

Unannounced Care Inspection Report 24 August 2020



Kesh Domiciliary/Supported Living Service

Type of Service: Domiciliary Care Agency

Address: 26 Pettigo Road, Letterkeen, Kesh, Fermanagh, BT93 1QX

Tel No: 02868633107

Inspector: Kieran Murray

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

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

This is a domiciliary care agency supported living type which provides personal care and housing support to six people with learning disability, mental health and acquired brain injury and dementia within the Western Health and Social Care Trust (SEHSCT) area. Service users are supported by 33 staff.

3.0 Service details

<p>Organisation/Registered Provider: Praxis Care Group</p> <p>Responsible Individual(s): Mr Greer Wilson</p>	<p>Registered Manager: Mr Steven Patterson (Acting Manager)</p>
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Person in charge at the time of inspection: Mr Steven Patterson (Acting Manager)	Date manager registered: 6 August 2020 Steven Patterson - application received - "registration pending".
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4.0 Inspection summary

An unannounced inspection took place on 24 August 2020 from 10.15 to 17.30.

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.

RQIA have reviewed correspondence received from the:

- agency

Since the last inspection on: 25 April 2019. Correspondence has included:

- notifications
- other

Following review of this information, the inspector identified that the information received show challenges within the service. The correspondence shared with RQIA indicated there may have been an impact within the service at this time.

In response to this information RQIA decided to undertake an inspection of the service. To reduce any risk this inspection was carried out using a:

- on-site inspection approach

This inspection was underpinned by the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, 2007 and The Northern Ireland Social Care Council (Social Care Workers Prohibition) and Fitness of Workers (Amendment) Regulations (Northern Ireland) 2017 the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

The inspection determined 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
- staff induction
- 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)
- availability of a donning (putting on) and doffing (taking off) station

- service user involvement
- collaborative working
- registrations with Northern Ireland Social Care Council (NISCC)

Service user comments:

- “I am very good.”
- “I am out for my walk every day.”
- “Staff wear masks and aprons.”
- “I am not happy with covid-19 as hotels are closed.”
- “I wear my mask when I go to the shops.”
- “I am happy we have a new bus to get out in.”

Relative’s comments:

- “We are having a review tomorrow.”
- “The staff are good, I like them.”
- “(Agency) It’s a great set-up there.”
- “XXX sat on one end of the bench and I sat on the other.”
- “We kept our social distance.”

HSCT representative comments:

- “The service is very well led.”
- “The service is very transparent.”
- “We met outside on the bench two metres apart.”
- “XXX will adhere with cough etiquettes.”

Staff comments:

- “We all got an induction.”
- “Safeguarding is all our responsibility.”
- “I reported concerns and they were dealt with appropriately.”
- “Staff are supportive.”
- “We are coping with Covid-19 very well.”
- “We record temperatures twice a day.”
- “We maintain the two metre rule.”
- “We have a Covid-19 folder.”
- “A very challenging scheme however the team work hard to meet their needs.”
- “Inspection was to a high standard and both parties (Praxis and RQIA) was both extremely professional in all aspects of their work.”
- “Very happy with the standards in my work.”
- “(Agency) Excellent service.”
- “I feel that safeguarding complaints are not dealt with well.”

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 the Manager and the Head of Operations, 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 25 April 2019

No further actions were required to be taken following the most recent inspection on 25 April 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, notifiable events, and written and verbal communication received since the previous care inspection.

During our inspection we focused on contacting the service users, their relatives and staff to find out their views on the service. We also spoke with HC professionals involved with the service.

We ensured that the appropriate staff checks were in place before staff visited service users.

- Recruitment records specifically relating to Access NI and NISCC registration.
- Covid-19: guidance for domiciliary care providers in Northern Ireland Updated 12 May 2020

RQIA provided information to service users, staff and other stakeholders that will support feedback on the quality of service delivery.

During the inspection the inspector met with/communicated with the manager, two service users, three staff, one service users' relative and xx Trust professional.

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.

At the request of the inspector, the manager was asked to display a poster prominently within the agency's registered premises. The poster invited staff to provide their views electronically to RQIA regarding the quality of service provision; 21 responses and comments about the agency were received for inclusion in the report.

A number of staff indicated that they were 'undecided', 'unsatisfied' and 'very unsatisfied' amongst the areas of safe, effective, compassionate care and the service being well led.

Ten questionnaires were also provided for distribution to the service users and their representatives; seven responses were received for inclusion in the report.

There was one response which indicated that the relative was 'undecided' that the care was compassionate.

As there was no contact details recorded for the relative or staff, the inspector spoke to the Head of Operations on the 9 September 2020 and discussed the feedback received. The inspector has been assured by the Head of Operations that the feedback and comments made would be discussed with relatives and staff and a record retained for review at the next inspection.

Six returned responses did not indicate that service users/relatives had concerns that care was not safe, effective, compassionate or that the service was not being well led.

The inspector requested that the manager place a "Tell us" card in a prominent position in the agency to allow service users, family members and friends who were not available on the day of the inspection to give feedback to RQIA regarding the quality of service provision. No feedback was received.

RQIA information leaflets 'How can I raise a concern about an independent health and social care service' were also provided to be displayed appropriately in the setting.

The inspector would like to thank the manager, service users, service user's relatives, staff and Trust staff for their support and co-operation throughout the inspection process.

The findings of the inspection were provided to the manager at the conclusion of the inspection.

6.0 The inspection

There were no areas for improvement made as a result of the last care inspection.

