

The Regulation and
Quality Improvement
Authority

Bryansford Road
RQIA ID: 12098
61 Bryansford Road
Newcastle
BT33 0LD

Inspector: Briege Ferris
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**Unannounced Finance Inspection
of
Bryansford Road**

30 March 2016

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: www.rqia.org.uk

1. Summary of Inspection

An unannounced finance inspection took place on 30 March 2016 from 10.45 to 13.15. During the inspection, we met with the registered manager and the acting team leader.

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/Andrew Grainger (Acting)	Registered Manager: Mrs Dolores Veronica Curran
Person in Charge of the Agency at the Time of Inspection: Ms Kathryn Boden (Acting Team Leader)	Date Manager Registered: 27 February 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 registered manager and the acting team leader
- 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, none of which were finance-related

The following records were reviewed during the inspection:

- Three service user finance files
- A sample of income/lodgements and expenditure records
- The signing in/out record for one service user's bank card held for safekeeping
- A sample of weekly and monthly finance checks
- Evidence of the reconciliation of service users' monies
- A sample of "handover checklists" detailing service users' property held for safekeeping
- The financial training competency assessment for a recently appointed staff member
- Three records of service users' property

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was an announced care inspection on 12 September 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 and Recommendations from the Last Finance Inspection

The previous finance inspection of the agency was an announced inspection on 7 November 2013. No requirements or recommendations resulted from this inspection.

5.3 Statement 1 - The agency maintains complete and up to date records in respect of the terms and conditions of accommodation and personal care.

Is Care Safe?

During the inspection, we reviewed three service users' financial files. We noted that the files were meticulously maintained. A range of documents were in use which described in detail the arrangements in place to appropriately support each service user with their particular needs regarding money and property.

Each service user had an individualised service user agreement reflecting the current terms and conditions; a financial support assessment; a financial risk assessment; a financial support plan and a personal budget plan. These detailed measures in place to safeguard and support each service user.

In respect of the individual service user agreement, there was evidence on each file that over time, various representatives of each service user had been consulted regarding any required changes to each service user's agreement.

Is Care Effective?

As noted above, there was clear evidence that service users' financial agreements (and supporting documentation) were provided to each service user and were updated to reflect new terms and conditions as necessary.

Is Care Compassionate?

A review of the files evidenced that any changes to service users' agreements were agreed by the service user or their representative.

Areas for Improvement

Overall on the day of inspection, financial arrangements in place were found to be contributing to safe, effective and compassionate care. There were no areas for improvement identified in respect of Statement 1.

Number of Requirements	0	Number Recommendations:	0
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5.4 Statement 2 - Arrangements for receiving and spending service users' monies on their behalf are transparent, have been authorised and the appropriate records are maintained.

Is Care Safe?

The agency has a detailed written policy and procedure addressing how service users are supported: "Service User Financial Support Policy and Procedures". The registered manager and acting team leader confirmed that this was the policy used to guide practice within the agency.

Discussions explored how a new member of staff would be familiarised with the organisation's policies and procedures addressing service users' money and property. The registered manager and acting team leader explained that there were a number of methods employed to ensure that staff were familiar with the policy and procedures. These methods included the staff member reading and familiarising themselves with the policy and procedures; finance training and competency assessments carried out at the organisation's head office; and support from other experienced members of staff. The acting team leader highlighted that until senior staff were satisfied that the staff member was competent, the new staff member would not have direct access to a service user's money.

It was also noted every existing member of staff receives annual refresher training addressing service users' finances, to ensure that they continue to be aware of any changes to procedures and to reinforce good practice.

As noted in Statement 1, the particular arrangements in place in the agency to support each service user are clearly detailed within their financial files. We noted that a representative of the organisation is acting as nominated appointee for two of the service users. For one service user, official documentation from the social security agency was available to confirm the name of the appointee. For the second service user, the official appointee details on file were not consistent with the appointee details in the service user's written agreement. We suggested in discussion that the up to date appointee details should be sought from the social security agency and held on the service user's file.

Is Care Effective?

As part of the inspection, we reviewed a sample of income and expenditure records which reflected thorough, detailed record keeping. 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, and signed by two members of staff accordingly. Records also reflected that service users' money is subject to weekly and monthly checks by a senior member of staff and by the registered manager.

We noted that one service user's bank card is held for safekeeping in the agency's safe place and signed out to the service user at their request. We noted that this arrangement was clearly detailed in the written arrangements in place to support the service user. A review of the record used to detail the signing in and out of the bank card evidenced meticulous record keeping.

The service user signed the record where possible, and two signatures were recorded against every withdrawal and deposit of the card from the safe place.

Is Care Compassionate?

We evidenced that service users were supported to manage their money to the fullest extent that is possible. We also evidenced documents on each service user's file such as "Supporting Financial Decisions" which demonstrated that there was consultation and agreement sought by the agency in regard to important purchasing decisions. We noted that one service user had recently enjoyed a holiday. The costings for this were planned and prepared long in advance, with consultation and agreement from the service user's representatives. It was clear from reading a sample of these documents that the wishes and involvement of the service user were a key priority.

Areas for Improvement

Overall on the day of inspection, the financial arrangements in place were found to be contributing to safe, effective and compassionate care. There were no areas for improvement identified in respect of Statement 2.

Number of Requirements	0	Number Recommendations:	0
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5.5 Statement 3 - A safe place is available for the storage of money and valuables deposited for safekeeping; clear, up to date and accurate records were maintained.

Is Care Safe?

A safe place existed within the agency to enable service users to deposit cash or valuables. We were satisfied with the controls around the physical location of the safe place and the persons with access. We noted that service users had a number of items deposited for safekeeping. A written record was maintained of these items and these were checked as part of the "handover checklist".

Is Care Effective?

A review of the records evidenced that all three service users had a written record of personal property on their financial files. We noted that two service users had a "personal possessions inventory sheet" with good detail recorded against electrical items, for instance make/model. The third service user's record was made on a different template and entitled "Inventory"; we noted that detail on some items was limited e.g. "TV". We suggested in discussions that this service user's record be reviewed/updated to ensure that practice is consistent in how items are recorded.

Is Care Compassionate?

Discussion established that a senior member of staff is on duty at all times and therefore service users have access to their money deposited for safekeeping at any time.

Areas for Improvement

Overall, the financial arrangements were found to be contributing to safe, effective and compassionate care. There were no areas for improvement identified in respect of Statement 3.

Number of Requirements	0	Number Recommendations:	0
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5.6 Statement 4 - Arrangements for providing transport to service users are transparent and agreed in writing with the service user/their representative.

Is Care Safe, Effective and Compassionate?

On the day of inspection, the agency did not operate a transport scheme for service users. Discussions regarding individual service users established that each service user is supported to use transport appropriate to meet their individual needs and resources.

Each service user's financial file detailed the arrangements in place to support them with their transport needs accordingly.

Areas for Improvement

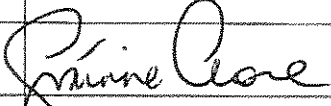

No areas for improvement were identified in respect of Statement 4.

Number of Requirements	0	Number Recommendations:	0
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5.7 Additional Areas Examined

There were no additional areas examined as part of the inspection.

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager	Dolores Curran	Date Completed	11.04.16
Registered Person		Date Approved	13/4/16
RQIA Inspector Assessing Response		Date Approved	20/4/16

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

Please complete this document in full and return to finance.team@rgia.org.uk 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.