

# Inspection Report

10 August 2023



## Mullaghcarron Road SLS

Type of service: Domiciliary Care Agency  
Address: 13A Mullaghcarron Road, Lisburn, BT28 2TE  
Telephone number: 028 9262 2314

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Assurance, Challenge and Improvement in Health and Social Care

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## 1.0 Service information

<b>Organisation/Registered Provider:</b> Autism Initiatives NI	<b>Registered Manager:</b> Miss Orlagh Dillon
<b>Responsible Individual:</b> Mr. Eamon Slevin	<b>Date registered:</b> 4 November 2022
<b>Person in charge at the time of inspection:</b>	
<b>Brief description of the accommodation/how the service operates:</b> Mullaghcarron Road Supported Living domiciliary service is a bungalow on the outskirts of Lisburn and other community houses. Autism Initiatives NI provide a supported living type domiciliary care service to the service users which include personal care and social support.	

## 2.0 Inspection summary

An unannounced inspection took place on 10 August 2023 between 08.50 a.m. and 11.00 am. The inspection was conducted by a care inspector.

The inspection examined the agency's governance and management arrangements, reviewing areas such as staff recruitment, professional registrations, staff induction and training and adult safeguarding. The reporting and recording of accidents and incidents, complaints, whistleblowing, Deprivation of Liberty Safeguards (DoLS), Service user involvement, Restrictive practices and Dysphagia management.

Good practice was identified in relation care planning, training and record keeping. There were good governance and management arrangements in place. The outcomes for people using the service reflected the principles and values of promoting choice and control, independence and inclusion.

We noted some of the compliments received by the agency from relatives:

- "Staff are kind, helpful and organised."
- "Staff team look after my relative well."
- "The staff encourage my relative well and they care well."

## 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.

In preparation for this inspection, a range of information about the service was reviewed. This included any previous areas for improvement identified, registration information, and any other written or verbal information received from service users, relatives, staff or the Commissioning Trust.

As a public-sector body, RQIA has a duty to respect, protect and fulfil the rights that people have under the Human Rights Act 1998 when carrying out our functions. In our inspections of domiciliary care agencies, we are committed to ensuring that the rights of people who receive services are protected. This means we will seek assurances from providers that they take all reasonable steps to promote people's rights. Users of domiciliary care services have the right to expect their dignity and privacy to be respected and to have their independence and autonomy promoted. They should also experience the individual choices and freedoms associated with any person living in their own home.

Having reviewed the model "We Matter" Adult Learning Disability Model for NI 2020, the Vision states, 'We want individuals with a learning disability to be respected and empowered to lead a full and healthy life in their community'.

RQIA shares this vision and want to review the support individuals are offered to make choices and decisions in their life that enable them to develop and to live a safe, active and valued life. RQIA will review how service users who have a learning disability are respected and empowered to lead a full and healthy life in the community and are supported to make choices and decisions that enables them to develop and live safe, active and valued lives.

Information was provided to service users, relatives, staff and other stakeholders on how they could provide feedback on the quality of services. This included easy read questionnaires and an electronic staff survey.

#### 4.0 What did people tell us about the service?

During the inspection we observed service users and staff members socialising together in various rooms in the agency.

The information provided by staff indicated that there were no concerns in relation to the agency.

Comments received included:

##### **Staff comments:**

- "I'm aware of my responsibilities to NISCC as a care worker."
- "I had a good induction."
- "All my training is up to date."
- "The manager has an open door policy."
- "Good staff communication."
- "This is a very person centred service."

- “We have a good relationship with relatives.”

During the inspection we provided a number of easy read questionnaires for those supported or relatives to comment on the following areas of service quality and their lived experiences:



- 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 either excellent or good.

Staff responses received show that staff were very satisfied.

## 5.0 The inspection

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

The last care inspection of the agency was undertaken on 17 October 2022 by a care inspector. No areas for improvement were identified.

#### 5.2.1 What are the 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 adult safeguarding policy and procedures were reflective of the Department of Health's (DoH) regional policy and clearly outlined the procedure for staff in reporting concerns. The organisation had an identified Adult Safeguarding Champion (ASC). The Adult safeguarding champions report was available for review and was satisfactory.

Discussions with the manager established that they were knowledgeable in matters relating to adult safeguarding, the role of the ASC and the process for reporting and managing adult safeguarding concerns.

Staff were required to complete adult safeguarding training during induction and every two years thereafter. Staff who spoke with the inspector had a clear understanding of their responsibility in identifying and reporting any actual or suspected incidences of abuse and the process for reporting concerns in normal business hours and out of hours. They could also 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 any referrals made in relation to adult safeguarding. Records reviewed and discussion with the manager indicated that one safeguarding referral had been made since last inspection. This was actioned appropriately by the agency.

Staff were provided with training appropriate to the requirements of their role.

There was also evidence of regular contact with service users and their representatives.

A number of service reviews had been undertaken in keeping with the agency's policies and procedures. We noted some of the review comments received:

- "I'm happy with my relative's care and support."
- "We are happy with the care at Mullacarton."

All staff had been provided with training in relation to medicines management. A review of the policy relating to medicines management identified that it included direction for staff in relation to administering liquid medicines. The manager advised that no service users required their medicine to be administered with a syringe. The manager was aware that should this be required a competency assessment would be undertaken before staff undertook this task.

The Mental Capacity Act (MCA) provides a legal framework for making decisions on behalf of service users who may lack the mental capacity to do so for themselves. The MCA requires that, as far as possible, service users make their own decisions and are helped to do so when needed. When service users lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible. Staff who spoke with the inspector demonstrated their understanding that service users who lack capacity to make decisions about aspects of their care and treatment have rights as outlined in the MCA.

