

Inspection Report

14 September 2021



Mainstay DRP, Ardcora Supported Housing Service

Type of service: Domiciliary Care Agency
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Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

Organisation/Registered Provider: Mainstay DRP	Registered Manager: Mr Gareth Anthony Baker
Responsible Individual(s): Mr Patrick Moore – Acting – Application not required	Date registered: 29 November 2011
Person in charge at the time of inspection: Mr Gareth Anthony Baker	
Brief description of the accommodation/how the service operates: This is a domiciliary care agency supported living type which provides personal care and housing support to 26 people with learning disability needs from the South Eastern Health and Social Care Trust (SEHSCT), Belfast Health and Social Care Trust (BHSCT) and the Western Health and Social Care Trust (WHSCCT) living within the SEHSCT area. Service users are supported by 47 staff.	

2.0 Inspection summary

The care inspector undertook an unannounced inspection on 14 September 2021 between 10.25am and 13.30pm.

This inspection focused on recruitment, Northern Ireland Social Care Council (NISCC) registrations, adult safeguarding, notifications, complaints, whistleblowing, Deprivation of Liberty safeguarding (DoLS) including money and valuables, restrictive practice, dysphagia, monthly quality monitoring and Covid-19 guidance.

Good practice was identified in relation to recruitment and appropriate checks being undertaken before staff were supplied to service user's homes. There were good governance and management oversight systems in place. Good practice was also found in relation to system in place of disseminating Covid-19 related information to staff.

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

3.0 How we inspect

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

Prior to inspection we reviewed the information held by RQIA about this agency. This included the previous inspection report, quality improvement plan (QIP), notifications, concerns and any written and verbal communication received since the previous care inspection.

Prior to the inspection we provided a number of easy read questionnaires for those supported to comment on the following areas of service quality:



- Do you feel your care is safe?
- Is the care and support you get effective?
- Do you feel staff treat you with compassion?
- How do you feel your care is managed?

Returned questionnaires show that those supported thought care and support was excellent.

The inspection focused on:

- Contacting the service users, their relatives, WHSCT representatives and staff to find out their views on the service.
- Reviewing a range of relevant documents, policies and procedures relating to the agency's governance and management arrangements.

Information was provided to service users, relatives, staff and other stakeholders to request feedback on the quality of service provided. This included 'Tell us' cards for service users/relatives. An electronic survey was provided to enable staff to feedback to the RQIA.

4.0 What people told us about the service

We spoke with two service users, two staff and a telephone communication with one relative following the inspection.

In addition we received email communication from Trust representatives. No responses were received via the electronic survey from staff.

Service users' comments:

- "It's good craic up here."
- "The staff wear masks."
- "Covid is about and that is why we wash our hands regularly."
- "There is very good staff."
- "If I had any concerns I would tell XXXX or XXXX."
- "We do flowers in the polytunnel."
- "I got my two injections."
- "I have to get my booster."

Relative comments:

- "There are difficulties but overall the standard of care and love from staff is exemplary."
- "My XXXX is at home at present but my XXXX calls frequently to the service and the staff are always asking when XXXX is coming back."
- "There is a family atmosphere."
- "We appreciate RQIA's unannounced inspections."

Staff comments:

- "It's brilliant to work here."
- "Training is brilliant."
- "Plenty of Personal Protection Equipment (PPE)."
- "We all had to do DoLS training."
- "Service users are enjoying the relaxing of restrictions."
- "The houses are all staffed."
- "My Management of Actual and Potential Aggression (MAPA) was redone lately."

Trust representative comments:

- "I found the staff to be welcoming and compassionate in their care to clients in the house."

5.0 The inspection

5.1 What has this service done to meet any areas for improvement identified at or since last inspection?

The last inspection to Mainstay DRP, Ardcora Supported Housing Service was undertaken on 15 July 2020 by care and finance inspectors. A QIP was issued. This was approved by the care inspector and will be validated during this inspection.

Areas for improvement from the last inspection on 15 July 2020		
Action required to ensure compliance with the Domiciliary Care Agencies Minimum Standards, 2011		Validation of compliance
Area for Improvement 1 Ref: Standard 12.3 Stated: First time	The registered person shall ensure mandatory training requirements are met. This relates specifically to Deprivation of Liberty safeguarding (DoL's) training being completed by all staff. Ref: 6.1	Met
	Action taken as confirmed during the inspection: Review of training records confirmed that DoLS training had been completed by all staff.	

