

Announced Enforcement Monitoring Inspection Report 14 October 2019



Strabane and District Caring Services

Type of Service: Domiciliary Care Agency
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Inspector: Caroline Rix

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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 located in Strabane, County Tyrone. The agency currently employs 251 domiciliary care workers to provide care and support to 525 service users living in their own homes within the Strabane area and Londonderry's Waterside and Cityside areas. The majority of service users are over 65 years old, along with a number of service users who have physical disabilities, learning disabilities and enduring mental health issues. The Western Health and Social Care Trust (WHSCT) commission their services.

3.0 Service details

Organization/Registered Provider: Strabane and District Caring Services	Registered Manager: Jacqueline Timoney
Responsible Individual: Gerard Mario Harkin	
Person in charge at the time of inspection: Jacqueline Timoney	Date manager registered: 10 September 2009

4.0 Inspection summary

An announced enforcement monitoring inspection took place on 14 October 2019 from 10.30 to 15.00.

The 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 purpose of the inspection was to assess the level of compliance achieved by the agency regarding a Failure to Comply (FTC) notice issued to the registered person on 13 August 2019. The date for compliance with the FTC notice was 14 October 2019.

The Regulation and Quality Improvement Authority (RQIA) had completed an unannounced inspection on 6 August 2019 in response to concerns raised regarding lack of robust systems for managing, recording and monitoring incidents accidents, missed calls and complaints.

The outcome of the inspection resulted in one FTC notice being issued.

FTC Reference: FTC000072

FTC000072: related to the lack of appropriate systems for managing, recording and monitoring incidents accidents and missed calls.

In addition RQIA issued a Quality Improvement Plan (QIP) outlining a number of areas for improvement and additionally, in accordance with Regulation 23. (2)(3), the registered person was required to forward the monthly reports of quality monitoring audits undertaken within the agency to RQIA until further notice.

During the inspection evidence was provided to validate compliance with the FTC notice.

Areas for improvement detailed in the QIP issued following the inspection on the 6 August 2019 were reviewed and assessment of compliance recorded as met.

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 the registered 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.

5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- The inspection report and QIP for the inspection completed on 6 August 2019
- The agency's quality monitoring reports for August and September 2019
- Information received by RQIA since the previous inspection
- The FTC notice: FTC000072.

During the inspection the inspector met with Jacqueline Timoney the registered manager.

The following records were examined during the inspection:

- Information relating to the FTC notice issued on 13 August 2019
- Monthly quality monitoring reports for August and September 2019
- The policy and procedure for managing accidents and incidents
- The policy and procedure for managing missed or late calls
- The policy and procedure on compliments and complaints
- Records of accidents, incidents, missed calls and a complaint
- The agency's staff recruitment, induction, training and supervision records
- Information relating to staff update training.

The findings of the inspection were provided to Jacqueline Timoney, the registered manager, at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 6 August 2019

Areas for improvement from the last care inspection		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 14. (a)(b)</p> <p>Stated: First time</p> <p>To be completed by: 14 October 2019 (as outlined in failure to comply notice: FTC000072)</p>	<p>The registered person shall ensure that:</p> <p>Where the agency is acting otherwise than as an employment agency, the registered person shall make suitable arrangements to ensure that the agency is conducted, and the prescribed services arranged by the agency, are provided—</p> <p>(a) so as to ensure the safety and well-being of service users;</p> <p>(b) so as to safeguard service users against abuse or neglect;</p> <p>The registered person must further develop the agency’s policy and procedures for managing incidents, accidents and missed calls including the actions to be taken by the agency.</p> <p>The registered person must develop and maintain a system for recording accurate and comprehensive details of any accident, incident or missed call. The records should provide details of the date and time of the occurrence, the persons involved, the actions taken, details of any investigation and the outcome and learning from the investigation.</p> <p>The registered person shall ensure that the information relating to incidents, accidents and missed calls is reviewed and monitored as part of the agency’s quality monitoring process.</p> <p>Ref: 6.2</p>	<p>Met</p>

	<p>Action taken as confirmed during the inspection:</p> <p>It was identified from information viewed during the inspection that the agency’s policy and procedures for managing incidents, accidents and missed calls had been revised. Records viewed confirmed a system has been introduced for recording accurate and comprehensive details of accidents, incidents and missed calls. Details were recorded in relation to each investigation, outcome and actions taken to avoid recurrence. The agency’s quality monitoring process was found to include records that these areas were being reviewed and monitored.</p>	
<p>Area for improvement 2</p> <p>Ref: Regulation 23.- (1)(2)(3)(4)(5)</p> <p>Stated: First time</p> <p>To be completed by: Ongoing and immediate form the date of inspection</p>	<p>The registered person shall establish and maintain a system for evaluating the quality of the services 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 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> <p>(4) The report shall also contain details of the measures that the registered person considers it necessary to take in order to improve the</p>	<p>Met</p>

