

# **Announced Care Inspection Report 14 January 2021**



## **Outlook Service**

**Type of Service: Domiciliary Care Agency**  
**Address: 1 Ravenhill Reach Close, Belfast, BT6 8RB**  
**Tel No: 028 9046 1834**  
**Inspector: Corrie Visser**

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Assurance, Challenge and Improvement in Health and Social Care

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service provider from their responsibility for maintaining compliance with legislation, standards and best practice.

## 1.0 What we look for



## 2.0 Profile of service

The Outlook Service is a domiciliary care service for children based at Ravenhill Reach, Belfast. The service provides care and support for 121 children and their families with an age range up to 18 years. The service is provided as an outreach service across all of the Health and Social Care Trust areas. Services provided include personal care, medication and social support within the child's own home or as part of a social support outside of the family home. Children require a range of support needs due to a learning disability, physical disability and sensory impairment or due to a diagnosis of autistic spectrum conditions. Service timeframes range from four hours weekly to two hours fortnightly with one or two staff supporting the children depending on their assessed needs.

### 3.0 Service details

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|--|--|
| <b>Organisation/Registered Provider:</b><br>The Cedar Foundation<br><br><b>Responsible Individual:</b><br>Mrs Margaret Cameron | <b>Registered Manager:</b><br>Ms Carrieann Rainey    |
| <b>Person in charge at the time of inspection:</b><br>Ms Carrieann Rainey  | <b>Date manager registered:</b><br>18 September 2015 |

### 4.0 Inspection summary

An announced inspection took place on 14 January 2021 from 10.00 until 12.00 hours.

Due to the coronavirus (COVID-19) pandemic the Department of Health (DOH) directed RQIA to continue to respond to ongoing areas of risk identified in services.

Since the inspection on 7 March 2019, RQIA have not completed a primary inspection. Whilst RQIA was not aware that there was any specific risk to the service users a decision was made to undertake an on-site inspection adhering to social distancing guidance.

This inspection was underpinned by the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011 and The Northern Ireland Social Care Council (Social Care Workers Prohibition) and Fitness of Workers (Amendment) Regulations (Northern Ireland) 2017.

The inspection assessed progress with any areas for improvement identified since the last care inspection and to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

The agency's provision for the welfare, care and protection of service users was reviewed. There had been no incidents referred to adult safeguarding since the date of the last care inspection. Arrangements were in place to embed the regional operational safeguarding policy and procedure into practice.

The agency maintains and implements a policy relating to complaints. On the day of the inspection it was noted that the agency had not received any complaints since the last inspection.

No areas of improvement were identified from this inspection.

Evidence of good practice was found in relation to Access NI, staff registrations with the Northern Ireland Social Care Council (NISCC) and the monthly quality monitoring reports.

Good practice was also found in relation to all current Covid-19 guidance and the use of personal protective equipment (PPE) guidelines, Covid-19 education and management including infection prevention and control (IPC) measures.

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.

#### 4.1 Inspection outcome

|  | Regulations | Standards |
|--|-------------|-----------|
| <b>Total number of areas for improvement</b> | 0           | 0         |

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

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

#### 4.2 Action/enforcement taken following the most recent care inspection dated 7 March 2019

No further actions were required to be taken following the most recent inspection on 7 March 2019.

#### 5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA about this agency. This included the previous inspection report, notifiable events, and written and verbal communication received since the previous care inspection.

During and following our inspection we focused on contacting the service users, their relatives, staff and professionals to obtain their views on the service.

We ensured that the appropriate staff checks were in place before staff visited service users and reviewed the following areas:

- Recruitment records specifically relating to Access NI and NISCC registration.
- Covid-19: guidance for domiciliary care providers in Northern Ireland. Updated 16 June 2020.

RQIA provided information to service users, staff and other stakeholders that will support feedback on the quality of service delivery. This included service user/relative questionnaires and a staff poster to enable the stakeholders to feedback to the RQIA. The information received shows that people were satisfied with the current care and support. Comments received are included within the report. No service user/relative questionnaires were received. 17 staff responses were received, however five were incomplete.

Following the inspection we communicated with three staff members, four service users' relatives and two professionals.

We would like to thank the manager, service users, service user's relatives, staff and professionals for their support and co-operation throughout the inspection process.

## 6.0 The inspection

There were no areas for improvement made as a result of the last care inspection.

## 6.1 Inspection findings

### Recruitment:

The agency's staff recruitment processes were noted to be managed in conjunction with the organisation's human resources (HR) department. Discussion with the manager identified that they were knowledgeable in relation to safe recruitment practices in accordance with Regulation 13, Schedule 3 and Standard 11 relating to AccessNI. It was discussed that the statement of fitness to practice, along with the references are sent to the manager for signing prior to a date of employment being provided to the staff member. This ensures that the persons employed are suitable to be working with service users.

We reviewed the agency's matrix to monitor staff registration with NISCC and confirmed that all staff were currently registered with the relevant professional body. The manager reported that the register is checked on a regular basis and reported that the Cedar Foundation covers the cost for all staff registration. It was also discussed that staff members are not signed off on their probationary period until registered with NISCC. The manager and staff confirmed that they were aware they are not permitted to work if their NISCC registration lapses.

### Monthly Quality Monitoring Reports:

We reviewed a sample of the monthly quality monitoring reports and found them to be in compliance with Regulation 23 of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007. The reports provided a robust analysis of the quality of services being delivered and contained feedback from all stakeholders.