Staff had completed appropriate Deprivation of Liberty Safeguards (DoLS) training relevant to their job roles. The manager reported that a number of the current service users were subject to DoLS arrangements. All documentation reviewed was satisfactory in place and up to date within individual care plans.

## **5.2.2 What are the arrangements for promoting service user involvement?**

From reviewing service users' care records, it was good to note that service users and families had an input into devising their own plan of care. The service users' care plans contained details about their likes and dislikes and the level of support they may require. Care and support plans are kept under regular review and service users and/or their relatives participate, where appropriate, in the review of the care provided on an annual basis, or when changes occur. Care plans also included "About Me" sections. The 'About Me' section aims to provide succinct 'need to know' information about the service user. This information will enable staff to adopt a consistent, user led approach, to support the service user effectively

Consistency is important when working with people in Mullaghcarron. Detail is also important. The information in this section is reviewed and updated at each annual review or with any changing need.

Care plans promoted people's independence as far as possible. Staff were encouraged to prompt people to be independent to help them maintain control. Service users and families are involved in providing their feedback through regular reviews. This helps to ensure service users preferences and views were known and respected.

It was good to note that the agency had completed an annual quality survey, seeking feedback on the current quality of care within the service the documents reviewed showed positive outcomes.

We found an effective quality assurance survey took place regularly and we reviewed the results and outcomes that were satisfactory.

The service delivered had also been regularly reviewed through a range of internal and external audits. The provider regularly sought a good range of feedback from people and their loved ones, which was consistently positive.

Autism Initiatives states they are committed to listening to and responding to the views of service user's representatives, staff and striving to continually improve quality and service provision within their services. We noted some of the comments received from the information received by the agency:

**Staff:**

- "All staff are good to work with."
- "The people we support are very safe."
- "I'm very happy."
- "Happy with staff team."
- "I'm very satisfied."
- "Choices are being made and supported."

**Relatives:**

- "I have a daily WhatsApp messages from staff and staff also send photos of my relative out on her day trips."
- "I receive emails from senior management in regards to xx wellbeing at periods."
- "I have faith that the staff will help my relative to make the right choices especially in relation to diet and exercise."
- "I am very happy that my relative is getting out to do activities which includes more recently horse riding, playing in the park and going out on day trips. I am delighted that staff are facilitating this."
- "I am very happy with the current staff they are professional, enthusiastic and kind."
- "I am very happy with my relatives home it is always clean and tidy."

The individual way people communicated was key to their support, including verbally, or by their behaviour or body language. Care plans provided staff with guidance about the most effective ways to communicate with individuals.

### **5.2.3 What are the systems in place for identifying service users' Dysphagia needs in partnership with the Speech and Language Therapist (SALT)?**

A number service users were assessed by SALT and document in place was satisfactory. A review of training records confirmed that staff had completed training in Dysphagia and in relation to how to respond to choking incidents.

### **5.2.4 What systems are in place for staff recruitment and are they robust?**

A review of the agency's staff recruitment records identified no shortfalls in the recruitment process. Confirmation including criminal record checks (Access NI) were completed and verified before staff members commenced employment and had direct engagement with service users. Checks were made to ensure that staff were appropriately registered with the Northern Ireland Social Care Council (NISCC) and NMC There was a system in place for professional registrations to be monitored by the manager. Staff spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date.

The agency avail of the services of other registered care agencies and all records reviewed were satisfactory and a comprehensive induction was evident for each individual.

There were no volunteers working in the agency.

### **5.2.5 What are the arrangements for staff induction and are they in accordance with NISCC Induction Standards for social care staff?**

There was evidence that all newly appointed staff had completed a structured orientation and induction, having regard to NISCC's Induction Standards for new workers in social care, to ensure they were competent to carry out the duties of their job in line with the agency's policies and procedures. There was a robust, structured induction programme which also included shadowing of a more experienced staff member. Written records were retained by the agency of the person's capability and competency in relation to their job role.

The agency has maintained a record for each member of staff of all training, including induction and professional development activities undertaken; the records included the names of those attending the training event, the dates of the training, the name and qualification of the trainer or the training agency and the content of the training programme.

### **5.2.6 What are the arrangements to ensure robust managerial oversight and governance?**

There were monitoring arrangements in place in compliance with Regulations and Standards. A review of the reports of the agency's quality monitoring established that there was engagement and observations with service users, relatives, staff and HSC Trust representatives.

The reports included details of a review of service user care records; accident/incidents; safeguarding matters; staff recruitment and training, and staffing arrangements.

Comments received during quality monitoring:

**Staff:**

- “A good thorough induction.”
- “The team are very welcoming.”
- “My view is always listened to.”
- “I enjoy my role.”

**Relatives:**

- “I’m happy staff keep in contact.”
- “I know my relative is well cared for.”
- “Staff are kind.”
- “My relative is getting out more.”

**HSC Trust representatives:**

- “Staff are helpful and supportive.”
- “Staff are caring and compassionate.”
- “My client has come a long way.”
- “Good communication.”

No incidents had occurred that required investigation under the Serious Adverse Incidents (SAI) procedure.

The agency’s registration certificate was up to date, as was their insurance details as required.

There was an open culture, led by the manager and described by staff as being approachable and supportive to all.

There was a system in place to ensure that complaints were managed in accordance with the agency’s policy and procedure. Records reviewed and discussion with the manager indicated that no complaints had been made since last inspection.

## **6.0 Quality Improvement Plan (QIP) Areas for Improvement**

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with the manager as part of the inspection process and can be found in the main body of the report.



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