5.2 Inspection findings

5.2.1 Are there systems in place for identifying and addressing risks?

The agency's provision for the welfare, care and protection of service users was reviewed. The organisation's policy and procedures reflect information contained within the Department of Health's (DOH) regional policy 'Adult Safeguarding Prevention and Protection in Partnership' July 2015 and clearly outlines the procedure for staff in reporting concerns. The organisation has an identified Adult Safeguarding Champion (ASC). The Adult Safeguarding Position report for the agency has been formulated and was reviewed.

Discussions with the Manager and staff demonstrated that they were knowledgeable in matters relating to adult safeguarding, the role of the ASC and the process for reporting adult safeguarding concerns.

It was noted that staff are required to complete adult safeguarding training during their induction programme and yearly updates thereafter.

Staff indicated that they had a clear understanding of their responsibility in identifying and reporting any actual or suspected incidences of abuse. They could describe their role in relation to reporting poor practice and their understanding of the agency's policy and procedure with regard to whistleblowing.

The agency has a system for retaining a record of referrals made to the SEHSCT in relation to adult safeguarding. Records viewed and discussions with the Manager indicated that a number of adult safeguarding referrals had been made since the last inspection and that the referrals had been managed appropriately. The Manager told us that an issue, not directly related to service user care, was still under review by the SEHSCT in conjunction with the Registered Provider.

Service users who spoke to us stated that they had no concerns regarding their safety; they described how they could speak to staff if they had any concerns in relation to safety or the care being provided.

There were systems in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies appropriately. It was noted that incidents had been managed in accordance with the agency's policy and procedures.

Examination of service users care records confirmed that DoLS practices were embedded into practice with the appropriate documentation available for review.

Staff demonstrated that they have an understanding that service users who lack capacity to make decisions about aspects of their care and treatment have rights as outlined in the Mental Capacity Act.

Where a service user is experiencing a restrictive practice, examination of these care records contained details of assessments completed and agreed outcomes developed in conjunction with the appropriate SEHSCT representative.

The Manager confirmed the agency managed individual service users' monies or valuables in excess of twenty thousand pounds. There was evidence that the agency had submitted appropriate documentation to RQIA prior to the inspection.

There was a good system in place in relation to the dissemination of information relating to Covid-19 and infection prevention and control practices.

5.2.2 Is there a system in place for identifying care partners who visit service users to promote their mental health and wellbeing during Covid-19 restrictions?

The Manager advised us that there were no care partners visiting service users during the Covid-19 pandemic restrictions.

5.2.3 Is there a system in place for identifying service users Dysphagia needs in partnership with the Speech and Language Therapist (SALT)?

The discussions with the Manager, staff and review of service user care records reflected the multi-disciplinary input and the collaborative working undertaken to ensure service users' health and social care needs were met within the domiciliary care agency. There was evidence that agency staff had made a referral to the multi-disciplinary team for specific SALT recommendations to ensure the care received in the service user's home was safe and effective.

It was positive to note that staff had completed additional training in relation to Dysphagia.

5.2.4 Are their robust systems in place for staff recruitment?

The review of the agency's staff recruitment records confirmed that recruitment was managed in accordance with the regulations and minimum standards, before staff members commence employment and engage with service users. Records viewed evidenced that criminal record checks (Access NI) had been completed for staff.

A review of the records confirmed that all staff provided are appropriately registered with NISCC. Information regarding registration details and renewal dates are monitored by the Manager; this system was reviewed and found to be in compliance with Regulations and Standards. Staff spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date.

The Manager told us that the agency does not use volunteers or voluntary workers.

5.2.5 Are there robust governance processes in place?

There were monitoring arrangements in place in compliance with Regulation 23 of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007. Reports relating to the agency's monthly monitoring were reviewed. The process included engagement with service users, service user's relatives, staff and WHSCT representatives. The reports included details of the review of service user care records; accident/incidents; safeguarding matters; complaints; staff recruitment and training, and staffing arrangements. It was noted that 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.

There is a process for recording complaints in accordance with the agency's policy and procedures. It was noted that complaints received since the last inspection had been managed in accordance with the organisation's policy and procedures and are reviewed as part of the agency's monthly quality monitoring process.

It was noted that the agency had received a compliment in the format of an email from a SEHSCT representative thanking them for the support given to their service user.

Staff described their role in relation to reporting poor practice and their understanding of the agency's policy and procedure on whistleblowing.

It was established during discussions with the Manager that the agency had not been involved in any Serious Adverse Incidents (SAIs) Significant Event Analysis's (SEAs) or Early Alert's (EAs).

6.0 Conclusion

Based on the inspection findings and discussions held RQIA are satisfied that this service is providing effective care in a caring and compassionate manner.

7.0 Quality Improvement Plan/Areas for Improvement

	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 Mr Gareth Anthony Baker, Registered Manager, as part of the inspection process and can be found in the main body of the report.



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