6.1 Inspection findings

The agency's staff recruitment processes were noted to be managed in conjunction with the organisation's Human Resources (HR) Department, located at the organisation's head office. Discussion 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 AccessNI. The inspector reviewed documentation in five staff files in relation to pre-employment checks which provided assurances that AccessNI checks were completed before commencement of employment.

The agency's induction programme outlines the induction programme which included the NISCC Induction Standards, lasting at least three days which is in accordance with the timescales detailed within the Regulations.

The manager advised the inspector that the agency uses a small pool of staff from an employment agency which is also a domiciliary care agency to meet the needs of service users. The manager provided the inspector with a detailed list of the domiciliary care agency staff, their photographic evidence and evidence of their NISCC registration, AccessNI and the induction programme provided to them.

A review of five records confirmed that staff were currently registered with NISCC. The inspector noted that the manager had a system in place each month for monitoring registration status of staff with NISCC and confirmed that all staff are aware that they are not permitted to work if their NISCC registration had lapsed.

The inspector reviewed the records relating to staff training which indicated compliance with regulations and standards.

Examination of records indicated that a system to ensure that staff supervision and appraisals are planned and completed in accordance with policy has been maintained.

The agency's provision for the welfare, care and protection of service users was examined by the inspector. The inspector viewed the procedures maintained by the agency in relation to the safeguarding of adults (2016) which were the regional guidance 'Adult Safeguarding Prevention and Protection in Partnership' July 2015. The inspector received feedback from the staff, and reviewed documentation which indicated that safeguarding training provided by the agency includes the information relating to the regional guidance. The inspector noted that records relating to safeguarding training completed by staff were up to date.

The staff who spoke to the inspector were aware that the agency had an Adult Safeguarding Champion (ASC) and their role.

The inspector noted that staff were confident regarding their roles and responsibilities in relation to safeguarding issues and clear about lines of accountability. On the day of the inspection the inspector noted that the agency had made a number of safeguarding referrals to the WHSCT since the last inspection 25 April 2019 and that the referral had been managed appropriately. On the day of the inspection the Annual Position Report was available for review by the inspector. The inspector reviewed the report and found it be satisfactory.

Agency staff provided feedback which indicated that they had an understanding of the management of risk, and an ability to balance risk with the wishes and human rights of individual service users.

The inspector spoke to three staff members, who were knowledgeable in relation to their responsibility in reporting concerns. The staff members spoken to were confident that management would take them seriously and act upon their concerns.

On the day of the inspection it was noted that there were a number of restrictive practices in place; those implemented were of the least restrictive nature considered necessary in conjunction with the service user, representatives and the WHSCT and were noted to have been reviewed every year.

The manager discussed the plans in place to address Deprivation of Liberty safeguarding (DoL's) practices in conjunction with the WHSCT.

The review of the care records identified that they were comprehensive, person-centred and maintained in an organised manner. The care records evidenced referral information, risk assessments, care plans, and annual care reviews with the service user, representatives and relevant Trust representative.

Monthly quality monitoring visits were completed in accordance with Regulation 23 of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007. An action plan was generated to address any identified areas for improvement and these were followed up on subsequent months, to ensure that identified areas had been actioned.

The inspector noted the following comments from service users and relatives on the monthly quality monitoring reports:

Service users

'Miss going to their community club but know also that they have to remain safe and social distance.'

Relatives

'I will continue to telephone and use WhatsApp to communicate.'

The inspector reviewed the Statement of Purpose (2020) and Service User Guide (2020) and noted that both documents needed to be updated to include information on DoL's and Covid-19. The manager updated both documents on the day of the inspection. The inspector reviewed both documents and found them to be satisfactory.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to staff recruitment, induction, AccessNI, NISCC registrations, adult safeguarding, risk management, collaborative working and service user involvement.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

Covid-19:

The inspector spoke to three staff members, who were knowledgeable in relation to their responsibility in relation to covid-19. Staff spoken to on the day of the inspection were aware of the guidance in relation to use of PPE for activities that brought them within two metres of service users. Staff were also aware of the need to replace PPE between service users and how to appropriately dispose of used PPE.

The inspector reviewed records relating Infection prevention and control policies, use of PPE which were in-line with the guidance. The policies and procedures had been updated to include covid-19 and were available electronically within the agency.

The inspector reviewed the records in relation to covid-19 e-learning and found a small number of staff had not completed the training. However, within an agreed timeframe the manager forwarded information to RQIA to confirm that the small number of staff had completed their e-learning on covid-19. The inspector reviewed the information and found it to be satisfactory.

Staff who spoke to the inspector described how and where donning and doffing of PPE happened within the agency. It was positive to note that the agency had a designated donning and doffing station in the agency.

The inspector reviewed records that indicated that service users and staff had their temperatures monitored twice daily in accordance with the guidance. Monitoring records also involved asking about and looking out for the following symptoms, fever of 37.8C or above, cough, loss of or change in sense of smell or taste. It was also positive to note that the agency staff checked the inspector's temperature on entering the agency and a later time during the inspection.

Service users and staff spoken to on the day of the inspection were that if someone is in isolation with suspected COVID-19, they must not visit shared spaces such as sitting areas /common rooms.

The inspector evidenced daily cleaning schedules within the agency. The inspector noted easy read two metre guides for service users throughout the agency.

Hand sanitisers and masks were placed in different areas throughout the agency for service users, staff visiting professionals.

The manager advised the inspector that monitoring of staff practices took place by direct observations, audits and service user feedback.

The manager advised the inspector that information was disseminated to staff via emails; staff shared area on the electronic system and the covid-19 folder which is available to all staff.

Areas of good practice

Compliance with Cov-19 guidance.

Areas for improvement

No areas for improvement were identified in this domain 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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