

Announced Care Inspection Report 23 March 2017



Rathcoole Fieldwork Office

**Domiciliary Care Agency/Conventional
Innis Avenue, Newtownabbey, BT37 9NA**

Tel no: 028 9085 5355

Inspector: Jim McBride

User Consultation Officer Clair Mc Connell (UCO)

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Assurance, Challenge and Improvement in Health and Social Care

1.0 Summary

An unannounced inspection of Rathcoole Fieldwork Office took place on 23 March 2017 from 10.00 to 12.45.

The inspection sought to assess progress with any issues raised 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.

Is care safe?

On the day of the inspection the agency was found to be delivering safe care. The agency operates a staff recruitment system and induction training programme to ensure sufficient supply of appropriately trained staff at all times. The welfare, care and protection of service users is supported through the identification of safeguarding issues, implementation of safeguarding procedures and working in partnership with the Health and Social Care (HSC) Trust.

No areas for quality improvement were identified.

Is care effective?

On the day of the inspection the agency was found to be delivering effective care. The agency responds appropriately to the needs of service users through the development and review of rehabilitation and support plans. The agency's systems of quality monitoring have been implemented consistently in line with regulations and standards, providing continuous review of services in conjunction with service users and their representatives.

No areas for quality improvement were identified.

Is care compassionate?

On the day of the inspection the agency was found to be delivering compassionate care. The agency's daily operation includes communicating with, listening to and valuing the views and wishes of service users and their representatives.

No areas for quality improvement were identified.

Is the service well led?

On the day of the inspection the agency was found to be well led. The management had supportive structures to guide staff. Staff working within the agency had a clear understanding of their roles and responsibilities within the management structure, and had confidence in the lines of accountability. Service users and their representatives were provided with information on the organisational structure and how to contact the agency as necessary. The inspector reviewed evidence of effective communication by the agency with the HSC Trust regarding changes in service users' needs and reviews.

No areas for quality improvement were identified.

This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards 2011.

1.1 Inspection outcome

| | Requirements | Recommendations |
|---|--------------|-----------------|
| Total number of requirements and recommendations made at this inspection | 0 | 0 |

This inspection resulted in no requirements or recommendations being made. Findings of the inspection were discussed with Elizabeth Ross, 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.

1.2 Actions/enforcement taken following the most recent care inspection

There were no further actions required to be taken following the most recent inspection.

2.0 Service details

| | |
|---|--|
| Registered organisation/registered person: NHSCT Anthony Stevens | Registered manager: Elizabeth Ross |
| Person in charge of the service at the time of inspection: Elizabeth Ross | Date manager registered: 1/12/2009 |

3.0 Methods/processes

Prior to inspection the inspector analysed the following records:

- Previous inspection report
- Record of notifiable events for 2015/2016
- Record of any complaints notified to the agency
- Communications with the agency since the previous inspection.

Specific methods/processes used in this inspection include the following:

- Discussion with the registered manager
- File audits
- Evaluation and feedback.

Prior to the inspection the UCO spoke with seven relatives by telephone on 19 December 2016 to obtain their views of the service. The service users interviewed informed the UCO that they received assistance with the following:

- Management of medication
- Personal care
- Meals

On the day of inspection the inspector met with the registered manager and discussed her views regarding care and support provided by the agency, staff training and staffs general knowledge in respect of the agency.

The registered manager was provided with ten questionnaires to distribute randomly to selected staff members for their completion. The questionnaires asked for staff views regarding the service, and requesting their return to RQIA. It was disappointing to note that no staff questionnaires were returned to RQIA.

The following records were examined during the inspection:

- Supervision and appraisal policy and procedure
- Training records including:
 - Safeguarding
 - Medication
 - Food hygiene
 - Back care
 - Dementia
- Service user records regarding referral, assessment, care planning and review;
- Recording and reporting policy and procedure
- The agency's statement of purpose
- Monthly monitoring report completed on behalf of the registered provider
- Complaints documentation

4.0 The inspection

Rathcoole Fieldwork Office is a domiciliary care agency based in Rathcoole Newtownabbey, and is part of the Northern HSC Trust. Under the direction of the registered manager Elizabeth Ross, 119 staff provide services to 212 service users.

4.1 Review of requirements and recommendations from the most recent inspection dated 19/02/2016

The most recent inspection of the agency was an announced care inspection. The completed QIP was returned and approved by the care inspector.

4.2 Review of requirements and recommendations from the last care inspection dated 19/02/2016

There were no requirements of recommendations made as a result of the last care inspection.

4.3 Is care safe?

The agency currently provides services to 212 service users living in their own homes. A range of policies and procedures were reviewed relating to staff recruitment and induction training. The inspector found these policies to be up to date and compliant with related regulations and standards.

The UCO was advised by all of the relatives interviewed that there were no concerns regarding the safety of care being provided by the Northern Trust's homecare service. New carers had usually not been introduced to the service user by a regular member of staff; this was felt would be important both in terms of the service user's security and that the new carer had knowledge of the required care.

