

Unannounced Care Inspection Report 27 August 2020



Age NI

Type of Service: Domiciliary Care Agency
Address: 4 Dublin Road, Castlewella, BT31 9AG
Tel No: 02843770657
Inspector: Corrie Visser

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

Age NI Castlewellan is a domiciliary care agency based in 4 Dublin Road, Castlewellan. The agency provides care and support to 22 individuals living in their own homes who have their services commissioned by the South Eastern Health and Social Care Trust (SEHSCT). Services provided include personal care, medication support and meal provision.

3.0 Service details

Organisation/Registered Provider: Age NI Responsible Individual(s): Ms Linda Robinson	Registered Manager: Mrs Leeanne McEvoy
Person in charge at the time of inspection: Mrs Leeanne McEvoy	Date manager registered: 23 August 2018

4.0 Inspection summary

An unannounced inspection took place on 27 August 2020.

Due to the coronavirus (COVID-19) pandemic the Department of Health (DOH) directed RQIA to continue to respond to ongoing areas of risk identified in services.

Since the inspection on 5 September 2018, RQIA have not completed a primary inspection, therefore RQIA decided to undertake an inspection of the service. This inspection was carried out remotely due to the office staff working from home due to the Covid-19 pandemic.

The inspection was underpinned by the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, and The Northern Ireland Social Care Council (Social Care Workers Prohibition) and Fitness of Workers (Amendment) Regulations (Northern Ireland) 2017, 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.

No areas for improvement were identified during this inspection.

Evidence of good practice was found in relation to Access NI and staff registrations with the Northern Ireland Social Care Council (NISCC, the evaluation of the quality of services on a yearly basis including consultations with stakeholders. Good practice was also found in relation to all current Covid-19 guidance, the use of Personal Protective Equipment (PPE) guidelines and Covid-19 education.

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

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mrs LEEANNE McEvoy, registered 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.

4.2 Action/enforcement taken following the most recent care inspection dated 5 September 2018

No further actions were required to be taken following the most recent inspection on 5 September 2018.

5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA about this agency. This included the previous inspection report, returnable 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 HC 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.
- Covid-19: guidance for domiciliary care providers in Northern Ireland, updated 16 June 2020.

RQIA provided information to service users, staff and other stakeholders that will support feedback on the quality of service delivery.

During the inspection the inspector communicated with three service users, four staff, one professional and four service users' relatives.

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

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

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

6.0 The inspection

Areas for improvement from the last care/finance inspection dated 5 September 2018		
Action required to ensure compliance with The Domiciliary Care Agencies Regulations (Northern Ireland) 2007		Validation of compliance
Area for improvement 1	The registered person shall ensure that no domiciliary care worker is supplied by the	Met

<p>Ref: Regulation 13 (d)</p> <p>Stated: First time</p>	<p>agency unless— (d)full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.</p> <p>This refers specifically to a statement by the registered provider, or the registered manager, as the case may be, that the person is physically and mentally fit for the purposes of the work which he is to perform.</p> <p>Action taken as confirmed during the inspection: It was noted upon review that the statement by the registered manager in relation to the care worker physical and mental fitness to work are signed in a timely way.</p>	
<p>Action required to ensure compliance with the Domiciliary Care Agencies Minimum Standards, 2011</p>		<p>Validation of compliance</p>
<p>Area for improvement 1</p> <p>Ref: Standard 8.12</p> <p>Stated: First time</p>	<p>The registered person shall ensure that the quality of services provided is evaluated on at least an annual basis and follow-up action taken. Key stakeholders are involved in this process.</p> <p>Action taken as confirmed during the inspection: The inspector reviewed the annual quality report and noted it contained feedback from all stakeholders including service users, care workers, service users' relatives and professionals.</p>	<p>Met</p>

6.1 Inspection findings

The service's staff recruitment processes were noted to be managed in conjunction with the organisation's Human Resources (HR) Department, located at the organisation's head office. Discussion with the manager identified that she was knowledgeable in relation to safe recruitment practices in accordance with Regulation 13, Schedule 3 of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and Standard 11 of the Domiciliary Care Agencies Minimum Standards, 2011 which relate to Access NI. Communication is received from HR in relation to pre-employment checks which provided assurances that all checks were completed including Access NI checks before commencement of employment. Robust pre-employment checks are important to ensure that the persons employed are suitable to be working with service users. The inspector was also provided with statements of the care workers fitness to practice which were signed in a timely way.

