



The Regulation and  
Quality Improvement  
Authority

Intermediate Care Services-Step up Step  
Down Scheme  
RQIA ID: 10974  
c/o Shankill Centre  
83 Shankill Road, Belfast  
BT13 1PD

Inspector: Jim McBride

User Consultation Officer: Clair McConnell

Inspection ID: IN24079

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**Announced Care Inspection  
of  
Intermediate Care Services-Step up Step Down Scheme**

**08 February 2016**

The Regulation and Quality Improvement Authority  
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT  
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: [www.rqia.org.uk](http://www.rqia.org.uk)

## 1. Summary of Inspection

An announced care inspection took place on 08 February 2016 from 09.30 to 13.00. Overall on the day of the inspection the agency was found to be delivering safe, effective and compassionate care. No areas for 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 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
<b>Total number of requirements and recommendations made at this inspection</b>	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

<b>Registered Organisation/Registered Person:</b> Belfast HSC Trust/Mr Martin Joseph Dillon	<b>Registered Manager:</b> Mrs Lisheen Mary Elizabeth Fitzsimons
<b>Person in charge of the agency at the time of Inspection:</b> Mrs Lisheen Mary Elizabeth Fitzsimons	<b>Date Manager Registered:</b> 16/07/2012
<b>Number of service users in receipt of a service on the day of Inspection:</b> 6	

### 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

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

Prior to inspection the following records were analysed:

- Previous inspection report
- Previous quality improvement plan (QIP)
- Records of notifiable events
- User Consultation Officer (UCO) report

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

- Discussion with the registered manager
- Examination of records
- Consultation with staff
- File audits
- Evaluation and feedback

The following records were examined during the inspection:

- A number of care and support plans
- HSC Trust assessments of needs and risk assessments
- Care review records
- Recording/evaluation of care used by the agency
- Monthly monitoring reports
- Staff training records
- Records relating to staff supervision
- Complaints records
- Induction procedure
- Staff rota information

## 5. The Inspection

Belfast Trust Intermediate Care/Rehabilitation Services is a domiciliary care agency operating under the auspices of the Belfast Health and Social Care Trust. The agency has restructured since the previous inspection. The rehabilitation service following restructuring offers three different services under the umbrella title of 'Intermediate Care', Community rehabilitation, Step up Step down and Intermediate care with staff teams operating in the areas of therapeutic and care inputs focused on maximising individuals' independence. Services are currently provided, mainly to those service users over the age of 60 years of age.

Prior to the inspection the User Consultation Officer (UCO) spoke with one service user and two relatives, on 27 and 28 January 2016 to obtain their views of the service. The service users interviewed receive assistance with personal care, physiotherapy and meals.

During the inspection the inspector spoke with the registered manager and two care workers. The two care workers interviewed gave a comprehensive overview of the service.

### Staff comments:

*"Training is effective and regular."*

*"We work well as a team and support each other."*

*"The team communicates well with each other."*

*"We receive one to one supervision."*

*"The care and support plans in place enable us to focus our work."*

At the request of the inspector the manager was asked to distribute ten questionnaires to staff to be returned to RQIA. No questionnaires were returned.

Individual staff comments:

### 5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was an announced care inspection dated 9 January 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
<b>Requirement 1</b>  <b>Ref:</b> Regulation 11(3)	The registered managers are required to ensure staff training competencies are compliant for all management staff in line with Regulation 11(3), Minimum standards 12.3, 12.4, 12.7 and 12.9 and in line with RQIA mandatory training guidelines 2012.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> The inspector read a number of training competencies reports in place. The records examined were satisfactory.	
Previous Inspection Recommendations		Validation of Compliance
<b>Recommendation 1</b>  <b>Ref:</b> Standard 13.3.	The registered managers are recommended to ensure management staff supervision is maintained in accordance with their policy timeframes.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> The inspector examined records relating to four staff supervisions. The records in place were satisfactory.	
<b>Recommendation 2</b>  <b>Ref:</b> Standard 9.5	The registering person/registered managers are recommended to review all policies three yearly in compliance with the domiciliary care agencies minimum standard 9.5.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> The manager described the process in place to ensure that the recommendation is actioned.	

### 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?

The UCO was advised that service users are not usually advised of the name of their carer or contacted by the OT or Physiotherapist to arrange an appointment. This was discussed with the manager during the inspection. Records in place show evidence of staff introductions and appointments. This was also verified by staff interviewed by the inspector.

The documentation relating to six service users was reviewed by the inspector during the inspection. The files reviewed contained a copy of the service user's care plan and risk assessment and were accurate, up to date and included basic information regarding the service user's condition.

#### Is Care Effective?

The UCO was informed by all 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.

