



The Regulation and
Quality Improvement
Authority

Optimum Care
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**Unannounced Care Inspection
of
Optimum Care**

19 October 2015

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
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1. Summary of Inspection

An unannounced care inspection took place on 19 October 2015 from 10.00 to 12.00 hours at Optimum Care agency office. Overall on the day of the inspection the agency was found to be delivering safe, effective and compassionate care. 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

During the inspection on 29 June 2015 the inspector reviewed a range of procedures and systems in place to manage missed or late service user calls. However intelligence received from a HSC Trust member of staff, on the 21 September 2015 indicated that the number of service users missed and late calls had increased significantly from August to 14 September 2015.

In accordance with RQIA's Enforcement Policy and Procedures, a meeting was held at RQIA offices on 9 October 2015 to discuss RQIA's intention to issue failure to comply notices in respect of non-compliance with Regulation 14 (a) (b) and Regulation 15 (9) of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007. In addition, at the meeting concerns were discussed regarding staff issues and the agency's compliance with Regulation 16 (1) (a) (b) and (3).

At the meeting with RQIA on 9 October 2015 the registered person and registered manager provided a full account of the actions they had taken and the arrangements made and will continue to make to ensure the improvements necessary to achieve full compliance with the required regulations.

RQIA considered the information provided and decided not to serve failure the comply notices. However, in accordance with Article 40 (1) of The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, the responsible person is required on a weekly basis to submit to RQIA specific information relating to the quality of service provision.

RQIA will continue to monitor the quality of service provided by Optimum Care and will carry out an inspection to assess compliance with these regulations.

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
Total number of requirements and recommendations made at this inspection	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

Registered Organisation/Registered Person: Optimum Care/Lesley Megarity	Registered Manager: Vera McKendrick
Person in charge of the agency at the time of Inspection: Vera McKendrick	Date Manager Registered: 30 March 2010
Number of service users in receipt of a service on the day of Inspection: 373	

3. Inspection Focus

The inspection sought to examine the agency's recruitment arrangements in light of some concerning information received by RQIA.

4. Methods/Process

The inspector met with the registered manager Vera McKendrick and examined the following documents in relation to four staff:

- Staff pre-employment records
- Staff Access NI Checks
- Staff start dates
- Staff duty rotas
- Four staff induction training records

5. The Inspection

An unannounced inspection was conducted at the service on the 19 October 2015 in response to information received by RQIA which indicated that Optimum Care supplied care workers to work in service users' homes prior to the appropriate pre-employment checks or induction training being completed.

The inspector was provided with full access to the agency's list of currently employed domiciliary care workers, their staff duty rota allocations for dates past and current, along with the list of all previously employed domiciliary care workers via their computer system.

During the inspection, the inspector reviewed a sample of staff personnel records. The information reviewed within the sample of four staff files indicated that each domiciliary care worker had been employed and supplied to service users following receipt of full and satisfactory pre-employment information relating to them in line with Regulation 13 (d) of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

The inspector reviewed the staff induction training records for each of the four staff sampled. These records evidenced that each domiciliary care worker had completed an induction training programme and had been assessed by the organization's training officer as competent prior to being supplied into service users' homes.

Therefore on the basis of the records sampled, the inspector was satisfied with the agency's recruitment arrangements.

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was an announced care inspection dated 29 June 2015 at which no requirements or recommendations were made

5.2 Themes were not reviewed as part of this inspection.

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.

6.0 No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager	Vera McKendrick	Date Completed	27/11/15
Registered Person	Lesley Megarity	Date Approved	30.11.15
RQIA Inspector Assessing Response	Audrey Murphy	Date Approved	30/11/15

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

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