



The Regulation and
Quality Improvement
Authority

**The Brook
Brook Street
6 Brook Green
Coleraine
BT52 1QG**

Follow Up Inspection – Enforcement Monitoring

20 January 2015

1.0 General Information**1.1 Name of Agency:** The Brook**1.2 Address:** Brook Street
6 Brook Green
Coleraine
BT52 1QG**1.3 Telephone No:** 028 70344495**1.4 Fax No:** N/A**1.5 Email:** lee.wilson@northerntrust.hscni.net**1.6 Name of Person(s)/Partnership / Organisation registered to carry on the Agency:**Northern HSC Trust
Dr Tony Stevens**1.7 Name of person registered to manage the Agency:**

Lee William Robert Wilson

1.8 Type of Agency: Domiciliary Care Agency**1.9 Registration status and legislative framework**

The Brook is registered as a Domiciliary Care Agency and provides supported living type domiciliary care services to individuals with dementia. The agency's registration number is 10957 and the agency is registered in accordance with the following:

- The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Health and Personal Social Services (Quality Improvement and Legislation)(2003 order)(commencement No.4 and Transitional Provisions) Order (Northern Ireland)2007
- The Regulation and Improvement Authority (Registration) Regulations (Northern Ireland) 2005
- The Domiciliary Care Agencies Regulations (Northern Ireland) 2007

1.10 Inspection details

a) Type of Inspection:

Follow up inspection – Enforcement Monitoring

b) Date and Time of Inspection:

20 January 2015

c) Agency Representatives:

Mr Lee William Robert Wilson

d) Name of Inspector:

Ms Audrey Murphy
Senior Inspector

2.0 Background

The Brook is a supported living type domiciliary care agency in Brook Street, Coleraine, operated by the Northern Health and Social Care Trust. Under the direction of the registered manager, Mr Lee Wilson, 61 staff provide care and support for up to 61 older people with dementia.

An unannounced inspection was undertaken on 9 December 2014 and during the inspection a number of concerns were identified. Subsequent to the inspection of 9 December 2014, RQIA met with representatives of the registered person on 23 December 2014 and two notices of Failure to Comply with Regulations 13 and 16 (5) of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 were issued.

The focus of this inspection was to assess the agency's compliance with the Failure to Comply notices.

3.0 Findings in Relation to the Failure to Comply Notice

FTC/DCA/10957/2014-15/01

The Domiciliary Care Agencies Regulations (Northern Ireland) 2007

Regulation 13

The registered manager shall ensure that no domiciliary care worker is supplied by the agency unless -

- (a) he is of integrity and good character;
- (b) he has the experience and skills necessary for the work that he is to perform;
- (c) he is physically and mentally fit for the purposes of the work which he is to perform; and
- (d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.

Action required to comply with regulations:

The registered person is required to ensure there are robust arrangements implemented to ensure that full and satisfactory information is obtained about domiciliary care workers prior to service commencement, as outlined in Schedule 3 of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

The registered person is required to develop and implement procedures that ensure that all domiciliary care workers supplied to work in the homes of service users are suitably qualified, experienced and fit to undertake their duties.

The registered person is required provide training in the implementation of these procedures to all relevant staff.

The registered person is required to submit to RQIA these procedures and to provide evidence of implementation with relevant staff members.

Inspection findings:

The inspector met with the registered manager, Mr Lee Wilson and discussed the actions required for compliance. The inspector examined the agency's 'Protocol for Use of 'External Agency Staff within the Brook, Supported Living Scheme' and this outlines the arrangements for assessing the suitability of staff supplied to work in the homes of service users. The protocol also highlights the responsibility of senior staff to assess the suitability of staff prior to their supply and there was evidence of senior staff having received guidance in the implementation of the protocol. The inspector examined a sample of the agency's duty rotas and the alphabetical index of staff supplied to work in the homes of service users. From these records it was evident that staff from another domiciliary care agency had been supplied to work with service users and that the 'Protocol for Use of 'External Agency Staff within the Brook, Supported Living Scheme' had been implemented.

Conclusion:

The inspector concluded that the agency had fully met the requirements of Regulation 13 in accordance with the timescale outlined within FTC/DCA/10957/2014-15/01.

The Inspector will continue to monitor the agency's compliance with this regulation and the agency is required to ensure continued compliance with legislative requirements and minimum standards.

FTC/DCA/10957/2014-15/02

The Domiciliary Care Agencies Regulations (Northern Ireland) 2007

Regulation 16 (5)

Where an agency is acting otherwise than as an employment agency, the registered person shall ensure that—

- (a) a new domiciliary care worker ("the new worker") is provided with appropriately structured induction training lasting a minimum of three full working days; and,
- (b) during that induction training—
 - (i) the new worker is not supplied to a service user unless accompanied by another domiciliary care worker who is a suitably qualified and competent person;
 - (ii) a member of staff ("the staff member") who is suitably qualified and experienced, is appointed to supervise the new worker;
 - (iii) the staff member (or another suitably qualified and competent person if the staff member is unavailable) will always be available to be consulted while the new worker is on duty; and
 - (iv) subject to the consent of the service user, the staff member makes arrangements to observe, on at least one occasion, the new worker carrying out his duties.

Action required to comply with regulations:

The registered person is required to submit to RQIA the written procedures for induction of staff that take account of Regulation 16(5) and Minimum Standard 12.1 within the Minimum Standards for Domiciliary Care Agencies (updated 2011).

The registered person is required to ensure that all staff are provided with an appropriate induction prior to service commencement.

Inspection findings:

In advance of the inspection, the agency's induction procedures were submitted to RQIA. The procedures were discussed during the inspection and the inspector examined records of staff inductions that had been undertaken since the previous inspection.

Suggestions for further development of the induction procedures were made during and following the inspection and the inspector was satisfied that the amended procedures were in accordance with Regulation 16 (5) and Minimum Standard 12.1.

Conclusion:

The inspector concluded that the agency had fully met the requirements of Regulation 16 (5) in accordance with the timescale outlined within FTC/DCA/10957/2014-15/02.

The Inspector will continue to monitor the agency's compliance with this regulation and the agency is required to ensure continued compliance with legislative requirements and minimum standards.

Where the inspection resulted in no recommendations or requirements being made the provider / manger is asked to sign the appropriate page confirming they are assured about the factual accuracy of the content of the report.

The inspector would like to thank agency staff for their participation and full cooperation with the inspection process.

Enquiries relating to this report should be addressed to:

Audrey Murphy
The Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT



No requirements or recommendations resulted from the **follow up** inspection of **The Brook** which was undertaken on **20 January 2015** and I agree with the content of the report.

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

N/A

NAME OF REGISTERED MANAGER COMPLETING QIP	Lee Wilson
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP	Tony Stevens

QIP Position Based on Comments from Registered Persons	Yes	Inspector	Date
Response assessed by inspector as acceptable	✓	Audrey Murphy	24/02/15
Further information requested from provider			