

Announced Enforcement Care Inspection Report 14 July 2017



Support Care Recruitment Ltd

Type of service: Domiciliary Care Agency

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Inspector: Caroline Rix

www.rqia.org.uk

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

This is a domiciliary care agency which provides a range of personal care services to people living in their own homes. Service users have a range of needs including physical disabilities, mental health care, dementia and learning disabilities. The Northern Health and Social Care Trust (HSC trust) commission their services.

3.0 Service details

Registered organisation/registered person: Support Care Recruitment Ltd/Petros Jinga	Registered manager: Fadzai Burrowes
Person in charge of the agency at the time of inspection: Fadzai Burrowes	Date manager registered: 1 April 2015

4.0 Inspection summary

An announced inspection took place on 14 July 2017 from 09.20 to 112.05 hours.

This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

The inspection sought to assess the level of compliance achieved in relation to a Failure to Comply (FTC) Notice. The areas identified for improvement and compliance with the regulation were in relation to staff recruitment. The date of compliance with the notice was 21 July 2017.

The following FTC Notice was issued by RQIA:

FTC ref: (FTC/DCA/12233/2017 - 2018/01) issued on 26 May 2017.

Evidence was available to validate compliance with the Failure to Comply Notice.

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 Petros Jinga, registered person and Fadzai Burrowes registered 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 15 May 2017

Support Care Recruitment Ltd was found to be non-compliant with Regulation 13 in four of the previous five inspections. These inspections had resulted in a range of enforcement actions being taken that included; Conditions placed on the agency's registration, issuing a Failure to Comply Notice and a Serious concerns meeting.

In light of the agency's lack of sustained compliance and the registered person's failure to implement sufficiently robust governance processes to assure the delivery of safe and effective care, it was agreed that RQIA should advise the registered person of RQIA's intention to issue a notice of proposal to cancel the registration of Support Care Recruitment Ltd (12233).

In accordance with RQIA's Enforcement Policy and Procedures, a meeting was arranged at RQIA offices on 25 May 2017 to discuss with the registered person the non-compliance in relation to Regulation 13 of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007. The registered person and the registered manager attended the meeting at RQIA offices on 25 May 2017 and provided assurances that the areas for improvement had been addressed. In light of this, RQIA did not issue the notice of proposal to cancel the registration of the agency. However the registered person's failure to comply with Regulation 13 (a) and (d) was discussed and the registered person was advised that RQIA had decided to serve one Failure to Comply Notice in relation to Support Care Recruitment Limited Domiciliary Care Agency in terms of Regulation 13 of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 as outlined in the failure to comply notice issued on 26 May 2017 (FTC/DCA/12233/2017 - 2018/01).

5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- Previous inspection findings
- Failure to comply notice (FTC/DCA/12233/2017 - 2018/01)
- The reports of quality monitoring activity undertaken on behalf of the registered person and submitted to RQIA

During the inspection the inspector met with the registered person and the registered manager.

The following records were examined during the inspection:

- Thirteen staff recruitment files
- New recruitment tracker template
- Recruitment file audit reports
- Monthly monitoring report for June 2017

Areas for improvement identified at the last care inspection were reviewed and assessment of compliance recorded as met.

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 15 May 2017

The most recent inspection of the agency was an unannounced care inspection.

The completed QIP was returned and approved by the care inspector.

6.2 Review of areas for improvement from the last care inspection dated 15 May 2017

Areas for improvement from the last care inspection		
Action required to ensure compliance with the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.		Validation of compliance
Requirement 1 Ref: Regulation 13 Stated: First time To be completed by: 21 July 2017 (In accordance with the timescale outlined in Failure to Comply Notice: issued 26 May 2017 (FTC/DCA/12233/2017 - 2018/01).	The registered person must ensure that no domiciliary care worker is supplied by the agency unless full and satisfactory information is available in relation to him.	Met
	Action taken as confirmed during the inspection: The inspector reviewed staff recruitment records which confirmed that full and satisfactory information had been obtained in relation to each domiciliary care worker. The inspector reviewed the agency's system of auditing staff recruitment records, introduced in June 2017.	
Requirement 2 Ref: Regulation 23 (2)(3) and (4) Stated: First time To be completed by: immediately and on-going	(2) At the request of the Regulation and Improvement Authority, the registered person shall supply to it a report, based upon the system referred to in paragraph (1), which describes the extent to which, in the reasonable opinion of the registered person, the agency— (a) arranges the provision of good quality services for service users; (b) takes the views of service users and their representatives into account in deciding—	Met

	<p>(i) what services to offer to them, and</p> <p>(ii) the manner in which such services are to be provided; and</p> <p>(c) has responded to recommendations made or requirements imposed by the Regulation and Improvement Authority in relation to the agency over the period specified in the request.</p> <p>(3) The report referred to in paragraph (2) shall be supplied to the Regulation and Improvement Authority within one month of the receipt by the agency of the request referred to in that paragraph, and in the form and manner required by the Regulation and Improvement Authority.</p> <p>(4) The report shall also contain details of the measures that the registered person considers it necessary to take in order to improve the quality and delivery of the services which the agency arranges to be provided.</p>	
	<p>Action taken as confirmed during the inspection:</p> <p>The inspector reviewed the monthly monitoring report completed by the registered person for June 2017. The monthly monitoring report template and record was found to be in line with minimum standards.</p>	

This inspection focused solely on the actions contained within the Failure to Comply Notice issued on 26 May 2017 and the area for improvement detailed within the quality improvement plan.

6.3 Inspection findings

Staffing

The inspector reviewed actions taken in response to ensuring that no domiciliary care worker is supplied by the agency unless full and satisfactory information is available in relation to him in respect of each of the matters specified in Regulation 13 and Schedule 3 of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

The inspector viewed evidence confirming that the registered manager had completed an audit of all existing domiciliary care workers' pre-employment records to identify any gaps in documentation or information obtained. The registered manager discussed how measures were then taken to address any missing information. The inspector reviewed the agency's system of auditing staff recruitment records on a monthly basis, introduced in June 2017.

Review of thirteen staff files confirmed the agency had taken appropriate action to comply with regulations and minimum standards. Records demonstrated that where identified within two staff files during the inspection 15 May 2017 the agency had obtained full information for each domiciliary care worker. A further eleven staff files were reviewed and these also verified the agency had appropriate arrangements in place to ensure that all pre-employment checks are made to ensure staff are suitably recruited to provide care.

Areas of good practice

The registered manager has introduced a monthly audit system to ensure staff recruitment records are in line with regulations and standards.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

Governance arrangements

The monthly monitoring report template and record was found to be in line with minimum standards. The inspector reviewed the monthly monitoring report completed by the registered person for June 2017. The contents of this report was found to be detailed and contained a summary of staff and service user monitoring, compliments and complaints; and evidenced how any issues arising had been managed.

Areas of good practice

The registered person submitted to RQIA the June 2017 monthly monitoring report as required. The content of this report was found to be appropriately detailed.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.4 Conclusion

Evidence was available to validate compliance with the Failure to Comply Notice.

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.

RQIA will phase out the issue of draft reports via paperlite in the near future. Registered providers should ensure that their services are opted in for the receipt of reports via Web Portal. If you require further information, please visit www.rqia.org.uk/webportal or contact the web portal team in RQIA on 028 9051 7500.



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