

Announced Care Inspection Report 6 October 2020



Teach Sona

Type of Service: Domiciliary Care Agency
Address: 5 Mullanstown, Mullaghbawn, BT35 9EX
Tel No: 02830888866
Inspector: Aveen Donnelly

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

Teach Sona is a supported living type domiciliary care agency, situated in a residential area in Mullaghbawn. The agency provides housing, care and support to five individuals, in addition the agency provides care and support to two service users living independently in the local area. The Southern Health & Social Care Trust (SHSCT) employs the staff provided to deliver 24 hour care and support to the service users. The agency's office is located in the home of a number of 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 supporting service users to live as independantly as possible and maximising quality of life.

3.0 Service details

Organisation/Registered Provider: Southern HSC Trust	Registered Manager: Miss Abigail Gourley
Responsible Individual: Mr Shane Devlin	
Person in charge at the time of inspection: Deputy manager	Date manager registered: 22 June 2020

4.0 Inspection summary

An announced inspection took place on 6 October 2020 from 10.00 to 12.45.

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 last inspection on 7 February 2019, RQIA has not received any notifications of untoward incidents or concerns. Whilst RQIA was not aware that there was any specific risk to the service users within Teach Sona, it had been some time since the last care inspection. Therefore, a decision was made to undertake an on-site inspection adhering to social distancing guidance.

This inspection was underpinned by the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, 2007 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 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 the recruitment practices and staff registrations with the Northern Ireland Social Care Council (NISCC).

Good practice was also found in relation to infection prevention and control; all staff and service users had been adhering to the current Covid-19 guidance and the use of PPE guidelines.

All those consulted with spoke highly of 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
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 deputy 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 7 February 2019

No further actions were required to be taken following the most recent inspection on 7 February 2019.

5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA about this agency. This included the previous inspection report and written and verbal communication received since the previous care inspection. Whilst we were not aware of any adult safeguarding matters or complaints raised since the date of the last inspection, we reviewed the quality monitoring processes to ensure that these areas were routinely monitored as part of the monthly checks.

During our inspection we focused on contacting the service users, their relatives and staff to find out their views on 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

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

RQIA provided information to service users, staff and other stakeholders that will support feedback on the quality of service delivery. This included "Tell Us" cards, service user/relative questionnaires and a staff poster to enable the stakeholders to feedback to the RQIA.

The information received shows that people were satisfied with the current care and support.

6.0 The inspection

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

6.1 Inspection findings

Service User Experience:

During the inspection, we spoke with two service users, who indicated that they were happy with the care and support provided. We also spoke with three staff members and three service users' representatives. Comments are detailed below:

Service users' representatives

- "I wouldn't have any concerns about (my relative's) placement there."
- "They are very contented up there, they are very good to them, I have no complaints."
- "I am extremely happy with the staff and the treatment. They arrange everything for me. I know if anything ever happens to me, (my relative) will be ok. The staff deserve a lot of credit for what they do."

Staff

- "I have no concerns."
- "I have no problem approaching the managers, I have no concerns."
- "I love it here, it is very enjoyable work."

All staff spoken with described the management team as being very approachable and supportive.

We reviewed compliments records which included a letter of appreciation, noting the love a service user had for everyone in Teach Sona.

Seven staff members provided feedback via the electronic survey. All respondents indicated that they felt 'very satisfied' that the care was safe, effective and compassionate; and that the service was well-led. Written comments included:

- "I believe that the tenants are supported and encouraged daily to reach their potential. The individuals' human rights are of utmost importance and I believe we instill this within the staff team along with the supported living vision."
- "I have no concerns with the care given by staff at this living unit. I think they are all happy living here and they receive the utmost support to facilitate their needs."
- "I believe staff at all times put the needs of the tenants first and treat all tenants with dignity and respect."

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

- "The care is excellent in my home."
- "I am very happy with the care and support I receive."
- "I am happy with the care I get and happy in my home."

Recruitment:

The agency's staff recruitment processes were noted to be managed in conjunction with the Business Services Organisation (BSO). The review of the records identified that recruitment was managed in keeping with the regulations and minimum standards, before staff members started work.

A review of the staff records confirmed that all staff are currently registered with NISCC. There was a system in place each month for monitoring staff registrations. Staff are not permitted to work if their NISCC registration lapses.

Covid-19:

The manager advised that there had been no service users had contracted Covid-19 since the beginning of the pandemic.

Service users had been advised to keep a distance of 2 metres from other people and hand sanitisers was available throughout the agency for service users, staff and visitors to use to ensure good hand hygiene. Staff described how they changed PPE between service users and how the safely disposed of PPE. Enhanced cleaning schedules were in place, to minimise the risks of cross contamination.

The staff spoken with stated they were aware of the guidance on the use of PPE for activities that brought them within two metres of service users. Those spoken with were able to describe the protocol for self-isolation, should they or the service users display symptoms of Covid-19. Staff were also aware of the period of self-isolation and testing requirement for service users who return to the agency after a holiday period.

Visiting protocols were in place, which ensured that all visitors completed temperature and wellness checks, prior to visiting the agency. Garden visits were facilitated where possible. We reviewed records that evidenced that service users and staff had their temperatures monitored twice daily in keeping with the current guidance dated (updated 16 June 2020).

The manager discussed the procedures that both she and senior staff monitor the use of PPE by staff.

A meeting had also taken place with service users, to ensure that they had an understanding of the Covid guidance.

The person in charge described the use of technology to provide social support, at times when service users were not getting as many visitors as they used to have.

Information in relation to Covid-19 was available to staff on notice boards and in a Covid-19 folder. This included information on:

- Information on what to do if symptomatic
- Guidance on managing an outbreak of acute respiratory illness, including Covid-19 and influenza
- SHSCT Testing process and swabbing flowchart
- Step by step guide to putting on PPE
- Workforce Covid helpline
- Mental Health and Disability – Covid-19
- Escalation plan for visiting in supported living services
- Clean and safe office space
- Environmental cleanliness and the procedure for deep cleaning
- Training information for the chemical – Actichlor

Advice was also given in relation to sourcing the updated Covid-19 Guidance document (16 June 2020).

Staff had been completed training in relation to infection, prevention and control and had been shown the correct procedures for donning (putting on) and doffing (taking off) of PPE.

Areas of good practice

Evidence of good practice was found in relation to the recruitment practices and staff registrations with the Northern Ireland Social Care Council (NISCC). Good practice was found in relation to infection prevention and control; all staff and service users had been adhering to the current Covid-19 guidance and the use of PPE guidelines.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

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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