



The Regulation and
Quality Improvement
Authority

Glen Road Supported Living
RQIA ID: 12093
43 Glen Road
Belfast
BT11 8BB

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**Unannounced Follow-up Finance Inspection
of
Glen Road Supported Living**

29 February 2016

The Regulation and Quality Improvement Authority
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1. Summary of Inspection

An unannounced follow-up finance inspection took place on 29 February 2016 from 10.55 to 13.05. During the inspection, we met with the area manager and the senior member of care staff on duty.

This follow-up inspection was carried out to review progress with the actions detailed in the Quality Improvement Plans (QIPs) from the previous inspections of the service on 5 and 13 September 2013. There were no areas for improvement identified following this inspection; this inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those actions detailed in the previous QIP, there were no further actions required to be taken following the last inspection.

1.2 Actions/Enforcement Resulting from this Inspection

Enforcement action did not result from the findings of this inspection.

1.3 Inspection Outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection can be found in the main body of the report.

2. Service Details

Registered Organisation/Registered Person: Autism Initiatives NI/Mr Andrew Grainger (Acting)	Registered Manager: Miss Clare Hall
Person in Charge of the Service at the Time of Inspection: Ms Charlene McLaughlin (Senior member of care staff on duty)	Date Manager Registered: 24 August 2015
Number of Service Users in Receipt of a Service on the Day of Inspection: 3	

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following theme has been met:

Inspection Theme: Service users' finances and property are appropriately managed and safeguarded.

Statement 1

The service maintains complete and up to date records in respect of the terms and conditions of the provision of accommodation and personal care.

Statement 2

Arrangements for receiving and spending service users' monies on their behalf are transparent, have been authorised and the appropriate records are maintained.

Statement 3

A safe place is provided within the service premises for the storage of money and valuables deposited for safekeeping; clear, up to date and accurate records are maintained.

Statement 4

Arrangements for providing transport to service users are transparent and agreed in writing with the service user/their representative.

4. Methods/Process

Specific methods/processes used in this inspection include the following:

- Discussion with the area manager and the senior member of care staff on duty
- Review of records
- Evaluation and feedback

Prior to inspection the following records were analysed:

- Records of incidents notified to RQIA in the last twelve months
- The joint inspection report and QIP from the inspections of the service on 5 and 13 September 2013

The following records were reviewed during the inspection:

- Three service user finance files
- Three service user agreements
- A copy of Service User Financial Policy and Procedures v 2.1
- A copy of Transport Policy v 1.0
- A sample of income/lodgements and expenditure records
- A sample of "cash received verification" forms
- A sample of weekly and monthly audit records
- Evidence of the reconciliation of service users' monies
- Three records of service users' property

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the service was an unannounced care inspection on 30 June 2014. The care inspector was contacted prior to this inspection and confirmed that there were no matters to be followed up.

5.2 Review of Requirements from the Inspections on 5 and 13 September 2013

Previous Inspection Statutory Requirements		Validation of Compliance
<p>Requirement 1</p> <p>Ref: Regulation 14 (b) (d)</p>	<p>Where the agency is acting otherwise than as an employment agency, the registered person shall make suitable arrangements to ensure that the agency is conducted, and the prescribed services arranged by the agency, are provided-</p> <p>(b) so as to safeguard service users against abuse or neglect</p> <p>(d) so as to ensure the safety and security of service users' property, including their homes;</p> <p>Actions required to comply with regulations:</p> <p>The registered person is required to ensure that service users' finances and property are administered in a manner that does not result in any loss or disadvantage to the service user.</p> <p>The registered person is required to quantify all losses experienced by service users as a result of inappropriate practices.</p> <p>The registered person is required to outline and agree with RQIA the arrangements for appropriate restitution.</p>	<p>Met</p>
	<p>Action taken as confirmed during the inspection:</p> <p>Following the inspections of the service in September 2013, the organisation submitted its Service User Financial Support Policy and Procedures to RQIA. These clearly detailed protocols in place to appropriately support service users with their money and property.</p> <p>Service users' finances training is also provided for all new staff and for existing staff on an annual basis.</p> <p>The organisation had previously confirmed the</p>	

