



The **Regulation** and
Quality Improvement
Authority

Secondary Unannounced Finance Inspection

Name of Service and ID:	Hollybank Supported Living Scheme (11069)
Date of Inspection:	19 March 2015
Inspector's Name:	Joe McRandle
Inspection ID:	IN021330

The Regulation And Quality Improvement Authority
9th floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
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1.0 General Information

Name of Home:	Hollybank Supported Living Scheme (11069)
Address:	13 Union Road Magherafelt BT45 5DF
Telephone Number:	02879300878
E mail Address:	arlene.stewart@northerntrust.hscni.net
Registered Organisation/ Registered Provider:	Northern HSC Trust
Registered Manager:	Arlene Stewart
Person in Charge of the Home at the Time of Inspection:	Arlene Stewart
Number of Registered Places:	N/A
Number of Service Users Accommodated on Day of Inspection:	22
Date and Time of Previous Financial Inspection:	N/A
Date and Time of Inspection:	19 March 2015 10:30am – 12:30pm
Name of Finance Inspector:	Joe McRandle

2.0 Introduction

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect supported living type domiciliary care agencies. A minimum of one inspection per year is required.

3.0 Purpose of the Inspection

The purpose of this inspection was to ensure that the service is compliant with relevant regulations, minimum standards and other good practice indicators and to consider whether the service provided to service users was in accordance with their assessed needs and preferences. This was achieved through a process of analysis and evaluation of available evidence.

RQIA not only seeks to ensure that compliance with regulations and standards is met but also aims to use inspection to support providers in improving the quality of services. For this reason, inspection involves in-depth examination of an identified number of aspects of service provision.

The aims of the inspection were to examine the policies, procedures, practices and monitoring arrangements for the provision of domiciliary care, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Domiciliary Care Agencies Regulations (Northern Ireland) 2007
- The Department of Health, Social Services and Public Safety's (DHSSPS) Domiciliary Care Agencies Minimum Standards (2011)

Other published standards which guide best practice may also be referenced during the inspection process.

4.0 Methods/Process

Committed to a culture of learning, the RQIA has developed an approach which uses self-assessment, a critical tool for learning, as a method for preliminary assessment of achievement of the Minimum Standards.

The inspection process has three key parts; self-assessment (including completion of self-declaration), pre-inspection analysis and the inspection visit by the inspector.

Specific methods/processes used in this inspection include the following:

- Analysis of pre-inspection information
- Discussion with the registered manager and other members of staff
- Examination of records
- File audit
- Evaluation and feedback

Any other information received by RQIA about this Registered Provider has also been considered by the Inspector in preparing for this inspection.

5.0 Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection on 23 September 2014. The inspection was undertaken to establish the level of compliance achieved with respect to the two requirements listed during the inspection in September 2014.

The agency's progress towards compliance with the two requirements made following the inspection of the 23 September 2014 was assessed. The agency has fully met both requirements.

The registered provider and the inspector have rated the service's compliance level against each good practice indicator and also against each quality theme.

The table below sets out the definitions that RQIA has used to categorise the service's performance:

Guidance - Compliance statements		
Guidance - Compliance statements	Definition	Resulting Action in Inspection Report
0 - Not applicable		A reason must be clearly stated in the assessment contained within the inspection report
1 - Unlikely to become compliant		A reason must be clearly stated in the assessment contained within the inspection report
2 - Not compliant	Compliance could not be demonstrated by the date of the inspection.	In most situations this will result in a requirement or recommendation being made within the inspection report
3 - Moving towards compliance	Compliance could not be demonstrated by the date of the inspection. However, the service could demonstrate a convincing plan for full compliance by the end of the Inspection year.	In most situations this will result in a requirement or recommendation being made within the inspection report
4 - Substantially Compliant	Arrangements for compliance were demonstrated during the inspection. However, appropriate systems for regular monitoring, review and revision are not yet in place.	In most situations this will result in a recommendation, or in some circumstances a requirement, being made within the inspection report
5 - Compliant	Arrangements for compliance were demonstrated during the inspection. There are appropriate systems in place for regular monitoring, review and any necessary revisions to be undertaken.	In most situations this will result in an area of good practice being identified and comment being made within the inspection report.

