

Unannounced Care Inspection Report

23 January 2020



Kennedy Recruitment Ltd

Type of Service: Domiciliary Care Agency
Address: 31 May Street, Belfast, BT1 4NG
Tel No: 02890330555
Inspector: Michele Kelly

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

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

Kennedy Recruitment Ltd is a domiciliary care agency based in Belfast. The agency currently provides services to one service user living in their own home within the Belfast Health and Social Care Trust (BHSCT).

3.0 Service details

Organisation/Registered Provider: Kennedy Recruitment Ltd Responsible Individual: Mrs Evelyn Kennedy	Registered Manager: Mrs Evelyn Parker-Hoare
Person in charge at the time of inspection: Miss Ann Kelly (acting manager, application not yet submitted)	Date manager registered: 26 July 2018

4.0 Inspection summary

An unannounced inspection took place on 23 January 2020 from 11.20 until 13.00 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 aimed to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

Evidence of good practice was found in relation to AccessNI and staff registrations with the Northern Ireland Social Care Council (NISCC).

There were no areas for improvement made.

Those 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 Ann Kelly, acting 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 19 November 2018

No further actions were required to be taken following the most recent inspection on 19 November 2018.

5.0 How we inspect

Prior to inspection the inspector reviewed the information held by RQIA about this agency. This included the previous inspection report and written and verbal communication received since the previous care inspection.

During the inspection the inspector focused on contacting the service user's relative and staff to find out their views on the service.

The inspector ensured that the appropriate staff checks were in place before staff visited service users.

- recruitment records specifically relating to Access NI and NISCC registration

A questionnaire was also provided for distribution to the service user and their representatives; no responses were returned within the timeframe for inclusion within this report.

Following the inspection the inspector communicated with the service user's relative and the staff member.

The inspector would like to thank the manager, service user's relative 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

There were no areas for improvement made as a result of the last care inspection.

6.1 Inspection findings

Discussion with the manager and a review of records confirmed that there was a system in place to ensure that relevant pre-employment checks with AccessNI had been undertaken prior to employment. There were also arrangements in place to ensure that staff were registered with NISCC and these were monitored on a regular basis.

Following the inspection the inspector spoke with one staff member and had communication from the service user's relative. Comments are detailed below:

Relative's comments:

- "I have been happy with the support workers I have employed through Kennedy."
- "I like the way they have kept the support workers up to date with all the courses and training."
- "I have always found them pleasant and empathetic to work with and overall I am happy with the service I receive."
- "They keep in touch with us and support myself and XXX and the support worker with any difficulties which have arisen".

Staff comments:

- "I receive supervision from the manager she rings and visits."
- "This is a unique role."
- "I am absolutely satisfied with this service from Kennedy as a member of staff."
- "I have no problems at all."

During the inspection, the inspector sought clarity from the organisation, in relation to the ongoing acting management arrangements and was informed that current arrangements will continue whilst the registered manager is on leave.

Areas of good practice

Areas of good practice were identified in relation to:

- the completion of checks with AccessNI
- staff registrations 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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