

# Unannounced Care Inspection Report 11 February 2020



## Prime Care

**Type of Service: Domiciliary Care**  
**Address: 77 Eglantine Avenue, Belfast, BT9 6EW**  
**Tel No: 02890663566**  
**Inspector: Michele Kelly**

[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

This is a domiciliary care agency which provides a range of services including personal care, practical and social support and sitting services. Service users have a range of needs including dementia, mental health, learning disability and physical disability. Their services are commissioned by the Belfast Health and Social Care Trust (BHSCT), the South Eastern Health and Social Care Trust (SHSCT) and the Northern Health and Social Care Trust (NHSCT).

## 3.0 Service details

|  |  |
|--|--|
| <p><b>Organisation/Registered Provider:</b><br/>Prime Care</p>                   | <p><b>Registered Manager:</b><br/>Carol Williams</p> |
| <p><b>Responsible Individuals:</b><br/>Ms Mary Marian Nicholas and Mr Joseph</p> |  |

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|--|--|
| Raymond Nicholas   |  |
| <b>Person in charge at the time of inspection:</b><br>Operations manager | <b>Date manager registered:</b><br>14 May 2009 |

#### 4.0 Inspection summary

An unannounced inspection took place on 11 February 2020 from 11.15 to 14.00 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 aimed 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).

An area for improvement previously identified was met. No new areas for improvement were made.

Service users and relatives spoken with said they were very happy with the care and support 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 the operations manager, Mr Raymond Nicholas, responsible person and Ms Carol Williams, registered manager as part of the inspection process

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

#### 4.2 Action/enforcement taken following the most recent care inspection dated 16 July 2018

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 16 July 2018.

## 5.0 How we inspect

Prior to inspection the inspector 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 the inspection the inspector focused on contacting the service users, their relatives and staff to find out their views on the service. The inspector also contacted Health and Social Care (HSC) professionals involved with the service.

The inspector 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 were provided to give service users and those who visit them the opportunity to contact us after the inspection with their views. No responses were received in time for inclusion in this report.

A poster was provided for staff detailing how they could complete an electronic questionnaire. No responses were received in time for inclusion in this report.

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

The findings of the inspection were provided to the operations manager and the responsible person at the conclusion of the inspection.

## 6.0 The inspection

| Areas for improvement from the last care inspection dated 16 July 2018  |  |                          |
|---|--|--------------------------|
| Action required to ensure compliance with The Domiciliary Care Agencies Regulations (Northern Ireland) 2007   |  | Validation of compliance |
| <b>Area for improvement 1</b><br><br><b>Ref:</b> Regulation 13 (d)<br>Schedule 3<br><br><b>Stated:</b> First time<br><br><b>To be completed by:</b><br>13 August 2018 | The registered person shall ensure that no domiciliary worker is supplied by the agency unless full and satisfactory information is available in relation to him in respect of the matters specified in Schedule 3.<br><br>Specifically with respect to a statement completed 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 he is to perform. | <b>Met</b>               |
|   | <b>Action taken as confirmed during the inspection:</b><br>The inspector viewed evidence that a statement is completed by the registered provider confirming that the person to be employed is physically and mentally fit for the   |                          |

|  |  |  |
|--|--|--|
|  | purposes of the work he is to perform. |  |
|--|--|--|

## 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 AccessNI had been undertaken prior to employment.

There was also a system in place to ensure that staff were registered with NISCC and were monitored on a regular basis. The operations manager stated that staff are alerted when their registration is required to be renewed and would not be supplied for work if they are not appropriately registered.

During the inspection, the inspector met the four service users and three relatives who were very satisfied with the care being provided by Prime Care.

The inspector spoke with two staff members, who were knowledgeable in relation to their responsibility in reporting concerns.

The inspector also had communication from a HSC representative.

### Comments received during and after inspection.

#### Service users:

- “Very satisfied, my carer must be the best there is.”
- “I love Prime care, girls and fellows are lovely.”
- “I am happy with the service, they treat me well.”

#### Relatives:

- “Service is very reliable and does meet our needs.”
- “Can’t fault them, all go above and beyond.”
- “They are kind and courteous.”

#### Staff:

- “I love my work, making a difference and keeping people where they want to be.”
- “Best job I have ever had.”
- “I do what I can for the people I look after.”

#### HSC Professional:

- “I have no concerns in relation to Prime Care and the support they provide.”

### Areas of good practice

Areas of good practice were identified in relation to the completion of checks with AccessNI and staff registrations with NISCC.

**Areas for improvement**

No areas for improvement were identified during the inspection.

|  | <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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