



The Regulation and  
Quality Improvement  
Authority

**THE REGULATION AND QUALITY IMPROVEMENT  
AUTHORITY**

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**UNANNOUNCED INSPECTION**

<b>Inspection No:</b>	<b>IN020011</b>
<b>Establishment ID No:</b>	<b>11280</b>
<b>Name of Establishment:</b>	<b>Admiral Care</b>
<b>Date of Inspection:</b>	<b>27 June 2014</b>
<b>Inspector's Name:</b>	<b>Caroline Rix</b>

**GENERAL INFORMATION**

<b>Name of Agency:</b>	Admiral Care
<b>Address:</b>	6 Berryfield Road Newtownabbey BT37 0FZ
<b>Telephone Number:</b>	079 3902 7137 / (028) 9086 4055
<b>E mail Address:</b>	<a href="mailto:Dawnsmyth2@gmail.com">Dawnsmyth2@gmail.com</a>
<b>Registered Organisation/ Registered Provider:</b>	Admiral Care / Ms Dawn Elizabeth Smyth
<b>Manager:</b>	Ms Dawn Elizabeth Smyth
<b>Person in Charge of the Agency at the time of Inspection:</b>	Ms Dawn Elizabeth Smyth
<b>Number of service users:</b>	68
<b>Date and type of previous inspection:</b>	11 November 2013 Primary Announced
<b>Date and time of inspection:</b>	27 June 2014 from 14.00 to 16.15 Unannounced inspection
<b>Name of Lead Inspector:</b>	Caroline Rix

## PURPOSE OF THE INSPECTION

The purpose of the inspection was to investigate an allegation received regarding possible non-compliance with the following; The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and The Department of Health, Social Services and Public Safety's (DHSSPS) Domiciliary Care Agencies Minimum Standards (2008) (updated 2011).

The Regulation and Quality Improvement Authority (RQIA) received a complaint which made an allegation regarding the safety and quality of the service being provided by the agency. The allegation required an inspection to be carried out to investigate if any breach of regulations had occurred.

## METHODS/PROCESS

The unannounced inspection of Admiral Care Services took place on the 27 June 2014 from 14.00 – 16.15 hours.

The staff recruitment procedure, staff files along with duty rotas were inspected as well as discussions with the registered manager/responsible person.

The registered manager/responsible person Dawn Smyth was informed of the allegations received by RQIA and cooperated fully with this unannounced inspection.

The allegations made were as follows;

- Admiral Care Services has employed and placed a worker in a service user's home before the appropriate AccessNI check had been received.

The areas inspected on 27 June 2014 and findings are as follows;

1. Staff recruitment procedure. The procedure dated February 2014 was reviewed.
2. Staff recruitment records. The agency currently employs twenty one domiciliary care staff. The inspector reviewed recruitment records for six domiciliary care staff employed during the past six months, January to June 2014.
3. Record of duty rotas. The records were inspected of the duty rotas relating to each of the six care staff employed during the past six months, January to June 2014.

## **Inspector findings:**

1. On the day of inspection, the staff recruitment procedure was reviewed and found to be partially compliant with regulation 13 schedule 3. The information regarding AccessNI application process was not specific, with no recording system to confirm the date each AccessNI application was sent, received, reviewed and signed off as satisfactory or required further consideration.
2. On the day of inspection, the six staff recruitment records reviewed each contained the AccessNI enhanced certificate that had been received. Details were available in relation to the dates of each AccessNI certificate being issued. Two of the six files contained a record of a meeting with that staff member to discuss information contained within the received AccessNI certificate. The records could not evidence that the agency had received a satisfactory AccessNI certificate prior to each of the six staff members visiting a service user's home.
3. On the day of inspection, the records were inspected of the duty rotas relating to each of the six care staff employed during the past six months. These duty rotas contained the date each care worker was first supplied to deliver care to service users in their own homes. Five of the six staff rotas indicated that their first service user home supply had been following the issue date on each AccessNI certificate. However, no record was available to confirm the actual date each certificate had been received by the agency had been prior to these first home visits. One staff rota for employee A indicated that this staff member had been supplied into a service users home twenty nine days prior to the issue date on the AccessNI certificate, with no record to confirm the date this certificate was received by the agency.

## Summary of findings:

Inspection findings regarding the allegations made as follows;

- Admiral Care has employed and placed a worker in a service user's home before the appropriate AccessNI check had been received.  
This allegation was found to be upheld.

The inspector discussed the following with the registered provider/manager Dawn Smyth.

The registered provider / manager Dawn Smyth stated that she had not fully understood that regulation 13 schedule 3 was applicable to staff being provided to a privately funded service user. Dawn Smyth confirmed that the care worker identified, employee A, had been supplied to one service users home on a privately funded basis for a period of twenty nine days. She indicated that employee A had not been supplied into any other service users home during the period identified above. Dawn Smyth apologised for this omission in her practice and understanding of the regulation.

The registered provider / manager Dawn Smyth was advised that a report and Quality Improvement Plan (QIP) would be forwarded to her.

Four requirements and one recommendation have been made as a result of the unannounced inspection of Admiral Care undertaken on 27 June 2014 and the issue of a Failure to Comply Notice on 4 July 2014. These relate to Regulation 13 Schedule 3, Regulation 21(1) Schedule 4(1) and Minimum Standard 8.17.

