



The Regulation and
Quality Improvement
Authority

Inspection Report

Name of Service: MPA Home Care
Provider: MPA Healthcare
Date of Inspection: 25 April 2025

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

Organisation/Registered Provider:	MPA Healthcare
Responsible Individual:	Mrs Mary Pat O’Kane
Registered Manager:	Mrs Sandra Cathy Docherty
Service Profile: MPA Home Care is a domiciliary care agency based in Londonderry. The agency supply support workers into a variety of supported living type domiciliary care agencies. MPA Home Care operates throughout Northern Ireland, with services commissioned by Health and Social Care Trusts (HSCT’s) and a number of private organisations.	

2.0 Inspection summary

An unannounced inspection took place on 25 April 2025, between 9 am and 12 pm by a care Inspector.

No areas for improvement were identified during the last inspection undertaken on 15 September 2023. This inspection was undertaken to evidence how the agency is performing in relation to the regulations and standards; and to determine if the support workers supplied by the agency are delivering safe, effective and compassionate care and if the service is well led.

The inspection found that the support workers provided safe, effective and compassionate care in the settings they were supplied to work in and that the agency was well led. Details and examples of the inspection findings can be found in the main body of the report.

Service users said that they were very satisfied with the standard of support workers supplied.

No areas for improvement were identified.

3.0 The inspection

3.1 How we Inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how the agency was performing against the regulations and standards, at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

To prepare for this inspection we reviewed information held by RQIA about this agency. This included, registration information, and any other written or verbal information received from service users.

Throughout the inspection process inspectors seek the views of the service users, who use the support workers supplied by the agency; and review/examine a sample of records to evidence how the agency is performing in relation to the regulations and standards.

3.2 What people told us about the service

Services users told us that the standard of the support workers provided by the agency was 'excellent'. One comment described the support workers as being 'quite good, experienced, good at taking direction' and that they were 'proactive in their work ethic'. The information MPA supplies to service users were described as being 'professional, very detailed and their training is always up to date'. Another comment received described how the MPA support workers work just like substantive staff and that it is 'not like having agency at all'. The office staff were described as being 'good communicators'.

3.3 Inspection findings

3.3.1 Staffing Arrangements (recruitment and selection, induction and training)

Safe staffing begins at the point of recruitment and continues through to the induction process, regular training and continued supervision and support.

Review of the agency's recruitment records confirmed that all pre-employment checks, including criminal record checks (AccessNI), were completed and verified before support workers commenced employment.

A review of the records confirmed that all support workers were registered with the Northern Ireland Social Care Council (NISCC). Information regarding registration details and renewal dates were monitored by the manager; this system was reviewed and found to be in compliance with regulations and standards.

The interview process was reviewed and written records were retained by the agency.

Support workers had completed a range of mandatory training courses. However, review of the training records and discussion with the manager identified that the support workers had not received certain elements of training that would be required for supported living services. For example, the support workers had not completed training in respect of learning disability awareness, autism, or mental health awareness. Following the inspection, the manager confirmed to RQIA that the identified training had been provided to all support workers.

Procedures were in place for supervising the support workers and appraising their performance. Review of records confirmed that the agency sought feedback on the support workers' practice on a regular basis.

3.3.2 Quality of Management Systems

There has been no change in the management of the agency since the last inspection. Mrs Sandra Cathy Docherty has been the manager in this agency since 27 December 2019 and she is also the Registered Manager of a registered nursing agency.

Review of a sample of records evidenced that there was a robust system for reviewing the quality of the service, including support worker' practice. This included monthly quality monitoring reports and an annual quality report, which were completed in detail.

Review of incident records identified that they were managed appropriately. It was good to note that these were reviewed in detail as part of the monthly quality monitoring process.

Agencies are required to have a person known as the Adult Safeguarding Champion (ASC), who has responsibility for implementing the regional protocol and the agency's adult safeguarding policy. The manager was identified as the agency's ASC. It was established that good systems and processes were in place to manage the safeguarding and protection of adults at risk of harm. The annual safeguarding position report had been completed.

There was evidence that the agency responded to any concerns, raised with them or by their processes, and took measures to improve practice and/or the quality of services provided by the agency, as necessary.

4.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mrs Sandra Cathy Docherty, Manager, as part of the inspection process and can be found in the main body of the report.



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