



The Regulation and  
Quality Improvement  
Authority

**THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY**  
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### **Follow Up Inspection – Enforcement Monitoring**

**Inspection No:** 020305  
**Establishment ID No:** 11003  
**Name of Establishment:** Presbyterian Board of Social Witness  
**Date of Inspection:** 18 September 2014  
**Inspector's Name:** Jim McBride

## GENERAL INFORMATION

<b>Name of agency:</b>	Presbyterian Board of Social Witness
<b>Address:</b>	5 Willowbrook Lane Millburn Road Coleraine BT52 1ET
<b>Telephone Number:</b>	02870357702
<b>E mail Address:</b>	tatey2@aol.com
<b>Registered Organisation / Registered Provider:</b>	Ms Linda Wray
<b>Registered Manager:</b>	Mr.Alan Tate
<b>Person in charge of the agency at the time of inspection:</b>	Mr Alan Tate. Also in attendance Mr David Hooks
<b>Number of service users:</b>	9
<b>Date and type of previous inspection:</b>	Primary Inspection 26 June 2014
<b>Date and time of inspection:</b>	Secondary Inspection Enforcement monitoring 18 September 2014 09:30-11:30
<b>Name of inspector:</b>	Jim McBride

## INTRODUCTION

### Registration Status and Legislative Framework

Note: The agency is registered with the RQIA as the Presbyterian Board of Social Witness. However, the agency is referred to as "Willowbrook" locally by service users and agency staff. The agency's registration number is 11003 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.

### Background

Willowbrook is based in Coleraine and provides domiciliary care in a supported living environment for nine adults with learning disability and is managed by the Presbyterian Board of Social witness.

Services provided include assistance with social and life skills including personal care, budgeting, recreational and leisure activities.

Referrals to the service are made by Health and Social Care Trusts. The scheme comprises five houses, three of which are single occupancy and there are two shared houses. The scheme has 24 hour staffing provided by 14 staff.

A primary announced inspection of the service was undertaken on 26 June 2014 and during the inspections a number of concerns were identified.

Subsequent to the inspection, RQIA met with representatives of the registered person on 23 July 2014 and two notices of Failure to Comply with the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 were issued on 28 July 2014.

This follow up inspection was undertaken in order to evaluate compliance with the matters documented in the following Failure to Comply Notices:

- **FTC/DCA/11003/01/2014-15**
- **FTC/DCA/11003/02/2014-15**

## **FINDINGS IN RELATION TO THE FAILURE TO COMPLY NOTICES**

**FTC/DCA/11003/01/2014-15**

**FTC/DCA/11003/02/2014-15**

### **The Domiciliary Care Agencies Regulations (Northern Ireland) 2007**

#### **Regulation 15**

**(9)** The registered person shall make arrangements, by training or by other measures, to prevent service users being harmed or suffering abuse or neglect or being placed at risk of harm, abuse or neglect.

#### **Action required to comply with regulations:**

The registered person is required to undertake a review of the management arrangements within the agency to ensure that the registered manager has appropriate oversight and monitoring in relation to all aspects of safeguarding service users.

The registered person is to ensure that all staff, including the manager has relevant to their role and responsibility appropriate training relating to handling service users finance.

The registered person is required to quantify all losses experienced by service users as a result of inappropriate practices.

The registered person must demonstrate engagement with the HSC trust regarding charging arrangements for domiciliary care.

The registered person must fully develop the policy and procedures relating to the costs associated with utilities and food costs.

The registered person is required to outline and agree with RQIA the arrangements for appropriate restitution.

The registered person is required to ensure relevant service users have in place appropriate finance agreements explaining the cost as well as terms and conditions of their agreements.

The registered person must obtain written confirmation of appointeeship from the benefits agency for all individuals for whom an appointee is required.

#### **Inspection Findings:**

The inspector met with Mr Alan Tate the registered manager and Mr David Hooks finance manager (for the provider organisation?).

The agency has reviewed the management arrangements in relation to monthly monitoring and safeguarding. The manager presented to the inspector the following documentation that is now as place as part of the quality monitoring:-

- Keyworker sessions reports the manager meets with workers to discuss their keyworking duties.
- Next of kin feedback sheets
- Updated monthly monitoring templates

The documentation highlighted above shows clear evidence of compliance in relation to monitoring.

Finance training was completed by all staff and the manager on the 20 June 2014. Mr D Hooks stated finance training has been and will need to continue and be monitored by Mr D Hooks the finance manager as change occur.

Records in place show that service users have been reimbursed by the agency in relation to inappropriate charges made in relation to food costs. Bank lodgements were made to individual service users on the 4 August 2014 these were examined by the inspector.

The registered manager was able to show evidence of engagement with the HSC Trust in relation to the charging arrangements for domiciliary care. Records in place show contact on four occasions since the previous inspection. This is an ongoing matter between the agency and the HSC Trust.

The agency has developed a policy and procedure in relation to utilities and food costs. This policy was satisfactory and fully describes the shared costs of utilities and food with the agency.

The agency has updated individual finance agreements for each individual service user. The agreements show clear evidence of costs and charges made as well as terms and conditions.

In relation to appointeeship this has been discussed with the HSC Trust and is being taken forward by them. Appointeeship will be decided when finance capacity assessments have been completed in discussion with service users and family.

### **Conclusion:**

The inspector was satisfied that the agency had taken appropriate steps to address the actions required to comply with Regulation 15 (9).

**The Domiciliary Care Agencies Regulations (Northern Ireland) 2007**

**Regulation 15**

(6) The registered person shall ensure that where the agency arranges the provision of prescribed services to a service user, the arrangements shall -

(d) Specify the procedure to be followed where a domiciliary care worker acts as agent for, or receives money from, a service user.