### Requirements:

1. The registered person shall ensure that no domiciliary care worker is supplied by the agency unless full and satisfactory information is available in relation to him.
2. The registered person is required to revise their staff recruitment policy and procedure in relation to staff pre-employment records. This procedure must contain details of all required information as listed within Regulation 13 Schedule 3 of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 in respect of domiciliary care workers.
3. The registered person is required to retrospectively obtain full information in respect of all existing domiciliary care workers, or demonstrate that they had made all reasonable efforts to obtain full information as listed within Regulation 13 Schedule 3 of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.
4. The registered person shall ensure that the records specified within Regulation 21 Schedule 4 are maintained, including recruitment and selection records in respect of all domiciliary care workers supplied by an agency.

**Recommendation:**

1. The registered person is recommended to undertake training to ensure they are up to date in all areas relevant to the management and provision of services.

All matters have been detailed in the attached QIP.

On 30 June 2014, the Inspector shared inspection findings with Head of Programme Dermot Parsons. Following this inspection a Failure to Comply Notice was issued on 4 July 2014 in relation to a breach of Regulation 13 Schedule 3.

**QUALITY IMPROVEMENT PLAN**

The details of the Quality Improvement Plan appended to this report were discussed with registered manager/responsible person Dawn Smyth as part of the inspection process.

The timescales for completion commence from the date of inspection.

The registered provider / manager is required to record comments on the Quality Improvement Plan.

Matters to be addressed as a result of this inspection are set in the context of the current registration of your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

Enquiries relating to this report should be addressed to:

**Caroline Rix**  
**The Regulation and Quality Improvement Authority**  
**9th Floor**  
**Riverside Tower**  
**5 Lanyon Place**  
**Belfast**  
**BT1 3BT**

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**Caroline Rix**  
Inspector

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**Date**



The Regulation and  
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## Quality Improvement Plan

### Unannounced Inspection

#### ADMIRAL CARE

27 JUNE 2014

The areas where the service needs to improve, as identified during this inspection visit, are detailed in the inspection report and Quality Improvement Plan.

The specific actions set out in the Quality Improvement Plan were discussed with the registered manager/ person Dawn Smyth during the inspection visit.

Any matters that require completion within 28 days of the inspection visit have also been set out in separate correspondence to the registered persons.

**Registered providers / managers should note that failure to comply with regulations may lead to further enforcement and/ or prosecution action as set out in The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003.**

It is the responsibility of the registered provider / manager to ensure that all requirements and recommendations contained within the Quality Improvement Plan are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

**Statutory Requirements**

This section outlines the actions which must be taken so that the Registered Person/s meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, and The Domiciliary Care Agencies Regulations (NI) 2007

No.	Regulation Reference	Requirements	Number Of Times Stated	Details Of Action Taken By Registered Person(S)	Timescale
1	Regulation 13 (d) Schedule 3	The registered person shall ensure that no domiciliary care worker is supplied by the agency unless full and satisfactory information is available in relation to him.	Once	<i>Admiral Care will ensure that no member of staff will be employed until access NI has been received</i>	Immediately and on-going.
2	Regulation 13 (d) Schedule 3	The registered person is required to revise their staff recruitment policy and procedure in relation to staff pre-employment records. This procedure must contain details of all required information as listed within Regulation 13 Schedule 3 of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 in respect of domiciliary care workers.	Once	<i>Admiral Care now have an updated version of their policy in relation to pre employment.</i>	Immediately and on-going
3	Regulation 13 (d) Schedule 3	The registered person is required to retrospectively obtain full information in respect of all existing domiciliary care workers, or demonstrate that they had made all reasonable efforts to obtain full information as listed within Regulation 13 Schedule 3 of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.	Once	<i>Admiral Care have now updated their recruitment policy to ensure every staff member has a valid access NI check two references one of which must be a recent employer. Two forms of ID which one should be photographic</i>	Immediately and on-going



No.	Regulation Reference	Requirements	Number Of Times Stated	Details Of Action Taken By Registered Person(S)	Timescale
4	Regulation 21(1) Schedule 4(1)	The registered person shall ensure that the records specified within Regulation 21 Schedule 4 are maintained, including recruitment and selection records in respect of all domiciliary care workers supplied by an agency.	Once	Admiral CARE have updated their Recruitment and Selection process and new measures are in place to ensure all records are clear and up to date.	Immediately and on-going


### Recommendations

These recommendations are based on the Nursing Homes Minimum Standards (2008), research or recognised sources. They promote current good practice and if adopted by the registered person may enhance service, quality and delivery.

No.	Minimum Standard Reference	Recommendations	Number Of Times Stated	Details Of Action Taken By Registered Person(S)	Timescale
1	Minimum Standard 8.17	The registered person is recommended to undertake training to ensure they are up to date in all areas relevant to the management and provision of services.	Once	ADMIRAL CARE have updated their policies and procedures to ensure all staff have received an access NI check before commencing or being offered employment	Within six months of inspection date.


The registered provider / manager is required to detail the action taken, or to be taken, in response to the issue(s) raised in the Quality Improvement Plan. The Quality Improvement Plan is then to be signed below by the registered provider and registered manager and returned to:

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

SIGNED: 

NAME: Dawn Smith  
 Registered Provider

DATE 19<sup>th</sup> September 2014

SIGNED: 

NAME: Dawn Smith  
 Registered Manager

DATE 19<sup>th</sup> September 2014

QIP Position Based on Comments from Registered Persons	Yes	Inspector	Date
Response assessed by inspector as acceptable			
Further information requested from provider			