



The **Regulation** and  
**Quality Improvement**  
**Authority**

**The Heathers Supported Living Services (Armagh)**

**39 Ballynahonemore Road  
Armagh  
BT60 1JD**

**Follow Up Inspection – Enforcement Monitoring**

**29 September 2014**

**1.0 General Information****1.1 Name of Agency:** The Heathers Supported Living Services (Armagh)**1.2 Address:** 39 Ballynahonemore Road  
Armagh  
BT60 1JD**1.3 Telephone No:** 02837522209**1.4 Fax No:** N/A**1.5 Email:** manager.heathers@oaklee.org.uk**1.6 Name of Person(s)/Partnership / Organisation registered to carry on the Agency:**

Inspire Wellbeing Limited, Prof Peter McBride

**1.7 Name of person registered to manage the Agency:**

Irene Millar

**1.8 Type of Agency:** Domiciliary Care Agency**1.9 Registration status and legislative framework**

The Heathers Supported Living Services (Armagh) is registered as a Domiciliary Care Agency and provides supported living type domiciliary care services to individuals with a learning disability. The agency's registration number is 12082 and the agency is registered in accordance with the following:

- The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Health and Personal Social Services (Quality Improvement and Legislation)(2003 order)(commencement No.4 and Transitional Provisions) Order (Northern Ireland)2007
- The Regulation and Improvement Authority (Registration) Regulations (Northern Ireland) 2005
- The Domiciliary Care Agencies Regulations (Northern Ireland) 2007

### **1.10 Inspection details**

**a) Type of Inspection:**

Follow up inspection – Enforcement Monitoring

**b) Date and Time of Inspection:**

29 September 2014

**c) Agency Representatives:**

Mrs Irene Millar

**d) Name of Inspector:**

Ms Audrey Murphy  
Senior Inspector

## **2.0 Background**

The Heathers Supported Living Service (The Heathers) is a domiciliary care agency which provides care and housing support to individuals with a learning disability who reside in Armagh. Many of the current service users previously resided in the Heathers residential home which de-registered in 2012.

The agency's registered office is located on the site of the previous residential home and a number of service users also rent accommodation on this site. The agency also provides care and housing support to individuals who live at three other addresses within the Armagh area.

Both the Southern HSC and Belfast HSC Trusts commission care for service users of The Heathers and the agency receives funding from the Northern Ireland Housing Executive's Supporting People programme in relation to the housing support provided to individuals.

An unannounced inspection was undertaken on 2 September 2014 and during the inspection a number of concerns were identified.

Subsequent to the inspection of 2 September 2014, RQIA met with representatives of the registered person on 11 September 2014 and a notice of Failure to Comply with Regulation 13 of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 was issued.

The focus of this inspection was to assess the agency's compliance with the Failure to Comply notice which expired on 2 September 2014.

## **3.0 Findings in Relation to the Failure to Comply Notice**

### **FTC/DCA/12082/2014-2015/1**

The Domiciliary Care Agencies Regulations (Northern Ireland) 2007

Regulation 13

The registered manager shall ensure that no domiciliary care worker is supplied by the agency unless -

- (a) he is of integrity and good character;
- (b) he has the experience and skills necessary for the work that he is to perform;
- (c) he is physically and mentally fit for the purposes of the work which he is to perform; and
- (d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.

**Action required to comply with regulations:**

The registered person is required to develop and implement procedures that ensure that all domiciliary care workers supplied to work in the homes of service users are suitably qualified, experienced and fit to undertake their duties.

The registered person is required to submit to RQIA these procedures and to provide evidence of implementation with relevant staff members.

The registered person is required to ensure there are robust arrangements implemented to ensure that full and satisfactory information is obtained about domiciliary care workers prior to service commencement, as outlined in Schedule 3 of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

**Inspection findings:**

The inspector met with the acting manager, Mrs. Irene Millar and discussed the actions required for compliance. The acting manager advised the inspector that she had been on leave since the Failure to Comply notice had been issued and had not yet developed or implemented procedures to ensure that all domiciliary care workers supplied to work in the homes of service users are suitably qualified, experienced and fit to undertake their duties.

The inspector was advised by the acting manager that the agency continue to use the services of another organisation for the supply of staff to work in the homes of service users. The information obtained in respect of one such individual was examined and an assurance was given by the acting manager that this had been forwarded to the agency in advance of the worker being supplied. The inspector noted that the information provided to the agency did not make reference to the individual's experience of working with individuals with a learning disability.

Subsequent to the inspection visit, the acting manager forwarded to the inspector a document entitled 'Procedure for employing staff from Peters Hill or Recruitment Agency staff'.

The procedure was assessed by the inspector on 29 September 2014 and feedback provided to the acting manager.

The procedure was not robust in that it did not guide those staff would be arranging staff cover to make an assessment of the information received in relation to the qualifications, experience or suitability of the individual to be supplied. The acting manager was reminded that this regulation refers to the recruitment of any domiciliary care worker, including those who are supplied at short notice or infrequently.

The inspector noted within the procedure the following statement: "This procedure will be circulated to all staff who are in a position of competency to manage the Heathers". This was discussed with the acting manager who confirmed that not all of the relevant agency staff had been made aware of the procedure.

**Conclusion:**

The inspector concluded that the agency had not fully met the requirements of this regulation in accordance with the timescale outlined within FTC/DCA/12082/2014-2015/1.

In accordance with RQIA's Enforcement Policy and Procedure, a further notice of failure to comply with regulations was issued on 30 September 2014 (FTC/DCA/12082/2014-2015/1(E)).

The timescale for compliance with this requirement has been extended to 8 December 2014, at which point a further inspection will be undertaken.

The Inspector will continue to monitor the agency's compliance with this regulation and the agency is required to ensure continued compliance with legislative requirements and minimum standards.

Where the inspection resulted in no recommendations or requirements being made the provider / manger is asked to sign the appropriate page confirming they are assured about the factual accuracy of the content of the report.

The inspector would like to thank agency staff for their participation and full cooperation with the inspection process.

Enquiries relating to this report should be addressed to:

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



No requirements or recommendations resulted from the follow up inspection of The Heathers Supported Living Services (Armagh) which was undertaken on 29 September 2014 and I agree with the content of the report. Return this QIP to [supportedliving.services@rqia.org.uk](mailto:supportedliving.services@rqia.org.uk).

Please provide any additional comments or observations you may wish to make below:

The Domiciliary Care Agencies Regulations (Northern Ireland) 2007  
Regulation 13

The registered manager shall ensure that no domiciliary care worker is supplied by the agency unless -

- (a) he is of integrity and good character;
- (b) he has the experience and skills necessary for the work that he is to perform;
- (c) he is physically and mentally fit for the purposes of the work which he is to perform; and
- (d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.

In line with the above, a procedure has been developed and implemented that ensures that all domiciliary care workers supplied to work in the homes of service users are suitably qualified, experienced and fit to undertake their duties. A register of all staff who are available to work at the Heathers has been set up. This is held at the scheme and is updated regularly. All staff receive an initial three day on the job induction.

Please find attached Procedure for employing staff from Peters Hill or Recruitment Agency staff.

<b>NAME OF REGISTERED MANAGER COMPLETING</b>	Irene Millar
<b>NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING</b>	Professor Peter McBride

<b>Approved by:</b>	<b>Date</b>
Audrey Murphy	09/12/14