once	Response .The service users guide has now been reviewed to include information relating to restrive practice.	Two months from the date of inspection: 12 April 2015.

<p>3.</p>	<p>23.-(1)(5)</p>	<p>The registered person shall establish and maintain a system for evaluating the quality of services which the agency arranges to be provided.</p> <p>(5) The system referred to in paragraph (1) shall provide for consultation with service users and their representatives.</p> <p>This requirement relates to the registered person ensuring that the monthly quality monitoring record maintained clearly records the views of service users' relatives and relevant professionals.</p>	<p>Once</p>	<p>Reponse .The monthly quality monitoring record visits will include and reflect the views of services users relatives and relevent professionals</p>	<p>Two months from the date of inspection: 12 April 2015.</p>
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Recommendations:

These recommendations are based on The Domiciliary Care Agencies Minimum Standards (2011), research or recognised sources. They promote current good practice and if adopted by the Registered Person may enhance service, quality and delivery.

No.	Minimum Standard Reference	Recommendations	Number of Times Stated	Details of Action Taken by Registered Person(S)	Timescale
1.	Standard 3.7	<p>Where the agency is acting in response to a self-referred service user, the registered manager explores with the service user the value of availing of the HSC trust's systems.</p> <p>This recommendation relates to the manager ensuring that service users are encouraged to avail of an assessment of need by the HSC trust prior to admission to the service and that the agency retains a copy of assessments.</p>	Once	Response . At Initial assessment all potential applicants are sign posted to the relevent HSCT for an assessment of need. The assessment document evidences this discussion has taken place	Four months from the date of inspection: 12 June 2015.

Please complete the following table to demonstrate that this Quality Improvement Plan has been completed by the registered manager and approved by the responsible person / identified responsible person:

NAME OF REGISTERED MANAGER COMPLETING QIP	Janet Deery
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP	Muriel Sands

QIP Position Based on Comments from Registered Persons	Yes	Inspector	Date
Response assessed by inspector as acceptable	X	Joanne Faulkner	03/04/15
Further information requested from provider			