

Unannounced Care Inspection Report 25 February 2020



Ardmonagh Family and Community Group

Type of Service: Domiciliary Care Agency
Address: 61 - 63 Ardmonagh Gardens, Belfast, BT11 8DX
Tel No: 02890245943
Inspector: Kieran Murray

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

This is a domiciliary care agency delivering care in the community to adults with physical health disabilities and children with complex medical needs living within the Belfast Health and Social Care Trust (BHSCT) and South Eastern Health and Social Care Trust (SEHSCT) areas. The agency provides a range of personal care services and social support to 40 service users (28 adults and 12 children) living in their own homes as well as respite to families of children receiving services. Service users are supported by 21 staff which includes the manager.

3.0 Service details

Organisation/Registered Provider: Ardmonagh Family and Community Group	Registered Manager: Ms Traceyanne Richardson – Acting Manager
Responsible Individual(s): Mr Richard Gerard May	
Person in charge at the time of inspection: Ms Traceyanne Richardson	Date manager registered: 31 December 2017 Registration pending

4.0 Inspection summary

An unannounced inspection took place on 25 February 2020 from 09.25 to 13.10.

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, The Northern Ireland Social Care Council (Social Care Workers Prohibition) and Fitness of Workers (Amendment) Regulations (Northern Ireland) 2017 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.

No areas requiring improvement were identified during this inspection.

Evidence of good practice was found in relation to Access NI and staff's registration with the Northern Ireland Social Care Council (NISCC).

Service users and relatives spoken with said they were very happy with 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 Ms Traceyanne Richardson, 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 24 April 2018

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 24 April 2018.

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 also spoke with HSCT representatives involved with 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.

Questionnaires and “Have we missed you?” cards were provided to give service users and those who visit them the opportunity to contact us after the inspection with their views. A poster was provided for staff detailing how they could complete an electronic questionnaire. One response from staff was received within the timeframe for inclusion within the report.

Ten questionnaires were also provided for distribution to the service users and their representatives; four responses was returned; analysis and comments are included within the report.

RQIA information leaflets ‘How can I raise a concern about an independent health and social care service’ were also provided to be displayed appropriately in the setting.

During the inspection the inspector met with the responsible individual, manager, two team leaders and two staff. The inspector had telephone communication with five service users, four service users’ relatives and one HSCT representative.

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 responsible individual, manager, service users, service user’s relatives, staff and HSCT representatives 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 24 April 2018		Validation of compliance
Action required to ensure compliance with The Domiciliary Care Agencies Regulations (Northern Ireland) 2007		
<p>Area for improvement 1</p> <p>Ref: Regulation 23 (2) (3)</p> <p>Stated: First time</p>	<p>The registered person shall establish and maintain a system for evaluating the quality of the service which the agency arranges to be provided.</p> <p>(2) At the request of the Regulation and Improvement Authority, the registered person shall supply to it a report, based upon the system referred to in paragraph (1), which describes the extent to which, in the reasonable opinion of the registered person, the agency-</p> <p>(a) arranges the provision of good quality services for service users;</p> <p>(b) takes the views of service users and their representatives into account in deciding-</p> <p>(i) what services to offer to them, and</p> <p>(ii) the manner in which such services are to be provided; and</p> <p>(c) has responded to recommendations made or requirements imposed by the Regulation and Improvement Authority in relation to the agency over the period specified in the request.</p> <p>(3) The report referred to in paragraph (2) shall be supplied to the Regulation and Improvement Authority within one month of the receipt by the agency of the request referred to in that paragraph, and in the form and manner required by the Regulation and Improvement Authority</p>	Met
	<p>Action taken as confirmed during the inspection:</p> <p>The inspector confirmed that the agency had maintained a thorough quality monitoring system since the last inspection 24 April 2018. The agency submitted reports to RQIA on a monthly basis until advised not to.</p>	

6.1 Inspection findings

Discussion with the manager and a review of 21 records relating to recruitment confirmed that there was a system in place to ensure that relevant pre-employment checks with Access NI had been undertaken prior to employment.

There was a system in place to ensure that staff were registered with NISCC and were monitored on a regular basis. The inspector reviewed 21 records relating to NISCC and found them to be satisfactory. The manager confirmed that all staff are aware that they are not permitted to work if their registration had lapsed.

During the inspection the inspector met with the responsible individual, manager, two team leaders and two staff. The inspector had telephone communication with five service users, four service users' relatives and one HSCT representative. Some comments received are detailed below:

Service user comments:

- "I find the service wonderful."
- "I couldn't manage without them."
- "The staff are well trained."
- "I would not tolerate anybody who didn't treat me with respect, coming into my home."
- "I have never had any problems with late calls."
- "I have never had missed calls."
- "The staff are very attentive."
- "I would give the service an eight or nine if I had to score out of 10."
- "They treat me with respect."
- "The staff protects my human rights."
- "I am happy to chat to the manager if I have any complaints."

Staff comments:

- "We got a work manual."
- "We shadowed up to three weeks."
- "If we see anybody in danger we phone our line manager."
- "The training prepared me for the job."
- "Everybody is very welcoming."
- "No question is a stupid or wrong question."
- "Management and colleagues would show you how to use equipment if needed."
- "Staff meetings keep you up to date."
- "I love and enjoy my job."
- "The manager is lovely and helpful."
- "Management are good and listen to concerns."
- "It's nice when they (service user) smile."
- "Care delivered by all staff to a high standard."
- "Service users treated with dignity and respect at all times."
- "Excellent communication skills from management to staff."

Relative's comments:

- “The staff are always respectful.”
- “Any concerns I ring the office.”
- “The staff are compassionate.”
- “I would speak to XXXX if I had any concerns.”
- “I know all the staff that call at our home.”
- “They try and keep to one person as XXXX doesn't like change.”
- “I do get a choice in XXXX care and support.”
- “I have no concerns or complaints.”
- “I think the service is amazing.”
- “I know the manager.”
- “The staff treat the family with respect and kindness.”

H SCT representative:

- (Agency) “Very good relationship with XXXX.”
- “Ardmonagh staff are really good with my service user with complex needs.”
- “We get regular emails about concern or updates.”
- “The manager would be the main link for us.”

The returned questionnaires from service users and responses from staff indicated that they felt satisfied that care was safe, effective and compassionate and that the service was well led.

Areas of good practice

Areas of good practice were identified in relation to the completion of checks with AccessNI and staff's 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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