Questionnaires are sent out by the agency to obtain the views of the service from service users or their representatives; however the people interviewed were unable to confirm management visits or that observation of staff practice had taken place.

The inspector discussed with the registered manager the details of the direct observations that take place within the agency. The records of observations/supervision were examined by the inspector. Service user records viewed in the agency office evidenced regular visits and feedback received had been followed up. These records evidenced that the agency carries out care reviews with service users if changes to their needs are identified. The agency maintains a communication log for each service user where details of requests for changes are noted. Staff interviewed on the day of inspection confirmed that they were provided with details of care planned for each new service user. They provided examples to demonstrate how they promote service user independence, choices and respect. All of the people interviewed were aware of whom they should contact if any issues arise regarding the service. The most recent monthly monitoring reports reviewed evidenced that working practices are being systematically reviewed. Some of the comments received included:

*"The scheme is a credit to the NHS."*

*"It got me back my independence."*

*"I was treated as a person."*

*"The scheme allowed me to remain at home."*

*"They listened to me and valued my input."*

*"\*\*\*\*\* was a great motivator."*

*"The staff are very caring and professional."*

*"Staff put you at ease."*

*"I would recommend the service to anyone."*

No concerns were raised regarding the carers treating the service users with dignity or respect, or that care is being rushed. Examples of some of the comments made by service users or their relatives are listed below:

*“More than friendly.”*

*“No complaints at all.”*

*“Well mannered, nice and respectful.”*

### **Is Care Compassionate?**

The people interviewed by the UCO raised no concerns regarding the quality of care being provided by the carers from the Belfast 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.

No concerns were raised regarding the carers treating the service users with dignity or respect, or that care is being rushed. Service users, as far as possible, are given their choice in regards to meals and personal care, and are allowed to complete tasks themselves if appropriate. It was good to note that service users or their representatives are included in decision making regarding their care plan. They are also given the opportunity to comment on the quality of service either during home visits, by telephone or annual surveys completed by the agency. The inspector examined a number of satisfaction surveys; it was good to note positive comments in relation to:

- What do you like about the scheme?
- What do you not like?
- Did you feel included in setting your goals?
- Do you feel you benefited from the scheme?
- How would you rate the service you received?

### **Areas for Improvement**

There were no areas for improvement identified.

<b>Number of Requirements:</b>	0	<b>Number of Recommendations:</b>	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, policies and processes relating to communication channels with service users and their relatives were viewed. These included daily contacts, on call arrangements and management of missed calls. The policy on the escalation of missed calls was in place and examined by the inspector. Staff interviewed were able to describe to the inspector the procedure they would follow if calls were missed.

The UCO was informed by the service users and relatives interviewed that there were no concerns regarding timekeeping. The people interviewed also advised that they had not experienced missed calls from the agency.

**Is Care Effective?**

The UCO was informed by the service users and relatives interviewed that there were no concerns regarding the carer's timekeeping or any calls missed by the agency. Staff interviewed confirmed that they felt supported by senior staff and demonstrated a clear understanding of their reporting processes, if running late for the next service user visit, or where they are unable to gain access to a service user's home.

**Is Care Compassionate?**

During UCO contacts, no concerns were raised regarding the length of calls; none of the people interviewed felt that care was being rushed. Records examined by the inspector did show evidence of service being provided in a person centred manner and in line with individual care plans. Training records examined including induction records show clear evidence that staff are encouraged to promote independence and choice to service users.

**Areas for Improvement**

There were no areas for improvement identified.

<b>Number of Requirements:</b>	0	<b>Number of Recommendations:</b>	0
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**5.5 Additional Areas Examined****Complaints:**

The agency returned to RQIA a summary of all complaints received between 1 January 2014 and 31 March 2015. The agency had received one complaint during this period and this was resolved satisfactorily.

**Quality Monitoring:**

Reports of monthly quality monitoring completed on behalf of the registered person were reviewed. The reports evidenced how the agency ascertains and respond to the views of service users, relatives, professionals and staff. The agency's reports of monthly monitoring are comprehensive and provide assurance of quality monitoring and service improvement.

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.



No requirements or recommendations resulted from this inspection.

I agree with the content of the report.

<b>Registered Manager</b>	Lisheen Fitzsimons	<b>Date Completed</b>	16/03/2016
<b>Registered Person</b>	Martin Dillion	<b>Date Approved</b>	21/3/2016
<b>RQIA Inspector Assessing Response</b>	Jim Mc Bride	<b>Date Approved</b>	5/4/16

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

*\*Please ensure this document is completed in full and returned to [agencies.team@rgia.org.uk](mailto:agencies.team@rgia.org.uk) from the authorised email address\**