



The Regulation and
Quality Improvement
Authority

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

Inspector: Caroline Rix
Inspection ID: IN023137

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**Unannounced Care Inspection
of
Support Care Recruitment Ltd**

17 June 2015

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 care inspection took place on 17 June 2015 from 14.30 to 16.15 hours to assess compliance with regulation in relation to a Failure to Comply Notice issued 14 May 2015 and review progress in relation to a number of areas for improvement required. Overall on the day of the inspection the agency was found to be delivering safe and effective care.

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

One Failure to Comply notice was issued 14 May 2015 in relation to Support Care Recruitment Limited Domiciliary Care Agency having supplied individuals prior to undertaking the required pre-employment checks.

Four requirements and one recommendation were detailed in the previous QIP following the last inspection on 5 May 2015.

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: Support Care Recruitment Limited Domiciliary Care Agency/Petros Jinga	Registered Manager: Fadzai Burrows
Person in charge of the agency at the time of Inspection: Fadzai Burrows	Date Manager Registered: 22 December 2014
Number of service users in receipt of a service on the day of Inspection: 8	

3. Inspection Focus

The inspection sought to assess compliance following the issue of one Failure to Comply Notice, and the quality improvement plan from the inspection on 5 May 2015.

4. Methods/Process

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

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

The following records were examined during the inspection:

- Six staff files
- Eight service user files
- Recruitment policy and procedure
- Staff Induction and training policy and procedure
- Database containing staff details
- Service user agreement template
- Staff duty rota
- Service user index

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 5 May 2015.

5.2 Review of Requirements and Recommendations from the last Care Inspection

Previous Inspection Statutory Requirements		Validation of Compliance
Requirement 1 Ref: Regulation 13	<p>The registered person shall ensure that no domiciliary care worker is supplied by the agency unless—</p> <p>(a) he is of integrity and good character;</p> <p>(b) he has the experience and skills necessary for the work that he is to perform;</p> <p>(c) he is physically and mentally fit for the purposes of the work which he is to perform; and</p> <p>(d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.</p> <p>The registered person must revise their staff recruitment policy and procedure to ensure that no domiciliary care worker is supplied by the agency unless full and satisfactory information is available in relation to him.</p>	Met
	<p>Action taken as confirmed during the inspection:</p> <p>Inspector confirmed that the recruitment policy and procedure viewed dated June 2015 had been revised. This document contained details to ensure that no domiciliary care worker is supplied by the agency unless full and satisfactory information is available in relation to him. All staff records were reviewed and inspector verified each contained all documentation and information required.</p>	
Requirement 2 Ref: Regulation 16(2)(c)	<p>The registered person shall ensure that each employee of the agency-</p> <p>(c) is provided with a job description outlining his responsibilities.</p>	Met
	<p>Action taken as confirmed during the inspection:</p> <p>Inspector confirmed, on review of all staff files, that they have been provided with a job description outlining their responsibilities. A system is in place to ensure that a job description will be provided to all future employees.</p>	

<p>Requirement 3</p> <p>Ref: Regulation 16 (5)(a)</p>	<p>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.</p> <p>Action taken as confirmed during the inspection: Inspector reviewed the revised induction policy and procedure which was found to be in line with regulation 16 (5)(a). This document specified their induction training programme and timescale for completion. Records evidenced that all current staff have been assessed as competent following induction training.</p>	<p>Met</p>
<p>Requirement 4</p> <p>Ref: Regulation 21 (1)</p>	<p>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.</p> <p>Action taken as confirmed during the inspection: Inspector confirmed that records are being maintained as required. The inspector reviewed the current staff index, the staff duty rota, service user's index and staff contracts of employment which were available and up to date at the time of inspection.</p>	<p>Met</p>

Previous Inspection Recommendations		Validation of Compliance
Recommendation 1 Ref: Minimum Standard 4.1	Each service user and, if appropriate, his or her carer/representative is provided with a written individual agreement before the commencement of the service. If it is not possible to provide this agreement before the commencement of the service, it is provided within five working days of such commencement. The agreement is made available, if required, in a format and language suitable for the service user or his or her carer/representative.	Met
	Action taken as confirmed during the inspection: The inspector viewed the service user agreement document which was found to be in line with standard 4.1. Records evidenced that all service users have been provided with a copy of their individual agreement.	

6. Inspection Findings

Is Care Safe?

The inspector confirmed that the recruitment policy and procedure viewed dated June 2015 had been revised. This document contained details to ensure that no domiciliary care worker is supplied by the agency unless full and satisfactory information is available in relation to him. All of the seven current staff files were reviewed and inspector verified each contained full and satisfactory information required.

Inspector confirmed, on review of all staff files, that they have been provided with a job description outlining their responsibilities. A system is in place to ensure that a job description will be provided to all future employees. Records confirmed that a staff contract of employment had been issued to all staff and signed copies returned with two exceptions; one staff member currently on leave and a second employee seeking advice before signing and returning to agency.

The inspector confirmed that the required information was available, and reviewed the current staff index, the staff duty rota for period 15 June 2015 to 21 June 2015 along with their current service user's index.

Inspector reviewed the revised induction policy and procedure which was found to be in line with regulation. This document specified their induction training programme and timescale for completion. Records evidenced that all current staff had completed their induction training programme and had been assessed as competent. A useful induction training checklist was viewed within staff files.

Overall on the day of inspection we found that care delivery was safe.

Is Care Effective?

The inspector viewed the service user agreement document which was found to be in line with minimum standard 4.1. Records evidenced that all service users have been provided with a copy of their individual agreement. The registered manager confirmed that each service user/representative had been provided with two copies of their agreement, the contents had been explained and the majority had been signed by service users or representative with the exception of three. One of these three service users has declined to sign their agreement until it is reviewed by their social worker, a second service user declined on the day and a third service user was not provided with an agreement as currently is in hospital.

Overall on the day of inspection we found that care delivery was effective.

Is Care Compassionate?

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

Areas for Improvement

No areas for improvement were found in relation to this inspection.

Number of Requirements	0	Number Recommendations:	0
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7.0 No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager	<i>Burrows</i>	Date Completed	13/10/15
Registered Person	<i>Quax</i>	Date Approved	13/10/15
RQIA Inspector Assessing Response	<i>Carolee</i>	Date Approved	14-10-15

Please provide any additional comments or observations you may wish to make below:
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Please complete in full and returned to agencies.team@rqia.org.uk from the authorised email address*