	<p>quality and delivery of the services which the agency arranges to be provided.</p> <p>(5) The system referred to in paragraph (1) shall provide for consultation with service users and their representatives.</p> <p>Ref: 6.2</p> <p>Action taken as confirmed during the inspection:</p> <p>From records viewed it was evidenced that the agency has established a system for evaluating the quality of the services that they provide. It was noted that quality monitoring audits have been completed monthly and a report produced. The content of these reports was found to be appropriately detailed. The agency had forwarded the quality monitoring monthly reports to RQIA from September 2019 as required, and will continue to do so until further notice.</p>	
<p>Area for improvement 3</p> <p>Ref: Regulation 22. - (1)(6)(7)(8)</p> <p>Stated: First time</p> <p>To be completed by: Ongoing and immediate from the date of inspection</p>	<p>The registered person shall establish a procedure (“the complaints procedure”) for considering complaints made to the registered person by a service user or a service user’s representative.</p> <p>(6) The registered person shall ensure that every complaint made under the complaints procedure is fully investigated.</p> <p>(7) The registered person shall, within the period of 28 days beginning on and including the date on which the complaint is made, or such shorter period as may be reasonable in the circumstances, inform the person who made the complaint of the action (if any) that is to be taken in response.</p> <p>(8) The registered person shall maintain a record of each complaint, including details of the investigations made, the outcome and any action taken in consequence and the requirements of regulation 21(1) shall apply to that record.</p> <p>Ref: 6.2</p>	<p>Met</p>

	<p>Action taken as confirmed during the inspection:</p> <p>Records viewed by the inspector verified that the agency’s “complaints and compliments” policy and procedure had been reviewed. Records confirmed a system has been introduced for logging each complaint both on the revised template and on the computer system. Records verified that the revised procedure and recording system had been shared with the relevant staff team. The inspector viewed the records relating to their one complaint received since the inspection on 6 August 2019. This record included details of the expression of dissatisfaction; the investigation carried out; the outcome information provided to the complainant and agreed resolution within the required timescales. The actions taken by the agency following this complaint were recorded and appeared appropriate.</p>	
<p>Action required to ensure compliance with The Domiciliary Care Agencies Minimum Standards, 2011</p>		<p>Validation of compliance</p>
<p>Area for improvement 1</p> <p>Ref: Standard 12.3</p> <p>Stated: First time</p> <p>To be completed by: Immediate and ongoing from the date of inspection</p>	<p>The registered person shall ensure that mandatory training requirements are met.</p> <p>Ref: 6.2</p> <p>Action taken as confirmed during the inspection:</p> <p>It was noted from the training records viewed that staff have been provided with update training in each of the mandatory areas required. The training matrix viewed contained details of the staff training planned and when each staff member is next due for update training in each subject area. The system highlights if staff have not completed the training, so the manager can take appropriate action to ensure all staff are suitably skilled and knowledgeable to fulfil their role.</p>	<p>Met</p>

6.3 Inspection findings

This inspection focused on the actions contained within the FTC Notice issued on 13 August 2019.

FTC Ref: FTC000072

Notice of failure to comply with Regulation 14 of The Domiciliary Care Agencies Regulations (Northern Ireland), 2007.

Regulation 14. (a)(b)

Where the agency is acting otherwise than as an employment agency, the registered person shall make suitable arrangements to ensure that the agency is conducted, and the prescribed services arranged by the agency, are provided—

- (a) so as to ensure the safety and well-being of service users;
- (b) so as to safeguard service users against abuse or neglect;

Action required to comply with regulations:

The registered person must further develop the agency's policy and procedures for managing incidents, accidents and missed calls including the actions to be taken by the agency.

The registered person must develop and maintain a system for recording accurate and comprehensive details of any accident, incident or missed call. The records should provide details of the date and time of the occurrence, the persons involved, the actions taken, details of any investigation and the outcome and learning from the investigation.

The registered person shall ensure that the information relating to incidents, accidents and missed calls is reviewed and monitored as part of the agency's quality monitoring process.

Evidence was available to validate compliance with this notice.

As detailed in Section 6.2, the registered person has developed the agency's policy and procedures and implemented a system to record accidents, incidents and missed calls.

The inspector reviewed the monthly monitoring reports completed by the registered person since the previous inspection. The contents of the reports were noted to be detailed and contained a summary of staffing arrangements and service user monitoring, compliments, complaints, accidents, incidents and missed calls. The reports contained an action plan that evidenced how any issues arising had been addressed.

Areas for improvement identified during the last care inspection as detailed in the QIP for the inspection completed on 6 August 2019 were reviewed as part of this inspection. Areas reviewed were assessed as met.

Areas for improvement

No additional areas for improvement were identified during the inspection

	Regulations	Standards
Total number of areas for improvement	0	0

6.3 Conclusion

During this inspection evidence was available to validate full compliance with the FTC notice issued on 13 August 2019.

The registered manager discussed the agency's progress in relation to the quality performance action plan agreed with the WHSCT to address their concerns regarding the governance and management arrangements. The inspector was informed that good progress has been made but some areas have not yet been fully implemented, with a revised action plan in place as agreed with the WHSCT. The inspector was informed that the agency's current responsible person is stepping down and the Board of Directors are aware of their responsibilities to identify an applicant responsible person in line with regulations.

Following this inspection the inspector spoke with a representative from the WHSCT by telephone on 15 October 2019. It was confirmed that the WHSCT are continuing to monitor the agency's progress against their agreed action plan to gain assurances that improvements have been sustained in relation to the governance and management of the agency.

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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