### Complaints and Compliments:

It was positive to note that no complaints had been made since the previous inspection; however a number of compliments had been received. Some of the comments from relative and professionals included:

- "The service is amazing and I am impressed with how individualised it is to meet the needs of my child."
- "I am so grateful for staff getting my child involved in quizzes and getting my child laughing again. My child now has an interest in socialising with new kids."
- "I am happy with the positive change in my child's behaviour and the trusting relationship my child has built with the care workers through engaging in craft/baking activities. I am happy how service delivery is working around family life."
- "We have really appreciated how you have all went the extra mile to ensure the kids and families have received support in these difficult times"

Comments from service users' relatives included:

- "The care worker speaks to my child over the phone which they enjoy."
- "xxxx (named care worker) has been great."
- "Thank you so much for the service, we really appreciate it."

- "I am definitely happy."
- "xxxx (named care worker) is so good to my child and they have really taken to the care worker."
- "xxxx (named care worker) has great ideas to meet my child's needs."
- "By the third week, my child was laughing and giggling with the care worker and is now able to say the care worker's name."
- "It's a great service, we really benefit from it."
- "My child loves it."
- "xxxx is fully trained and follows all the policies and procedures of the company in relation to PPE and hygiene."
- "The standard of care is very good."
- "The care worker does developmental activities with my child; they don't just sit and watch TV."
- "My child doesn't come looking for me when the care worker is there so I know my child is comfortable and is enjoying the interaction."
- "I am completely happy."

Comments from care workers included:

- "We get as much training as we need."
- "I asked for Makaton training and it was offered to me very quickly."
- "The quality of the training is better than I have ever experienced."
- "I am able to pick the phone up and my manager is always there for me."
- "I'm about doing what is best for the kids."
- "Cedar has everything in place with regards to following the PHA restrictions."
- "I love my families."
- "It's my dream job come true."
- "My manager is brilliant."
- "Training is really good and Cedar are really on top of what needs done. I think it's excellent."
- "I love Cedar as a company to work for."
- "I had huge appreciation for the Cedar Foundation before I came to work for them."
- "Cedar provides a service from the cradle to the grave. There is something for everyone at every stage of life."
- "It's an amazing service."
- "I love seeing the progress with the children."
- "I am very happy in this post."
- "We have been fully updated throughout the pandemic."
- "Some families suspended the service during the first lockdown and stated they would not suspend them again if a second lock down came into place as they really missed the service."

Comments from professionals included:

- "Cedar Outlook have provided a service for over 16 years."
- "Families/children and social work staff feedback has always been very positive."
- "Cedar staff are in regular contact with individual social workers."
- "Their workers are always enthusiastic, energetic and fun."
- "First class service, first class staff. Absolutely no issues."
- "This service is working well for our families, however has been restricted due to Covid. Cedar have tried to maintain contact with families during this period however 1-1 outings

have been limited. They have offered telephone contact which families have found beneficial.”

- “No issues or concerns raised by families.”

Seventeen staff responses were received however five were incomplete. The 12 completed surveys indicated that staff were either ‘very satisfied’ or ‘satisfied’ that the care being delivered is safe, compassionate, effective and well led.

## **Covid-19**

We spoke to the manager and to three staff members who were knowledgeable in relation to their responsibility in relation to Covid-19. Staff stated they were aware of the guidance in relation to the use of PPE for activities that brought them within two metres of service users. Staff were also aware of the need to replace PPE between service users and how to appropriately dispose of used PPE. There was evidence that staff had completed training with regards to IPC and they had been provided with clear guidance. Risk assessments had been completed for every family and staff member with regards to infection control. It was positive to note through discussions with the manager and with staff, that staff were able to purchase clothing to enable them to change between visits during the pandemic and were reimbursed by the Cedar Foundation. Extra logo t-shirts were also provided to staff. This was to ensure that staff reduced the risk of transmission between families.

We reviewed the current practices relating to the following areas of guidance and good practice relating to Covid-19:

- dissemination of information to staff
- IPC policies and procedures have been updated to address all current guidance in relation to Covid-19
- PPE storage and disposal
- staff training and guidance on IPC and the use of PPE equipment in line with guidance.

We reviewed records relating to IPC policies which were in-line with the guidance. The policies and procedures had been updated to include Covid-19.

The procedure and guidance in place show that:

- robust systems are in place to ensure that current IPC guidance is available and accessible to staff
- all staff working in the service are able to demonstrate their knowledge of IPC practice commensurate to their role and function in the service

Based on feedback it was positive to note that staff were working well together to support the best outcomes for service users, in a caring manner whilst being caring and compassionate to both service users and their relatives.

It was also noted that staff were committed to working in line with Covid-19 guidance to ensure that the impact of current measures, strikes the correct balance between keeping people safe and promoting a good quality of life, as highlighted by relatives in their comments. During discussion with staff it was positive to note that they are being vigilant in terms of monitoring people for symptoms and are adhering to the public health guidance in order to minimise the risk of introducing or spreading Covid-19. It was also positive to note that the staff were attuned to the needs of the service users, in particular their sensory needs with regards to the PPE and alternate methods were implemented.



### Areas of good practice

Evidence of good practice was found in relation to Access NI, staff registrations with NISCC and the monthly quality monitoring reports.

Good practice was also found in relation to all current Covid-19 guidance and the use of PPE guidelines, Covid-19 education and management including IPC measures.

### Areas for improvement

No areas for improvement were identified during the inspection.

|                                       | Regulations | Standards |
|---------------------------------------|-------------|-----------|
| Total number of areas for improvement | 0           | 0         |

### 7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.





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