No issues regarding the carers' training were raised with the UCO by the relatives; examples given included manual handling and management of medication. All of the relatives interviewed confirmed that they could approach the carers if they had any concerns. Examples of some of the comments made by relatives are listed below:

- "It gives me peace of mind to know that the carers call regularly with my XXX."
- "No issues at all."
- "Had no issues over the years."

The registered manager verified all the pre-employment information and documents had been obtained as required for staff. An induction programme had been completed with each staff member and incorporated elements of the Northern Ireland Social Care Council (NISCC) induction standards. All staff are currently registered with NISCC.

The agency's policies and procedures in relation to safeguarding vulnerable adults and whistleblowing were reviewed. The Safeguarding policy and procedure provided information and guidance in accordance with the required standards. The policy was in line the Department of Health, Social Services and Public Safety Northern Ireland (DHSSPSNI) updated vulnerable adults guidance issued in July 2015 ('Adult Safeguarding Prevention and Protection in Partnership').

Staff training records viewed for 2015/2016 confirmed all staff had completed the required mandatory update training programme. Records reviewed for staff members evidenced mandatory training, quality monitoring, supervision and appraisal as compliant with agency policy timeframes.

Safeguarding was discussed during inspection; the registered manager confirmed no matters have arisen since the previous inspection. The registered manager presented appropriate knowledge in managing matters when they arise.

A sample of six service user files confirmed that the agency management had carried out ongoing review of services with service users/representatives. The registered manager confirmed that the agency implement an ongoing quality monitoring process as part of their review of the service, this was evident during review of service users' records.

The inspector noted some of the comments made by service users during their annual review:

- “I’m very happy with the service.”
- “The girls do their best for me.”
- “The girls are very good and I get on well with them all.”
- “**** is well looked after by the homecare workers.”
- “I’m happy with the home carers calling.”
- “I’m very happy with the homecare workers who come in.”

The registered manager confirmed that additional HSC Trust representatives outside of the agency team were contactable when required and good communication between the agency and trust professionals was reviewed during inspection. The inspector noted the “Commencement of service checklist” in place that is completed by staff during their initial visit to a service user’s home. The checklist is discussed with service users and their representatives to ensure awareness of the following:

- Date of service commencement
- Service delivery times
- Risk assessments
- Medication procedures
- Finances transactions
- Conditions of service
- Health and safety
- Complaints
- Names of staff providing service
- Names of home care managers
- Contact details
- Out of hours contact
- Service review
- Recording, monitoring, review and home access
- Statement of purpose
- Name of manager
- Quality report
- RQIA information.

Relatives spoken with by the UCO suggested the agency have appropriate staffing levels in various roles to meet the needs of their service user group.

Review of records management arrangements within the agency supported appropriate storage and data protection measures were being maintained.

Areas for improvement

No areas for improvement were identified during the inspection.

| | | | |
|-------------------------------|---|----------------------------------|---|
| Number of requirements | 0 | Number of recommendations | 0 |
|-------------------------------|---|----------------------------------|---|

4.4 Is care effective?

The UCO was informed by the majority of the relatives interviewed that there were no concerns regarding carers' timekeeping or that care has been rushed. Two relatives interviewed also advised that they had experienced a small number of missed calls which had been reported to the agency. Relatives advised that the service users advised that they were usually introduced to new carers by a regular carer.

No issues regarding communication between the service users, relatives and staff from the Northern Trust's homecare service were raised with the UCO. The relatives advised that home visits and phone calls have taken place. The majority of the relatives interviewed by the UCO confirmed that they had been involved in trust reviews regarding the care package.

Examples of some of the comments made by relatives are listed below:

- "Very happy with the service."
- "Pleased with the girls."
- "No complaints."

The manager demonstrated an awareness of the importance of accurate, timely record keeping and reporting procedure to professionals if any changes to service users' needs are identified.

Six service user records viewed included referral information received from the HSC Trust and contained information regarding service user and/or representatives. The referrals detailed the services being commissioned and included relevant assessments and risk assessments by a range of professionals as necessary. The professional assessments completed by the agency on an ongoing basis evidence that service users and/or representative's views are obtained and where possible incorporated. The service user guide issued to service users at commencement of the care package includes details should service users require support in reviewing their care package or making a complaint.

Service user records evidenced that the agency carried out ongoing reviews with service users regarding their care plan during the course of their time with the service. Questionnaires are provided for service users to give feedback. Evidence of this process was reviewed during inspection in terms of those questionnaires received by the agency.

The inspector noted some of the comments made by service users during the view of service quality audit:

- "Could not be improved."
- "They are a breath of fresh air coming into the old folk in the morning."
- "They couldn't do enough for you and make you feel special."
- "All the ladies are great."
- "Absolutely no complaints with the carers. They do a wonderful job."
- "Always take the time to do what I need from them."
- "They can be held up by traffic or by another service user."
- "I never feel rushed or a nuisance, they care so much."
- "Even if running late, they never rush in and out. They always have time for a cheery word or two."

Service user files reviewed during inspection contained evidence of communications between the service users, relatives and professionals where changing needs were identified and reassessments resulted in amended care plans.