6.0 Profile of Service

Hollybank Supported Living Scheme is a domiciliary care agency, based at 13 Union Road, Magherafelt. Under the direction of manager Mrs A Stewart a team of 32 staff provide a range of services to 27 people living in Draperstown, Magherafelt Castledawson and the Loupe. These service users are adults who require support due to mental health care needs and learning disabilities. The service users receive support which includes personal care, social support and assistance to live as independently as possible within the local community. Staff provide these services within eleven shared houses and five homes of individual service users. The Northern Health and Social Care Trust commission these services.

7.0 Details of Inspection

This was a follow up inspection with regard to the inspection undertaken by RQIA on 23 September 2014. The inspection focused on the actions taken by the agency to comply with the two requirements listed in the QIP following the inspection in September 2014.

The registered manager informed the inspector that utility bills are forwarded directly to service users' within each dwelling by the utility provider. The bill is in the name of one of the service users within each dwelling and is divided evenly between each service user.

Telephone bills are also forwarded in the name of one of the service users in each dwelling. The bills are itemised and service users only pay for their usage along with an equal share of the rental costs.

The registered manager informed the inspector that all rooms within the dwellings are accessible by service users and no areas are used for business purposes. Staff provide assistance to service users when purchasing food for the dwellings. Staff at the agency provide and pay for their own meals.

The inspector examined service users' agreements during the inspection. The agreements were revised to include details of the method of payment by service users for utility bills. The agreement also includes details of the method of payment for telephone costs and the contribution by service users towards the cost of housekeeping.

A safe register is maintained at the agency. The inspector examined the contents of the safe, pre signed bank withdrawal slips are no longer held in the safe. A record is now kept of the reconciliation of the safe contents. The registered manager produced a template that is now used to record the items held within the safe. The template was signed by the staff member undertaking the reconciliation and countersigned by the registered manager.

It was noticed at the time of inspection that monies were being held on behalf of a number of service users. The inspector examined records for two of the service users. The amounts held agreed to the balance recorded at the agency.

The registered manager informed the inspector that it has always been the practice within the agency for only the senior staff member on duty to have access to the safe.

The inspector would like to thank the manager and staff for their cooperation during the inspection process.

8.0 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 specify 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: Utilities bills</p> <p>The service users' individual financial will have to be further developed to reflect any payments made by them for food, utilities cost and any reimbursements received.</p>	<p>The registered manager informed the inspector that utility bills are forwarded to service users within each dwelling. The bills are divided evenly between each service user. Telephone bills are itemised and each service user only pays for their own usage.</p> <p>The manager also informed the inspector that all rooms within the dwellings are accessible to service users and no areas are used for business purposes.</p> <p>Individual service user agreements were examined. The agreement has been revised to include details of the method of payment for utility bills and the contribution to be paid by service users for housekeeping.</p>	Fully Met

2	14 (b) (d)	<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 services arranged by the agency, are provided-</p> <p>(b) so as to safeguard service users against abuse or neglect;</p> <p>(d) so far as to ensure the safety and security of service users' property, including their homes;</p> <p>Due to the absence of any safe reconciliation records it was not possible to determine the safe management of service users' money and valuables.</p> <p>The arrangements in place in respect to access to the safe by staff and the storage of pre signed bank withdrawal slips impacts on the agency's ability to ensure the safety and security of service users' property.</p>	<p>The inspector examined the contents of the safe and the controls in place for safeguarding service users monies held in the safe.</p> <p>Pre signed bank withdrawal slips are no longer held in the safe. A record is now kept of the reconciliation of the safe contents. A template is used to record the reconciliation and is signed by the person undertaking the reconciliation and counter signed by the registered manager.</p> <p>The registered manager informed the inspector that it has always been practice within the agency for only the senior staff member on duty to have access to the safe.</p>	<p>Fully Met</p>
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Quality Improvement Plan

No requirements or recommendations resulted from this inspection.

Enquiries relating to this report should be addressed to:

Joe McRandle
The Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT



No requirements or recommendations resulted from the financial inspection of **Hollybank Supported Living Scheme (11069)** which was undertaken on **19 March 2015** and I agree with the content of the report.

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

Name of Registered Manager Completing Qip	ARLENE STEWART
Name of Responsible Person / Identified Responsible Person Approving Qip	DR TONY STEVENS

Approved by:	Date
Joe McRandle	22/07/15