The inspector reviewed the matrix held by the manager in relation to the staff's registration with NISCC. Registration with NISCC is to ensure that the persons employed are suitable to deliver safe care to service users. It was noted that every staff member was appropriately registered.

The inspector noted that the manager has a system in place each month for monitoring the registration of staff with NISCC and confirmed that all staff are aware they are not permitted to work if their NISCC registration has lapsed. It is important to note that NISCC has allowed a period of grace until 1 October 2020 for recently expired registrations to be renewed due to the Covid-19 pandemic. The manager is aware of the need to retain communication from NISCC in relation to this on the staff members' files.

Comments from service users include:

- "The carers are friendly and respectful."
- "Everything is ok."
- "We are quite happy."

Comments from service users' relatives include:

- "So attentive."
- "They are all local so they know mummy."
- "The manager is always asking if everything is ok."
- "Everything is great from the office staff down to the carers."
- "I am happy at all times."
- "No bother at all."
- "I am quite happy."
- "Absolutely fantastic."
- "The girls are fantastic."
- "I couldn't say enough about them all."
- "Absolutely class."

Comments from care workers include:

- "There is an open door policy."
- "Good days and bad days as there is in every job."
- "They are a good firm to work for."
- "They are flexible and obliging."
- "We are kept up to date with training."
- "They listen to you."
- "They correspond brave and often."
- "I felt very supported through the pandemic."
- "I would recommend them as an agency to anyone needing care."
- "Very reliable organisation."
- "We provide a good service to service users."
- "If I have any concerns I would contact the manager straight away."
- "The manager lets me know when my supervision is so I can make arrangements with my other job so I can attend it."
- "I feel we worked very well through the pandemic."
- "There is a good amount of training. I can do most of it on line but the practical training I do in a classroom setting."
- "I love it."
- "It's a brilliant service."

Comments from professionals include:

- "It's a very good service."

- “They are very professional.”
- “They always keep me informed about my service users.”
- “They are always on the ball.”

Areas of good practice

Areas of good practice were identified in relation to the completion of checks with Access NI in conjunction with the HR Department and staff registrations with NISCC. It was also positive to note good feedback during the annual quality review. Another area of good practice was found in relation to recruitment and that the registered manager had included the statement of the care workers fitness to practice.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

Covid-19:

The inspector spoke with the manager and with four staff members, who were knowledgeable in regards to their responsibility in relation to Covid-19. Staff stated they were aware of the guidance on the use of PPE for activities that brought them within two metres of service users. Staff were also aware of the need to replace PPE between calls and how to appropriately dispose of used PPE.

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

- Dissemination of information to staff.
- Monitoring of staff practice.
- Infection Prevention and Control (IPC) policies and procedures were updated to ensure they addressed all current guidance in relation to Covid-19.
- Staff training and guidance on Infection prevention and control and the use of PPE equipment, in line with guidance.

The inspector reviewed records relating to IPC policies which were in line with the current guidance. Policies and procedures were available to all staff in hard copy within the office.#

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

The staff spoken with by the inspector following the inspection demonstrated that they had a good understanding of the donning and doffing procedures and were able to describe how they are using PPE appropriately. The manager discussed the procedures that both she and senior staff spot check the use of PPE by care workers.

The procedure and guidance in place show that:

- Robust systems are in place to ensure that current IPC guidance is available and accessible to staff.

- There are effective systems in place to monitor staff compliance with good IPC practices.
- Staff working in the service were able to describe their knowledge of IPC practice commensurate to their role and function in the service.

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

Areas of good practice

Areas of good practice was found in relation to compliance with Covid-19 guidance and comprehensive training and monitoring relating to IPC and PPE had been provided to staff.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



The **Regulation** and
Quality Improvement
Authority

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

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