

Follow up Inspection Report 17 October 2016



Action on Hearing Loss

**Domiciliary Care Agency/Supported Living Service
Embassy Building, 3 Strand Road, Londonderry, BT48 7BH
Tel No: 028 7126 4010
Inspector: Jim McBride**

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

1.0 Summary

An Announced inspection of Action on Hearing Loss took place on 17 October 2016.

The purpose of this inspection was to consider whether the service provided to service users was in accordance with their assessed needs and preferences and was in compliance with legislative requirements and current minimum standards. This was achieved through a process of evaluation of available evidence.

The aims of the inspection were to examine the policies, practices and monitoring arrangements for the provision of domiciliary care agencies, 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.

1.1 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 were discussed with Emmett McConomy, 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.

1.2 Actions/enforcement taken following the most recent care inspection

Other than those actions detailed in the QIP there were no further actions required to be taken following the most recent inspection on 22 July 2015.

2.0 Service details

Registered organisation/registered person: Action On Hearing Loss Sharon Ford	Registered manager: Emmett McConomy
Person in charge of the agency at the time of inspection: Emmett McConomy	Date manager registered: 13/05/2015

3.0 Methods/processes

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

Prior to inspection the following records were analysed:

- Previous inspection report
- Complaints Log
- Records of notifiable events
- Any information received by RQIA in relation to the agency.

During the inspection the following processes used include the following:

- Discussion with the registered manager
- Discussion with staff
- Discussion with service users
The discussions with the service users was facilitated by and independent sign language interpreter (ISL) engaged by RQIA
- Examination of records
- File audits.

The following records were examined during the inspection:

- Two support plans
- Health and Social Care (HSC) Trust assessments of service user needs and associated risks assessments
- Support review records
- Recording/evaluation of support used by the agency
- Complaints records
- Staff rota information.

4.0 The inspection

Action on Hearing Loss is a domiciliary care agency, situated in Londonderry. The agency offers housing support to service users with hearing loss and/or mental health problems. The agency's aim is to provide support to service users; this includes helping service users with tasks of everyday living, emotional support, communication support and assistance to access community services, with the overall goal of promoting good mental health and maximising quality of life. The agency has to be commended for the services provided and the commitment and training of staff who provide the support.

During the inspection the inspector spoke with the registered manager and staff. The inspector met with two service users with the assistance of an independent (ISL) sign language interpreter for one service user.

Following discussion with the manager, staff and service users, it was noted there was evidence overtime of positive outcomes for service users. The inspector would like to thank the service users and staff for their warm welcome and full cooperation throughout the inspection process.

The Inspector read and examined two service users support plans as part of the process.

Following discussion with the registered manager and service users the following services were being provided to service users:

- Health and safety awareness to service users within their homes;
- Help and support with community activities;
- Shopping support;
- Medication prompting;
- Housing support;
- Signposting to other agencies if required.

The agency's nature and range of services outlined in their statement of purpose clearly highlights that the agency does not currently provide services in line with legislation as outlined in the The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003:- domiciliary care agency means, subject to paragraph (8), an undertaking which consists of or includes arranging the provision of prescribed services in their own homes for persons who by reason of illness, infirmity, disability or family circumstances are unable to provide any such service for themselves without assistance.

The Inspector would now request that the agency move forward with the RQIA deregistration process, for the reasons stated above. It should be noted that the agency has always welcomed the RQIA as a regulator and has always comprehensively met any requirements/recommendations made by the RQIA.

4.1 Review of requirements and recommendations from the most recent inspection dated 22/07/2015.

The most recent inspection of the agency was an unannounced care inspection. The completed QIP was returned and approved by the care inspector.

Last care inspection statutory requirements		Validation of compliance
Requirement 1 Ref: Regulation 23 (1)(5) Stated: Second time	(1)The registered person shall establish and maintain a system for evaluating the quality of the services which the agency arranges to be provided. (5) The system referred to in paragraph (1) shall provide for consultation with service users representatives. This requirement relates to the need to seek the views of service users' representatives during monthly quality monitoring.	Met
	Action taken as confirmed during the inspection: The inspector examined a number of quality monitoring reports in place during the inspection. The records in place were satisfactory.	

Last care inspection recommendations		Validation of compliance
Recommendation 1 Ref: Regulation 13 Schedule 3 Stated: First time	The registered person shall ensure that the records specified in schedule 3 are maintained , and that they are- <ul style="list-style-type: none"> (a) kept up to date , in good order and in a secure manner; (b) at all times available for inspection at the agency premises by any person authorised by the Regulation and Improvement Authority. Refers to but is not limited to: <ol style="list-style-type: none"> 1. Original application forms and employment history which was not included in one employee's personnel file. 2. A statement by the registered provider, or the registered manager, as the case may be, that the person is physically and mentally fit for the purposes of the work which he is to perform. 	Met
	Action taken as confirmed during the inspection: The inspector examined a number of records that were made available during the inspection. The records in place were satisfactory.	

4.2 Inspection Findings

Following discussions with the registered manager, staff and service users. The Inspector has concluded, from the information available, that the agency does not provide services in line with current domiciliary care legislation. The Inspector would now request that the agency move forward with the RQIA deregistration process.

5.0 Quality improvement plan

There were no issues identified during this inspection, and a QIP is neither required, nor included, as part of this inspection report.

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 registered provider from their responsibility for maintaining compliance with the regulations and standards.



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