

Unannounced Care Inspection Report 18 March 2021



Strabane & District Caring Services

Type of Service: Domiciliary Care Agency
Address: 32 - 36 Bridge Street, Strabane, BT82 9AE
Tel No: 028 7188 4986
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

Strabane and District Caring Services is a domiciliary care agency based in Strabane, Co Tyrone. The agency currently employs 194 domiciliary care workers to provide care and support to 499 adults living within their own homes. Service users have a range of needs including physical disability, mental health and learning disability care needs. These services are commissioned by the Western Health and Social Care Trust (WHSCCT).

3.0 Service details

Organisation/Registered Provider: Strabane and District Caring Services	Registered Manager: Jacqueline Timoney
Responsible Individual: Jacqueline Timoney (Acting)	
Person in charge at the time of inspection: Jacqueline Timoney	Date manager registered: 10 September 2009

4.0 Inspection summary

Due to the Coronavirus (COVID-19) pandemic the Department of Health (DOH) directed RQIA to continue to respond to ongoing areas of risk identified in services.

An unannounced inspection took place on 18 March 2021 from 09.30 to 14.00.

The last inspection was undertaken on 14 October 2019. Since the date of the last care inspection, a number of correspondences were received in respect of the agency. RQIA were notified of a number of notifiable incidents which had occurred within the agency.

Whilst RQIA was not aware that there was any specific risk to the service users within Strabane and District Caring Services, a decision was made to undertake an on-site inspection adhering to social distancing guidance.

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 Domiciliary Care Agencies Minimum Standards, 2011 and The Northern Ireland Social Care Council (Social Care Workers Prohibition) and Fitness of Workers (Amendment) Regulations (Northern Ireland) 2017.

The inspection sought 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:

- staff recruitment;
- care records;
- care reviews;
- covid-19 education and management, including infection prevention and control (IPC) measures and updating of the policy;
- use of personal protection equipment (PPE);
- service user involvement;
- collaborative working;
- registrations with Northern Ireland Social Care Council (NISCC); and
- records relating to Adult Safeguarding.

Service user comments:

- “They are all very good.”
- “When they are leaving they ask if you need anything from the shop.”
- “The staff wear masks, gloves and aprons.”
- “A lot of turnover of staff.”
- “I say what I want to say.”
- “They are always on time.”
- “They wear all the PPE.”
- “I would ring the office if I had any concerns.”
- “Never met a girl who hasn’t been good.”
- “The girls are great.”

Relative’s comments:

- “The girls are very caring, thoughtful and compassionate.”
- “The girls are very safe in their practice.”
- “The staff wear full PPE and socially distance.”
- “No concerns or worries.”
- “My XXX is very happy with the care.”

Staff comments:

- “I love the wee job.”
- “I feel we have ample PPE.”
- “I got emails on Covid-19 and proper method of wearing and disposing of PPE.”
- “I had supervision and appraisal in the last year via zoom.”
- “I had safeguarding training on-line.”
- “We get regular monitoring which is good.”
- “Management would listen to any concerns.”

Trust professional comments:

- “The agency will email about changes in service users.”
- “We have been doing reviews over the phone for some service users.”
- “I observed the carers wearing full PPE.”
- “No concerns at present.”

We contacted the manager on 22 March 2021 and discussed all the feedback received including the comment made about staff turnover. The manager has agreed to discuss this during monthly quality monitoring visits.

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 Jacqueline Timoney, Registered Manager and Deputy 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 14 October 2019

No further actions were required to be taken following the most recent inspection on 14 October 2019.

5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA about this agency. This included the previous inspection report and notifications received since the previous care inspection.

During our inspection we focused on contacting the service users, their relatives, staff and Trust professionals to find out their views on the service.

We ensured that the appropriate staff checks were in place before staff visited service users and reviewed the following:

- recruitment records specifically relating to Access NI and NISCC registrations; covid-19: guidance; and
- a range of documents, policies and procedures relating to the service were reviewed during the inspection and are referred to within the body of the report.

RQIA provided information to service users/relatives, staff and other stakeholders that will support feedback on the quality of service delivery. This included 'Tell Us' cards, service users/relatives questionnaires and a staff poster to enable the stakeholders to feedback to the RQIA. No responses were received prior to the issue of the report.

During the inspection we met with the manager, deputy manager and the Human Resources (HR) Training and Development Officer. Following the inspection we had telephone communications with three service users, three service user's relatives, two staff and one WHSCT professional.

We would like to thank the service users, service user's relatives, manager, responsible individual, staff and WHSCT professionals for their support and co-operation throughout the inspection process.

6.0 The inspection

6.1 Inspection findings

Recruitment records:

Discussions with the manager identified that they were knowledgeable in relation to safe recruitment practices in accordance with Regulation 13, Schedule 3 and Standard 11 relating to Access NI. We reviewed documentation in relation to pre-employment checks which provided assurances that Access NI checks were completed before commencement of employment.

We noted that the manager had a system in place each month for monitoring registration status of staff with NISCC and confirmed that staff are aware that they are not permitted to work if their NISCC registration had lapsed.

Governance and Management Arrangements:

On the day of the inspection we noted that the agency had not made any adult safeguarding referrals to the Trust since the last inspection 14 October 2019 in accordance with policy and procedures.

The agency maintains a policy relating to complaints and compliments; these records are recorded and managed in accordance with the nursing agency's policy and procedure. On the day of the inspection we noted that the agency had received a number of complaints since the last inspection undertaken on 14 October 2019. We noted that complainant was fully satisfied with outcome.

On the day of the inspection it was noted that a number of incidents had taken place since the previous inspection 14 October 2019. We examined the records and found that the agency had dealt with the incidents in accordance with the required regulations and their own policy and procedure.

We reviewed a number of care plans in place for individual service users. These fully described the care and support required for individuals and included: referral information, risk assessments, care/support plans and reviews.

We noted comments from service users, relatives, and staff during regular monthly quality monitoring:

Service User:

- "XXX is very happy with all the carers."

Relatives:

- "Everything is good with the carers, no problems at all."

Staff:

- "XXX feels all the co-ordinators are lovely and helpful."

Trust professional:

- “Feels Strabane and District Caring Services to be very responsive to any queries or concerns raised.”

Covid-19:

The manager and staff we spoke to were knowledgeable in relation to their responsibility in relation to Covid-19. The staff who spoke to us were aware of the guidance in relation to use of PPE for activities that brought them within two metres of patients. Staff told us that they were aware of the need to replace PPE between service users and how to appropriately dispose of used PPE.

We reviewed records relating to IPC policies, training and use of PPE which were in-line with the guidance. The policies and procedures had been updated to include Covid-19 and were available within the agency.

Staff who spoke to us described how and where donning (putting on) and doffing (taking off) of PPE happened within the service.

The manager and staff who spoke to us they were aware of the need to ask and look out for the following symptoms, fever of 37.8C or above, cough, loss of or change in sense of smell or taste in service users or staff.

Hand sanitisers were placed in different areas throughout the agency for staff and visiting professionals to use to ensure good hand hygiene.

The manager advised us that monitoring of staff practices was carried out by direct observations during monitoring visits and spot checks of staff.

The manager advised us that information was disseminated to staff via emails and the Covid-19 folder within the agency.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to completion of checks of Access NI, NISCC registrations, safeguarding, monthly quality monitoring reports and compliance with Covid-19 guidance.

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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