The agency maintains a system for providing updates to other trust professionals evidence of this process was reviewed during inspection.

The manager confirmed that they were provided with details of care planned for each new service user.

Areas for improvement

No areas for improvement were identified during the inspection.

| | | | |
|-------------------------------|---|----------------------------------|---|
| Number of requirements | 0 | Number of recommendations | 0 |
|-------------------------------|---|----------------------------------|---|

4.5 Is care compassionate?

All of the relatives interviewed by the UCO felt that care was compassionate. The relatives advised that carers treat them with dignity and respect, and care has not been rushed. Service users, as far as possible, are given their choice in regards to meals and personal care.

Views of service users and relatives have been sought through home visits and phone calls to ensure satisfaction with the care that has been provided by Northern Trust's homecare service. Examples of some of the comments made by relatives are listed below:

- "Consistency is great. We have formed a good relationship with them."
- "XXX loves to see them coming."
- "Very fond of the girls."

Records viewed in the agency office and discussions with the manager confirmed that observation of staff practice was carried out within service users' homes on an ongoing basis. The inspector noted the following on site supervision checklists completed during observation in service users' homes:

- Uniform
- Infection control
- Client records signed and dated
- Adhered to the care plan
- Adhered to risk assessments
- Encouraged participation
- Maintained client dignity
- Treated client with respect
- Training identified.

The agency implements service user quality monitoring practices on an ongoing basis through home visits or other contact by the professional staff. Records reviewed during inspection support ongoing review of service user's needs with evidence of revised care and support plans. Quality monitoring from service user visits alongside monthly quality reports and the annual quality review of services evidenced positive feedback from service users and their

family members. The inspector noted some of the comments made by service users, staff, relatives and HSC Trust professionals during monthly quality monitoring visits:

Service users:

- “Staff always take the time to listen.”
- “I’m aware of the complaints procedure.”
- “Staff always offer choice.”
- “The girls are like my family, if not better.”
- “I’m always advised of changes about my times, in time.”
- “The quality of the service is excellent.”

Staff comments:

- “I always introduce myself to service users.”
- “I attend all training.”
- “The quality of the service is excellent.”
- “I’m satisfied with my level of supervision.”

Relative’s comments:

- “Staff always ensure the dignity and privacy of my *****.”
- “Staff always have enough time to complete care tasks.”
- “They never make me feel rushed.”
- “Staff always contact me if there are any problems.”
- “**** service enables me to go to work”
- “The service enables people to stay at work.”

HSC Trust comments:

- “The quality of the service is excellent.”
- “Good teamwork with the integrated team.”
- “I always find homecare staff respectful.”
- “Response times are very good.”
- “The quality of the service is excellent.”

Areas for improvement

No areas for improvement were identified during the inspection.

| | | | |
|-------------------------------|---|----------------------------------|---|
| Number of requirements | 0 | Number of recommendations | 0 |
|-------------------------------|---|----------------------------------|---|

4.6 Is the service well led?

The RQIA registration certificate was up to date and displayed appropriately. Under the direction of the registered manager Elizabeth Ross, the agency provides domiciliary care to 212 people living in their own homes. Discussion with the registered manager evidenced that there was a clear organisational structure within the agency. Staff have access to the agency’s policies and procedures. The arrangements for policies and procedures to be reviewed at least every three years was found to have been implemented consistently.

There was evidence that staff were encouraged to be involved in the development and improvement of the service. This was evidenced in the staff’s personal development plans. The inspector noted some of the topics discussed during personal development plan meetings:

- Main aspects of your job
- List your main responsibilities for the next year
- KSF
- Communication
- Personal and people development
- Health and safety
- Service improvement
- Quality
- Equality and diversity
- Health and wellbeing needs.

All of the service users and relatives interviewed by the UCO confirmed that they are aware of whom they should contact if they have any concerns regarding the service. No concerns regarding the management of the agency were raised during the interviews.

The complaints log was viewed for 2015 and 2016 to date, with three complaints arising, all of which were fully satisfied. Monthly quality monitoring reports included a section for complaints review ongoing if necessary.

Discussion with the registered manager supported that systems were in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies appropriately. From discussions with the registered manager it was noted that there are systems in place to support the manager in her role and that she has regular contact and support from her line manager. No reportable incidents had occurred since the previous inspection.

The registered person has worked effectively with RQIA to operate the service in accordance with the regulatory legislation. They have led the organisation in maintaining compliance with Regulations and Minimum Standards.

Areas for improvement

No areas for improvement were identified during the inspection.

| | | | |
|-------------------------------|---|----------------------------------|---|
| Number of requirements | 0 | Number of recommendations | 0 |
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5.0 Quality improvement plan

There were no issues identified during this inspection, and a QIP is neither required, nor included, as part of this inspection report.

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 registered provider from their responsibility for maintaining compliance with the regulations and standards.



The Regulation and Quality Improvement Authority

9th Floor

Riverside Tower

5 Lanyon Place

BELFAST

BT1 3BT

Tel 028 9051 7500

Fax 028 9051 7501

Email info@rqia.org.uk

Web www.rqia.org.uk

 @RQIANews