

Unannounced Care Inspection Report

24 February 2020



Rathcoole Fieldwork Office

Type of Service: Domiciliary Care Agency

**Address: Rathcoole Fieldwork Office, Innis Avenue, Newtownabbey,
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Tel No: 028 9085 5355

Inspector: Corrie Visser

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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

Rathcoole Fieldwork Office is a domiciliary care agency which provides personal care services to people living in their own homes. Service users have a range of needs including physical disability, dementia and learning disability. One hundred staff currently provide care and support to 237 people living in their own homes within the community.

3.0 Service details

Organisation/Registered Provider: Northern HSC Trust Responsible Individual(s): Dr Anthony Baxter Stevens	Registered Manager: Mrs Helen Thompson
Person in charge at the time of inspection: Mrs Helen Thompson	Date manager registered: 16 October 2018

4.0 Inspection summary

An unannounced inspection took place on 27 February 2020 from 10.00 to 11.30 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 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.

All service users, relatives and staff spoken with stated they were very 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 monthly quality monitoring reports, 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 Mrs Helen Thompson, 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 29 March 2019

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 29 March 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, the returned 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 ensured that the appropriate staff checks were in place before staff visited service users.

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

At the request of the inspector, the manager was asked to display a poster prominently within the agency's registered premises. The poster invited staff to give their views and provided staff with an electronic means of providing feedback to RQIA regarding the quality of service provision. No responses were received.

Ten questionnaires were also provided for distribution to the service users and their representatives seeking their views on the quality of the service; three responses were returned; analysis and comments are included within the report.

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

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

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

Areas for improvement from the last care/finance inspection dated 29 March 2019		
Action required to ensure compliance with the Domiciliary Care Agencies Standards, 2011		Validation of compliance
Area for improvement 1 Ref: Standard 1.12 Stated: First time	The registered person shall ensure that the monthly quality monitoring reports summarises the comments of staff, people who use the services and/or their representatives about the quality of the services provided.	Met

	<p>Action taken as confirmed during the inspection:</p> <p>The inspector reviewed a sample of the agency's monthly quality monitoring reports and deemed it compliant with Regulation 23 in relation to seeking comments about the quality of the services provided.</p>	
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6.1 Inspection findings

The agency's staff recruitment processes were noted to be managed in conjunction with the organisation's Human Resources department. The inspector reviewed confirmation of Access NI checks for four staff members before they were provided with a start date for employment. Discussions 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. They had knowledge of the requirement to ensure that Access NI checks were completed for staff employed.

The agency had a system in place to ensure all staff are registered with NISCC and that registration of each staff member is maintained. A review of 100 records confirmed that all staff were currently registered with NISCC. The inspector noted that the manager had a system in place for monitoring registration status of staff on a monthly basis. Staff were aware that they are not permitted to work if their NISCC registration had lapsed.

Service users' comments included:

- "Everything is going according to plan."
- "Most of the girls are friendly."
- "My regular girls are excellent."
- "The girls can be late but very occasionally. They could be held up in the previous call which I understand can happen."
- "I am happy with the care."

Relatives' comments included:

- "Absolutely 100%"
- "**** can't communication however the girls tell her what they are doing the whole time they are with her."
- "The girls are very good and gentle with her."
- "They girls keep us informed and updated."
- "Very caring."
- "The girls are absolutely fantastic."
- "They are really nice with all of us."
- "I am happy with the care."
- "They are very friendly and respectful."
- "They are very good with her."
- "It suits our needs."
- "If new girls come out, they are guided by **** (service user) and are very respectful."

The inspector spoke to three staff members, all of whom were knowledgeable in relation to their responsibility in reporting concerns. The staff members spoken to were confident that management would take them seriously and act upon their concerns.

Staff members' comments included:

- "I love my job."
- "There is sufficient training."
- "The choice of training is good."
- "I feel the service users are treated with the utmost respect and dignity."
- "I look forward to seeing the service users."
- "The manager is approachable and great."
- "I treat the service users like my own family."
- "I stay on the call to ensure all tasks are completed."
- "Everything is fine."
- "There is adequate training. I attended three training programmes in the last month."
- "The manager is approachable."
- "There is an open door policy."
- "My Home Care Officer is fantastic."
- "They treat you as a person."
- "If I have any concerns, I ring the office and it's dealt with brave and quick. Feedback is always provided."
- "There is always an ear when needed."

Three service user/relative questionnaires were received and the respondents indicated that they were very satisfied that the care being delivered was safe, effective, compassionate and well led. Comments included on the questionnaire included:

- "Very pleased with the care, would be lost without it, thank you."
- "I feel like they should have more time allowed."

Areas of good practice

Areas of good practice were identified in relation to the monthly quality monitoring reports, 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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