

Unannounced Care Inspection Report 23 January 2020



Iona House Supported Living Service

Type of Service: Domiciliary Care Agency
Address: 19b Derry Road, Strabane, BT82 8DT
Tel No: 02871383400
Inspector: Aveen Donnelly

www.rqia.org.uk

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

Iona House is a supported living type domiciliary care agency, located on the outskirts of Strabane. The agency aims to provide accommodation, support and care to meet the needs of service users, in an environment that takes into account the physical, social, emotional, spiritual, as well as cultural needs of the service users. Accommodation is provided in 12 single rooms in three bungalows, with shared living, dining, kitchen and bathroom facilities for adults over 18 years of age with mild to moderate learning disability.

The agency operates a key worker system for all service users; they are provided with support to maintain their tenancy, live as independently as possible and to be involved in the local community.

Organisation/Registered Provider: Apex Housing Association Responsible Individual: Miss Sheena McCallion	Registered Manager: Not applicable
Person in charge at the time of inspection: Mrs Jacqueline McElhinney	Date manager registered: Jacqueline McElhinney - application received 4 October 2019 - "registration pending".

4.0 Inspection summary

An unannounced inspection took place on 23 January 2020 from 13.45 to 15.30 hours.

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.

The inspection aimed to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

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

All those spoken with said they were very happy with the care and support provided.

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
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Jacqueline McElhinney, 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 19 March 2019

No further actions were required to be taken following the most recent inspection on 19 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 our inspection we focused on contacting the service users, their relatives and staff to find out their views on the service. We also spoke with Health and Social Care Trust' representatives involved with the service.

We ensured that the appropriate staff checks were in place before staff visited service users:

- Recruitment records specifically relating to Access NI and NISCC registration.

Questionnaires and "Have we missed you?" cards were provided to give service users and those who visit them the opportunity to contact us after the inspection with their views. One relative provided feedback and this is included within the report.

A poster was provided for staff detailing how they could complete an electronic questionnaire feedback to RQIA. One staff member responded and again this information is also included within the report.

RQIA information leaflets 'How can I raise a concern about an independent health and social care service' were also provided to be displayed appropriately in the setting.

During the inspection the inspector spoke with four service users, two senior support workers, two care workers, one relative and two HSCT' representatives. Comments are detailed within the report.

The inspector would like to thank the manager, service users, service users' relatives and staff 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 on 19 March 2019.

6.1 Inspection findings

Discussion with the manager and a review of records confirmed that there was a system in place to ensure that relevant pre-employment checks with Access NI had been undertaken prior to employment. There was a system in place to ensure that staff were registered with NISCC and these were monitored on a regular basis.

During the inspection, the inspector spoke with eight service users, who appeared comfortable in their surroundings and relaxed in their interactions with staff. All those met with indicated that they were happy living in Iona House. The inspector spoke with four staff members, who were knowledgeable in relation to their responsibility in reporting concerns. All those spoken with were confident that management would take them seriously and act upon their concerns.

The inspector also spoke with two HSCT’ representatives, four staff and one service users’ relative. All comments received are detailed below:

Relative

- “The care and attention and the standard of care is excellent, (my relative) is well looked after and I am glad they are there. Staff and management are more than helpful.”

HSCT’ representatives

- “There is good teamwork there, we have regular communication from the manager, who is always willing to have a conversation about any issues.”
- “I never have any problems at all.”

Staff

- “It is a warm, welcoming place, a fun place to be. It is like a home.”
- “It is very welcoming here, I love it.”

One staff member provided feedback via the electronic survey. The responses provided indicated that they felt ‘very satisfied’ that the care was safe, effective and compassionate. The respondent indicated that they felt ‘undecided’ regarding how well they felt the agency was led by management. However, no written comments were provided to support this.

The returned questionnaire from one relative indicated that that they felt ‘very satisfied’ that the care was safe, effective and compassionate; and that the service was well led. No written comments were received.

Areas of good practice

Areas of good practice were identified in relation to the completion of checks with Access NI and staff’ registrations with NISCC.

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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