



The Regulation and
Quality Improvement
Authority

Armour Complex
RQIA ID: 10946
Newal Road
Ballymoney
BT53 6HD

Inspector: Caroline Rix

User Consultation Officer: Clair McConnell

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**Unannounced Care Inspection
of
Armour Complex**

15 February 2016

The Regulation and Quality Improvement Authority
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1. Summary of Inspection

An unannounced care inspection took place on 15 February 2016 from 09.20 to 15.00 hours. Overall on the day of the inspection the agency was found to be delivering safe, effective and compassionate care. This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

1.2 Actions/Enforcement Resulting from this Inspection

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

1.3 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 can be found in the main body of the report.

2. Service Details

Registered Organisation/Registered Person: Northern HSC Trust/ Anthony Baxter Stevens	Registered Manager: Heather Louise McElwee
Person in Charge of the Agency at the Time of Inspection: Heather Louise McElwee	Date Manager Registered: 4 June 2009
Number of Service Users in Receipt of a Service on the Day of Inspection: 318	

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following themes have been met:

Theme 1: The views of service users and their carers/representatives shape the quality of services provided by the agency.

Theme 2: Management systems and arrangements are in place that support and promote the quality of care services.

4. Methods/Process

Prior to inspection the following records were analysed:

- Previous inspection report
- Previous returned quality improvement plan
- Record of notifiable events for 2015/2016
- User Consultation Officer (UCO) report.

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

- Discussion with the registered manager
- Consultation with three staff
- Staff questionnaires review
- Examination of records
- File audits
- Evaluation and feedback.

Prior to the inspection the User Consultation Officer (UCO) spoke with four service users and three relatives, on 29 January 2016 to obtain their views of the service. The service users interviewed live in Ballymoney and surrounding areas, and receive assistance with the following: management of medication, personal care and meals.

On the day of inspection the inspector met with three care staff to discuss their views regarding care provided within the agency, staff training and staffs general knowledge in respect of the theme areas reviewed. Staff feedback is contained within the body of this report. The inspector gave the registered manager ten questionnaires to distribute to randomly selected staff members for their completion, asking for their views regarding the service, and return to RQIA. Six staff questionnaires were received following the inspection; feedback was discussed with the registered manager and included within the body of this report.

The following records were examined during the inspection:

- Four service user records in respect of referral, assessment, care plan and review
- Information and agency initial visit information regarding service user guide and agreements
- Four service user records in respect of the agency quality monitoring via face to face contact and trust review process
- Three staff meeting agendas and minutes for July/ December 2015 and January 2016
- Four staff quality monitoring records
- Staff duty rotas for February 2016
- Staff Handbook
- Service user compliments received during 2015 to February 2016
- Three complaints records
- Monthly monitoring reports for November 2015 to January 2016.
- Annual quality report
- Procedure for management of missed calls
- Management staff daily contact log records/on call logs for February 2016

- Missed call record and follow up actions
- On call rota
- Three communication records with trust professionals
- Duty file
- Incidents reportable to RQIA in 2015/2016.

5. The Inspection

Armour Complex 10946 is the office for two Northern HSC Trust domiciliary care agencies which provide services within two separately managed areas, Ballymoney and Coleraine/Moyle.

Under the direction of the Manager, Heather McElwee, staffs of 144 provides a variety of services to approximately 318 service users in their own homes, which range from personal care and support, to domestic duties including re-ablement. These services are provided in the Ballymoney, Cloughmills, Dunloy areas of Northern Ireland. Their service users have assessed needs within the categories of frail elderly, those with learning disabilities, physical disabilities and mental health care needs. The Northern HSC Trust commissions their services.

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was an unannounced care inspection dated 16 February 2015. The completed QIP was returned and approved by the care inspector.