**Action required to comply with regulations:**

The registered person must seek the capacity assessments for appropriate individuals in conjunction in with the HSC trust.

The registered person must ensure that finance agreements are in place for appropriate individuals.

The finance agreements must outline any charges in place for service users as well as their terms and conditions.

The agency has updated individual finance agreements for each individual service user. The agreements show clear evidence of costs and charges made as well as terms and conditions.

The manager stated that the HSC trust has been informed that finance capacity assessments are required for individual service users and they have agreed to carry them out within a timescale. Documentation examined by the inspector verified this.

**Conclusion:**

The inspector was satisfied that the agency had taken appropriate steps to address the actions required to comply with Regulation 15 (6) (d)

**FOLLOW-UP ON PREVIOUS ISSUES**

NO.	REGULATION REF.	REQUIREMENTS	ACTION TAKEN - AS CONFIRMED DURING THIS INSPECTION	INSPECTOR'S VALIDATION OF COMPLIANCE
1	15 (6) (d)	<p>The registered person shall further develop the procedure to be followed where an agency acts as agent for, or receives money from, a service user. This refers to the charges made from personal income. In relation to the following costs:</p> <ul style="list-style-type: none"> <li>• Food sharing</li> <li>• Utilities bills</li> <li>• Care costs</li> </ul> <p>The service user's individual financial agreements must be developed to reflect any payments made by them for food, utilities costs care costs and any reimbursements received. This requirement is in relation to the agency's arrangements for documenting in detail the nature of all charges made to service users.</p>	<p>The agency has developed a policy and procedure in relation to utilities and food costs.</p> <p>This policy was satisfactory and fully describes the shared costs of utilities and food with the agency.</p> <p>Records in place show that service users have been reimbursed by the agency in relation to inappropriate charges made in relation to food costs. Bank lodgements were made to individual service users on the 4 August 2014.</p>	Fully Met

2	15 (9)	The registered person is required to ensure that a calculation is performed which details the amount of payments made by service users to the agency linked to DLA and SDP social security benefits. The registered person is required to secure repayment of the identified sums to each service user in conjunction with other stakeholder's. The registered person must provide a record of repayments made to the RQIA.	The agency has been in contact with the HSC Trust and is in the process of completing the care costs calculation. These calculations will inform the HSC Trust of monies charged to service users. The manager and the finance manager stated that the agency does plan to inform the Trust of their findings. The agency has taken steps to inform the HSC Trust that monies have to be repaid and that they are aware that the arrangements in place do not comply with the 1999 circular	Fully Met
3	15 (9)	The registered person must seek finance capacity assessments for appropriate individuals in conjunction with the HSC trust.	Individual capacity assessments have been requested by the agency. Records in place show clear evidence of communications between the HSC Trust and the agency.	Fully Met
4	6 (1) (b)	The registered person must ensure that a clear agreement is in place between each service user, or if necessary their representative, and the agency specifying the nature and amount of any service for which the service user is charged.	The inspector read a number of agreements in place that were satisfactory.	Fully Met
5	5 (1) (2)	The registered person must ensure that the statement of purpose is amended to reflect the nature and range of the service provided.	Records in place were satisfactory.	Fully Met



6	23 (1) (2) (3) (4) (5)	The registered person shall establish and maintain a system for evaluating the quality of the services which the agency arranges to be provided.	The agency has been forwarding their monthly monitoring reports to the RQIA since the June inspection. This will continue until further notice.	Fully Met
7	15 (2) (a) (b) (c)	The registered person shall, after consultation with the service user, or if consultation with the service user is not practicable, after consultation with the service user's representative, prepare a written plan. The plan shall be consistent with any plan for the care of the service user prepared by any HSC Trust with responsibility for commissioning personal social services for the service user. The plan must specify the service user's needs in respect of which prescribed services to be provided. The plan must specify how those needs are to be met by the provision of prescribed services.	The inspector read a number of care and support plans in place these were satisfactory. Care and support plans are consistent with the HSC Trust care plan.	Fully Met

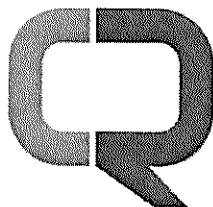
**FOLLOW-UP ON PREVIOUS ISSUES**

NO.	MINIMUM STANDARD REF.	RECOMMENDATIONS	ACTION TAKEN - AS CONFIRMED DURING THIS INSPECTION	INSPECTOR'S VALIDATION OF COMPLIANCE
1	3.7	Where the agency is acting in response to a self-referred service user, the registered person should explore with the service user the value of availing of the HSC Trust's systems.	The agency has been in contact with the HSC trust and will identify with them the value of availing of the HSC Trusts systems. The agency will explore with the service users the benefits of Trust referral and assessments	Fully Met

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

Enquiries relating to this report should be addressed to:

**Jim McBride**  
**The Regulation and Quality Improvement Authority**  
**9th Floor**  
**Riverside Tower**  
**5 Lanyon Place**  
**Belfast**  
**BT1 3BT**



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No requirements or recommendations resulted from the **follow up** inspection of **Presbyterian Board of Social Witness** which was undertaken on **18 September 2014** and I agree with the content of the report.

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

SIGNED: Linda Wray

NAME: LINDA WRAY  
Registered Provider

DATE 18/11/2014

SIGNED: A. M.

NAME: ALAN TAYLOR  
Registered Manager

DATE 18.11.14

Approved by: <u>Julie Mc Bride</u>	Date <u>20.11.2014</u>