

# Unannounced Care Inspection Report 10 February 2020



## St Julian's House

**Type of Service: Domiciliary Care Agency**  
**Address: St Julians Road, Omagh, BT79 7HQ**  
**Tel No: 02882250447**  
**Inspector: Aveen Donnelly**

[www.rqia.org.uk](http://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

St Julian's House is a supported living type domiciliary care agency situated close to Omagh town centre. The agency's aim is to provide care and support to up to 13 older people; this includes helping service users with tasks of everyday living, emotional support and assistance to access community services with the overall goal of promoting health and maximising quality of life. Agency staff are available to support tenants 24 hours per day.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Apex Housing Association  <b>Responsible Individual:</b> Sheena McCallion	<b>Registered Manager:</b> Not applicable
<b>Person in charge at the time of inspection:</b> Geraldine Anne McCrory (acting)	<b>Date manager registered:</b> Not applicable

### 4.0 Inspection summary

An unannounced inspection took place on 10 February 2020 from 12.55 to 15.30 hours.

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 assessed progress with any areas for improvement identified during and since the last care inspection and 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 Access NI and staff registrations with the Northern Ireland Social Care Council (NISCC).

All those spoken with commented positively in relation to the support and care provided.

The findings of this report will provide the agency with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

### 4.1 Inspection outcome

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

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Geraldine McCrory, manager, as part of the inspection process and can be found in the main body of the report.

Enforcement action did not result from the findings of this inspection.

## 5.0 How we inspect

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

During our inspection we focused on contacting the service users, their relatives and staff to find out their views on the service. We also spoke with healthcare professionals involved with the service.

We ensured that the appropriate staff checks were in place before staff visited service users.

- Recruitment records specifically relating to Access NI and NISCC registration.

Questionnaires and “Have we missed you?” cards were provided to give service users and those who visit them the opportunity to contact us after the inspection with their views. Seven responses were returned; and feedback is included within the report.

A poster was provided for staff detailing how they could complete an electronic questionnaire. No responses were received.

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

During the inspection the inspector met three service users, two staff, four health care professionals and four service users’ relatives.

Areas for improvement identified at the last care inspection were reviewed and assessment of compliance recorded as met.

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

## 6.0 The inspection

Areas for improvement from the last care/finance inspection dated 29 October 2018		Validation of compliance
Action required to ensure compliance with The Domiciliary Care Agencies Minimum Standards, 2011		
<b>Area for improvement 1</b>  <b>Ref:</b> Standard 12.3  <b>Stated:</b> First time	The registered person shall ensure that mandatory training requirements are met.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> The review of the training matrix identified that all staff were up to date in relation to their training.	

## 6.1 Inspection findings

Discussion with the manager and a review of records confirmed that there was a system in place to ensure that relevant pre-employment checks with Access NI had been undertaken prior to employment. There was a system in place to ensure that staff were registered with NISCC and these were monitored on a regular basis.

Following the inspection, the inspector sought clarity from the organisation, in relation to the ongoing acting management arrangements and was informed that recruitment plans were in place, to address this. When received, the application for registration as manager with RQIA will be reviewed.

Staff spoken with did not raise any concerns in relation to the care and support provided. The inspector also spoke with three service users, four health care professionals and four service users' relatives. Some comments received are detailed below:

### Service users

- “They are very good to me, if they weren't respectful, I wouldn't be here.”
- “I have no concerns.”

### Relatives

- “I am very happy, I can see nothing wrong.”
- “We are very happy, we have no concerns, the staff are good, they do their job very well, they are excellent, all of the girls really are great.”
- “Extremely happy, very happy with all the staff, (name) loves it there.”
- “To be honest, the staff there saved (my relatives) life.”

### Health care representatives

- “I have no concerns at all
- “They are fabulous, couldn't fault them, they are always there to help.”
- “I have no concerns, I have a few clients there and there are never any concerns, all happy.”
- “My clients are very settled, very happy with the care.”

The returned questionnaires from five service users and two relatives indicated that that they felt 'very satisfied' that the care was safe, effective and compassionate; and that the service was well led. Written comments included:

- “I am very happy in St Julian's and have made many friends since I moved in.”
- “I am very happy living in St Julian's. Staff are supportive and manager always there to listen if needed.”
- “Staff are very attentive and caring.”
- “This is a really well run establishment, where the manager and staff are dedicated to the welfare of the residents. My family have often commented on how friendly and helpful the staff are and how clean and well kept the house is. “A Star” for St Julian's House.”

**Areas of good practice**

Evidence of good practice was found in relation to Access NI and staff registrations with the Northern Ireland Social Care Council (NISCC).

All those spoken with commented positively in relation to the support and care provided.

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