

Unannounced Care Inspection Report 20 February 2020



Rose Lodge Community Care

Type of Service: Domiciliary Care Agency
Address: 185 Belsize Road, Lisburn, BT27 4LA
Tel No: 028 9260 4464
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

Rose Lodge Community Care is a domiciliary care agency which provides personal care, meal provision and sitting services to people living in their own homes. Service users have a range of needs including dementia, mental health, learning disability and physical disability. The South Eastern Health and Social Care Trust (SEHSCT) commission these services.

3.0 Service details

Organisation/Registered Provider: Rose Lodge Care Homes Ltd Responsible Individual(s): Ms Dorothea Margaret Kidd	Registered Manager: Mrs Andrea Doughty – acting manager
Person in charge at the time of inspection: Mrs Andrea Doughty	Date manager registered: Application not required

4.0 Inspection summary

An unannounced inspection took place on 20 February 2020 from 10.00 to 11.15 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 determined if the agency was delivering safe, effective and compassionate care and if the service was well-led.

All service users, relatives and staff spoken with stated that they were happy with the care and support provided.

No areas requiring improvement were identified during the inspection.

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

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 the 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 19 June 2018

No further actions were required to be taken following the most recent inspection on 19 June 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, 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 reviewed that the appropriate staff checks were in place before staff are supplied to work with service users.

We reviewed the following records:

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

A poster was provided for staff detailing how they could complete an electronic questionnaire to give their views on the service. One response was received and analysis and comments are included in the report.

In addition, ten questionnaires were provided to give service users and those who visit them the opportunity to contact us after the inspection with their views. One response was returned; analysis and comments are included within the report.

During the inspection the inspector spoke with three service users, two staff, and two service users' relatives.

The inspector would like to thank the 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

There were no areas for improvement made as a result of the last care inspection.

6.1 Inspection findings

The agency's staff recruitment processes were noted to be managed by the agency. The inspector reviewed the agency's system to ensure that all pre-employment checks were completed prior to a start date being given to the staff members. Discussion with the manager identified that they were 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.

The agency had a system in place to ensure all staff are registered with the Northern Ireland Social Care Council (NISCC) and that registration of each staff member is maintained. A review of the 69 staff currently employed by the agency, confirmed that they were all currently registered with NISCC as required. The inspector noted that the manager had a system in place each week for monitoring the registration status of staff with the relevant regulatory body and confirmed that all staff are aware that they are not permitted to work if their NISCC registration had lapsed. .

Service users' comments included:

- "Everything is ok."
- "**** (care worker) is very good. I can pull his leg but he knows how to take it."
- "No problems at all."
- "I am more than happy and no complaints whatsoever."
- "Everything is going according to plan."
- "My favourite is **** (care worker) but they are all good, the whole lot of them."
- "You get mishaps every now and again."
- "I am quite contented with Rose Lodge."
- "They are very, very good."
- "I couldn't wish for better."

Relatives' comments included:

- "I am more than happy with the care."
- "The girls are lovable."
- "They do more than what I do for her."
- "I have nothing to complain about."
- "The care workers are friendly and very helpful."
- "I am very grateful."
- "My **** is very happy with the care."
- "As long as my **** is happy, I'm happy."

Staff members' comments included:

- "I am very happy in my role as community care assistant."
- "The management team are always a great support."
- "I love it."
- "I wish I had done it when I was younger."
- "You get a lovely bond with the service users."
- "The training is brilliant and knowledgeable."
- "My line manager is fantastic and approachable."
- "There is an open door policy."
- "If I need someone there and then, management are available."
- "Sometimes I don't feel like I'm going to work, I'm calling in to see my friends."
- "We are keeping the service users in their own homes with our job."
- "Training is very effective."
- "The manager is brilliant and very approachable."
- "If I have any issues, they are dealt with in a timely manner."
- "I love my job, they are a brilliant company to work for and I'm very lucky."

One service user/relative questionnaire was returned and the respondent indicated that they were very satisfied that the care being delivered was safe, effective, compassionate and well led. A comment included on the questionnaire included:

- “**** and **** (care workers) are a credit to your team. They go above and beyond their job title.”

Areas of good practice

Areas of good practice were identified in relation to the process for the completion of Access NI checks in conjunction with the human resources department and staff registration with NISCC.

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.



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