	<p>restitution made to an identified number of service users as a result of historical financial practices; the details of this restitution was confirmed to the inspector again as part of the current inspection.</p> <p>Discussion with the senior member of staff on duty and a review of the records provided evidence that current practice in place in the service provides appropriate safeguards to mitigate the risk of service users experiencing loss. There are also review and audit arrangements by senior members of staff within the organisation which provides a level of oversight to strengthen assurance that financial controls as set out in the organisation's Service User Financial Support Policy and Procedures continue to be adhered to, with any errors or anomalies identified to aid staff with continued learning in this respect.</p>	
<p>Requirement 2</p> <p>Ref: Regulation 15 (9)</p>	<p>The registered person shall make arrangements, by training or by other measures, to prevent service users being harmed or suffering abuse or neglect or being placed at risk of harm, abuse or neglect.</p> <p>Actions required to comply with regulations:</p> <p>The registered person is required to develop and submit to RQIA robust policies and procedures in relation to the safe management of service users' finances and property.</p> <p>The registered person is required to ensure that policies and procedures directing appropriate financial practices are implemented and to provide RQIA with details of the arrangements in place for monitoring the implementation of these.</p> <p>The registered person is required to undertake a review of the management arrangements within the agency to ensure that the registered manager has appropriate oversight and monitoring on relation to all aspects of safeguarding service users.</p> <p>Action taken as confirmed during the inspection:</p> <p>As noted above, following the inspections of the service in September 2013, the organisation submitted its Service User Financial Support policy and procedures. On the day of inspection, a copy of the policy and procedures was available within the service.</p>	<p>Met</p>

The organisation's policy and procedure addressing how service users are supported has been in use in the service since 2013 (and updated subsequently).

We asked the senior member of care staff on duty to explain how a new member of staff would be introduced to the organisation's policies and procedures addressing service users' money and property.

The senior member of care staff was able to clearly explain the range of measures in place to ensure that a new member of staff receives appropriate training and supervision to enable them to support individual service users with their identified needs regarding money and valuable items.

The senior member of care staff was also able to explain how, following recruitment and induction, existing members of staff receive annual refresher training to ensure that they continue to be aware of any changes to procedures and to reinforce good practice in this regard.

We noted that the service had a training matrix in place to identify which staff members were due to receive mandatory training and that financial policies and procedures was included in the list of mandatory training headings.

As part of the inspection, we reviewed a sample of income and expenditure records which reflected meticulous, detailed recording. Any errors in the records had been dealt with appropriately, and in line with the organisation's procedures.

Discussions and a review of a sample of the records also evidenced that money held for safekeeping on behalf of the service users is counted at each staff handover i.e. at least twice a day. As noted above, the records of service users' money are subject to weekly and monthly checks by a senior member of staff and by the registered manager.

Following the inspections of the service in September 2013, proposals regarding management arrangements were shared with RQIA. This matter was not addressed during this inspection.

5.3 Additional Areas Examined

As part of the inspection, we reviewed three service users' financial files and noted that each service user had a host of documents in place to detail measures to ensure that the service user was appropriately supported with their individual identified needs in respect of the management of their money and property. Each service user had a financial support assessment, a personal budget plan, a financial support assessment and plan, and an individualised agreement detailing the current costs payable by the service user. We noted that there was evidence of consultation with service users or their representatives and that those agreements were reviewed and revised as necessary on a regular basis.

The files also evidenced conscientious regard to the filing of important documentation to evidence how service users were supported to pay their share of household bills. Files also contained detailed records of service users' property and these reflected notes on the disposal of items and were signed by staff; we noted that the details of items was recorded such as make/model of electrical items and we noted the level of detail recorded was commendable.

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.

Registered Manager	<i>Chall</i>	Date Completed	04/04/16
Registered Person	<i>Garvie Chae</i>	Date Approved	4/4/16
RQIA Inspector Assessing Response	<i>[Signature]</i>	Date Approved	08/04/16

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

"Please complete this document in full and return to RQIA@hse.ie from the authorised email address"

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations.