



The Regulation and
Quality Improvement
Authority

Support Care Recruitment Ltd
RQIA ID: 12233
c/o Premier Business Centre
20 Adelaide Street
Belfast, BT2 8GB

Inspectors: Maire Marley and Amanda Jackson
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**Unannounced Care Inspection
of
Support Care Recruitment Ltd**

17 December 2015

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
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1. Summary of Inspection

An unannounced care inspection took place on 17 December 2015 from 14.30 to 17.00 hours by Maire Marley, Senior Inspector and Amanda Jackson, Inspector/Quality Reviewer from the Regulation and Quality Improvement Authority (RQIA).

On the day areas for improvement were identified in respect of staff recruitment. The areas for improvement identified are set out in the Quality Improvement Plan (QIP) appended to this report. This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

1.1 Actions/Enforcement Taken Following the Last Inspection

No requirements or recommendations were made during the previous inspection.

1.2 Actions/Enforcement Resulting from this Inspection

In accordance with RQIA's Enforcement Policy and Procedures, a meeting was held with the responsible person and the registered manager at RQIA offices on 4 January 2016. During the meeting concerns about compliance with Regulation 13 and Regulation 16(5)(a) of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 were discussed.

At the meeting, the responsible person presented information and described actions taken and to be taken to secure compliance with the relevant regulations.

On this basis, RQIA were assured that Support Care recruitment were taking appropriate action in respect of Regulation 13 and Regulation 16(5)(a). RQIA have advised the registered person of their responsibility to maintain compliance with the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

1.3 Inspection Outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	3	0

The details of the QIP within this report were discussed with the registered person Mr Petros Jinga and the registered manager Mrs Fadzai Burrowes as part of the inspection process and during the concerns meeting on 4 January 2016. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Support Care Recruitment Ltd Mr Petros Jinga	Registered Manager: Mrs Fadzai Burrowes
Person in charge of the agency at the time of Inspection: Mrs Fadzai Burrowes	Date Manager Registered: 01 April 2015
Number of service users in receipt of a service on the day of Inspection: 8	

3. Inspection Focus

The inspection sought to assess compliance with the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

4. Methods/Process

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

- Discussion with the registered person and manager
- Examination of records
- File audits
- Evaluation and feedback.

The following records were examined during the inspection:

- Eleven staff recruitment records
- Eleven staff induction records
- Staff rotas

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was an unannounced care inspection dated 17 June 2015. A Quality Improvement Plan was not issued on this occasion.

5.2 There were no previous requirements or recommendations to review following the previous care inspection.

5.3 Theme 1 – Recruitment of staff

Is Care Safe?

The inspectors reviewed eleven staff files. All files reviewed were found to contain Access NI checks completed with the appropriate timeframes.

However, all of the files were found to contain incomplete pre-employment information. Two files did not have appropriate references in accordance with the staff members' employment history and a number of references did not contain the signature of the referee.

Gaps in employment were evident within a number of files reviewed. Interview notes did not evidence discussions had taken place in exploring these gaps.

Inspectors were advised by the registered person and registered manager that Interviews with new staff take place with both management staff. Records reviewed contained one interview record signed by the registered person or registered manager. One record had been signed by the office administrator whilst a second staff file reviewed did not contain interview notes; this was discussed during inspection with the registered manager who confirmed that an interview had taken place but not been recorded. The registered person and manager stated that both signatures had not been recorded and this would be rectified within future records.

Induction training records were found to be inconsistent across the files reviewed. A number of staff had shadowing induction records while other records contained an office induction checklist. One staff member did not have evidence of shadowing and this was discussed with the registered manager during inspection.

Staff induction training is delivered by the registered manager and was confirmed during discussions to have taken place for all staff despite incomplete records of this process.

Staff rotas reviewed contained irregular information regarding dates of staff induction/shadowing, where information was available it did not reflect the dates on the staff induction records held on file. The registered manager stated this was an error in the records. Records reviewed did not verify that a three day structured induction had been provided for all staff in accordance with Regulation 16(5)(a); a requirement has been made in this respect.

The inspectors found that a contract of employment had not been provided to all staff, while those which had been provided did not in all cases contain dates of employment.

At the meeting at RQIA offices on 4 January 2016, the responsible person and registered manager provided assurances that a review of current staff recruitment and induction records was being undertaken to ensure all records were in accordance with the specified regulations. Three files were presented at the meeting to evidence progress in this respect.

Is Care Effective?

This area was not assessed on the day of the inspection.

Is Care Compassionate?

This area was not assessed on the day of the inspection.

Areas for Improvement

The registered person and registered manager must review their staff recruitment and induction practices in line with their agency policies and procedures to ensure that no domiciliary care worker is supplied by the agency unless full and satisfactory information is available in relation to him.

Number of Requirements	3	Number Recommendations:	0
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5.3 Additional Areas Examined

No additional areas were reviewed during this inspection.

6. Quality Improvement Plan

The issue(s) identified during this inspection are detailed in the QIP. Details of this QIP were discussed with the registered person Mr Petros Jinga and the registered manager Mrs Fadzai Burrowes as part of the inspection process and during the concerns meeting on 4 January 2016. The timescales commence from the date of inspection.

The registered person/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered person/manager to ensure that all requirements and recommendations contained within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

6.1 Statutory Requirements

This section outlines the actions which must be taken so that the registered person/s meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, and the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

6.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and the Domiciliary Care Agencies Minimum Standards, 2011 etc. They promote current good practice and if adopted by the registered person may enhance service, quality and delivery.

6.3 Actions Taken by the Registered Manager/Registered Person

The QIP should be completed by the registered person/ registered manager and detail the actions taken to meet the legislative requirements stated. The registered person will review and approve the QIP to confirm that these actions have been completed. Once fully completed, the QIP will be returned to agencies.team@rqia.org.uk (paperlite) and assessed by the inspector.

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 home/agency/service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained in this report do not absolve the registered provider/manager from their responsibility for maintaining compliance with minimum standards and regulations. It is expected that the requirements and recommendations set out in this report will provide the registered provider/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the home.

Quality Improvement Plan

Statutory Requirements

Requirement 1 Ref: Regulation 13 Stated: First time To be Completed by: 17 January 2015	The registered person shall ensure that no domiciliary care worker is supplied by the agency unless— (a) he is of integrity and good character; (b) he has the experience and skills necessary for the work that he is to perform; (c) he is physically and mentally fit for the purposes of the work which he is to perform; and (d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.		
Requirement 2 Ref: Regulation 16 (5)(a) Stated: First time To be Completed by: 17 January 2016	Response by Registered Person(s) Detailing the Actions Taken: 2 good references, a full employment history and Police check to be utilised. Where the agency is acting otherwise than as an employment agency, the registered person shall ensure that-(a) a new domiciliary care worker ("the new worker") is provided with appropriately structured induction training lasting a minimum of three full working days. Response by Registered Person(s) Detailing the Actions Taken: Three days of induction are being provided, one at the office and 2 at the field. 2 Different forms are in use.		
Requirement 3 Ref: Regulation 21 (1) Stated: First time To be Completed by: 17 January 2016	The registered person shall ensure that the records specified in Schedule 4 are maintained, and that they are –(a) kept up to date, in good order and in a secure manner;(c) at all times available for inspection at the agency premises by any person authorized by the Regulation and Improvement Authority. Response by Registered Person(s) Detailing the Actions Taken: All staff files have been revised and updated.		
Registered Manager Completing QIP	Bunawes	Date Completed	8/2/16
Registered Person Approving QIP	D. York	Date Approved	8/2/16
RQIA Inspector Assessing Response	a. Jackson	Date Approved	12/2/16

Please ensure this document is completed in full and returned to agencies.team@rqia.org.uk from the authorised email address