5.2 Review of Requirements and Recommendations from the Last Care Inspection

Previous Inspection Statutory Requirements		Validation of Compliance
Requirement 1 Ref: Regulation 15 (6)	The registered manager is required to expand the "Handling Service Users' Monies" procedure to include staff guidance on emergency shopping for occasional shopping tasks outside of care plan tasked shopping.	Met
	Action taken as confirmed during the inspection: Inspector confirmed the "Handling Service Users' Monies" procedure had been expanded to include staff guidance on emergency shopping and had been shared with staff teams.	

Previous Inspection Recommendations		Validation of Compliance
Recommendation 1 Ref: Standard 12.3	The registered manager is recommended to ensure all staff is provided with manual handling update training in line with best practice guidance. (Restated from 27 & 29 January 2014)	Met
	Action taken as confirmed during the inspection: Staff training records evidenced that staff have been provided with manual handling update training in line with best practice guidance. With the exception of seven staff due to their absence for career breaks, long term sick leave or maternity leave; these staff are scheduled for training in March 2016.	
Recommendation 2 Ref: Standard 8.17	The registered manager is recommended to ensure all management staff completes outstanding update training on mandatory subject areas.	Met
	Action taken as confirmed during the inspection: Records evidenced that all management staff have completed update training on mandatory subject areas.	

5.3 Theme 1 - The views of service users and their carers/representatives shape the quality of services provided by the agency.

Is Care Safe?

Service user referral information received from the HSC Trust care managers/social workers contained information regarding service user and their representatives. The referrals detailed the services being commissioned and relevant risk assessments. The agency care plans and risk assessments completed during their initial visits contained evidence that service users and/or representative's views had been obtained and incorporated.

The UCO was advised that service users are usually introduced to, or advised of the name of, new carers by a regular member of staff; this was felt to be important.

Is Care Effective?

The UCO was informed by the majority of the people interviewed that they had not made any complaints regarding the service, however they are aware of whom they should contact if any issues arise. One relative advised that they had made a complaint which is ongoing. This matter was discussed with the registered manager during inspection and on review of the complaints record found the issue regarding equipment and space needed to meet changing care needs was being appropriately managed.

The complaints log was viewed by the inspector, with seven complaints received from April 2015 to February 2016. A sample of three complaints records reviewed evidenced each had

been appropriately managed and, where possible, resolved to the service user/relatives satisfaction.

The inspector reviewed a sample of the 81 compliments received during the past year with very positive feedback received regarding the care service provided by the staff.

Questionnaires are sent out by the organisations Governance department to a sample of service users or their representatives of the agency to obtain the views of the service received. Records of the 2014/2015 Service Annual Quality Report was viewed which contained feedback from service users and /or representatives. The sample size of 30 was discussed by the inspector with the registered manager and area manager. It was confirmed that the area manager would review this process with their Governance department with a view to consider increasing this number.

Management visits are taking place on a regular basis to discuss the care provided; however only two people were able to confirm observation of staff practice or that they had received a questionnaire from the agency. Records viewed in the agency office confirmed that direct observation of staff practice was carried out within service user's homes on a regular basis. Service users' feedback had been recorded during regular care review meetings in service users' homes, with details of requests being implemented and comments shared with staff.

Is Care Compassionate?

The people interviewed by the UCO raised no concerns regarding the quality of care being provided by the carers from the Northern Trust. Great importance was placed on the benefit of care being provided by consistent carers as it enables a good relationship to develop; this is accommodated by the agency as far as possible.

In the main, no concerns were raised regarding the carers treating the service users with dignity or respect, or that care is being rushed. A concern was made regarding one carer that was discussed with the registered manager and the records viewed confirmed that this matter had been appropriately managed.

Service users, as far as possible, are given their choice in regards to meals and personal care. Examples of some of the comments made by service users or their relatives are listed below:

- "Couldn't say a bad word."
- "Doing an excellent job."
- "Girls are very, very good."
- "Really appreciate the help."
- "Sometimes communication could be better between the office and carers."

Service users or their relatives informed the UCO that they felt that the carers are appropriately trained and knowledgeable regarding the service user's condition. Examples given included working with service users with limited mobility and MS.

It was good to note that service users or their representatives are included in decision making regarding their care plan, either at service commencement or during reviews. They are also given the opportunity to comment on the quality of service either during home visits or surveys for the agency.

The compliments records reviewed during inspection contained extremely positive feedback regarding the care provided and this had been shared with staff at team meetings and individually.

Three staff members spoken to on the day of inspection emphasised the importance of dignity and respect when working with service users.

Six staff questionnaires were received following the inspection day. All staff confirmed they were satisfied with the training received in relation to core values and communication methods. All confirmed that they felt service users individual care needs and wishes were being met.

Areas for Improvement

No areas for improvement were identified regarding this theme.

Number of Requirements:	0	Number of Recommendations:	0
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5.4 Theme 2 – Management systems and arrangements are in place that support and promote the quality of care services.

Is Care Safe?

A range of management systems and processes were reviewed in operation within the agency to ensure communication channels with service users and their relatives are maintained. These included daily contacts, on call arrangements and management of missed and late calls. The agency has a procedure for management of missed calls. The inspector reviewed the records of three missed calls since April 2015 and appropriate actions had been taken in respect of each missed call. These records evidenced an effective process was in place to reduce the risk of any service user not receiving their planned call.

The inspector discussed on call arrangements with the registered manager and area manager who confirmed that the on call arrangements outside of office hours do not cover all designated working times. The inspector was advised that there is limited on-call service between 08.00 and 09.00 hours, 17.00 and 18.00 and after 23.00 hours with the arrangement during these hours handled via a central contact point at Holywell hospital site. The area manager indicated that this on call service provides staff with support and advice but does not have access to the full details relating to service users, staff rotas and contact details of these persons. The inspector was advised that this matter has been discussed within HSC Trust and the area manager confirmed is being reviewed to address this deficit. The inspector found no records of incidents or concerns that had occurred during these particular times, and staff interviewed on the inspection day did not raise any concerns regarding their on- call support mechanisms.

There were records of monthly monitoring available on the day of inspection which evidenced working practices are being systematically reviewed with service users/representatives, other professionals and staff views being obtained.

Is Care Effective?

The UCO was informed by the service users and relatives interviewed that there were no concerns regarding the carer's timekeeping and they are usually contacted by the agency if their carer has been significantly delayed. The people interviewed also advised that they had not experienced any missed calls from the agency.

Staff interviewed on the day of inspection discussed their roles and responsibilities in recording and reporting where calls are running late or may be missed. Staff demonstrated a clear understanding of their reporting processes if running late for next service user visits or missing a call.

Review of the February 2016 staff rota for three staff groups within two service areas reflected a process for allocating the staff numbers to service user calls; however the inspector was unable to verify the effectiveness of this rostering system given that the inspection day only presents an overview of the system. Staff interviewed on the day of inspection confirmed that their rota was achievable and allocations had been made with staff input.

Is Care Compassionate?

No concerns were raised regarding the carers treating the service users with dignity or respect, or that care is being rushed.

Staff spoken with on the inspection day demonstrated clear knowledge regarding communication and reporting processes where calls are missed or delayed.

Areas for Improvement

No areas for improvement were identified regarding this theme.

Number of Requirements:	0	Number of Recommendations:	0
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5.3 Additional Areas Examined

The inspector reviewed the agency's RQIA notification of incidents log, with twelve reports received during the past year. Review of three of these incident reports evidenced that they had been recorded and report to RQIA and the referring HSC Trust within the required timeframes. Records confirmed that appropriate action had been taken and each of the matters has been concluded.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations.

6.0 No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager	Heather McIlwee	Date Completed	15.02.2016
Registered Person	Dr Tony Stevens Una Cuning	Date Approved	07.03.2016
RQIA Inspector Assessing Response	Caroline Rix	Date Approved	10/03/16

Please provide any additional comments or observations you may wish to make below:

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