



The Regulation and
Quality Improvement
Authority

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY
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SECONDARY UNANNOUNCED INSPECTION

Inspection No: IN021605
Establishment ID No: 12233
Name of Establishment: Support Care Recruitment Ltd Domiciliary Care Agency
Date of Inspection: 26 March 2015
Inspector's Name: Norma Munn

GENERAL INFORMATION

Name of agency:	Support Care Recruitment Ltd
Address:	20 Adelaide Street Belfast BT2 8GB
Telephone Number:	07901338890
E mail Address:	supprecruit@gmail.com
Registered Organisation / Registered Provider:	Mr Petros Jinga
Registered Manager:	Ms Fadzai Burrows
Person in charge of the agency at the time of inspection:	Ms Fadzai Burrows
Date and type of previous inspection:	18 December 2014 Unannounced Inspection
Date and time of inspection:	26 March 2015 10:00–12:00
Name of inspector:	Norma Munn

1.0 INTRODUCTION

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect domiciliary care agencies. A minimum of one inspection per year is required.

This is a report of a secondary inspection to assess the quality of services being provided. The report details the extent to which the standards measured during inspection are being met.

1.1 PURPOSE OF THE INSPECTION

The purpose of this inspection was to consider whether the service provided to service users was in accordance with their assessed needs and preferences and was in compliance with legislative requirements, minimum standards and other good practice indicators. This was achieved through a process of analysis and evaluation of available evidence.

RQIA not only seeks to ensure that compliance with regulations and standards is met but also aims to use inspection to support providers in improving the quality of services.

The aims of the inspection were to examine the policies, procedures, practices and monitoring arrangements for the provision of domiciliary care, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Domiciliary Care Agencies Regulations (Northern Ireland) 2007
- The Department of Health, Social Services and Public Safety's (DHSSPS) Domiciliary Care Agencies Minimum Standards (2011)

Other published standards which guide best practice may also be referenced during the inspection process.

1.2 METHODS/PROCESS

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

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

1.3 INSPECTION FOCUS

The inspection sought to establish the level of compliance achieved with respect to the conditions placed as detailed in the Notice of Decision issued 7 November 2014.

PROFILE OF SERVICE

Support Care Services Ltd Domiciliary Care Agency was registered on 23 May 2014 to provide care to people in their own homes including older people, and people with a physical disability or learning disability and mental care needs and children. Services provided include personal care, social and domestic tasks.

The agency has not been supplying staff to any establishment or to any service user's private home since 9 October 2014.

SUMMARY

This unannounced inspection of Support Care Services Ltd Domiciliary Care Agency was undertaken on 26 March 2015 between the hours of 10.00 and 12.00 by Norma Munn, inspector from the Regulation and Quality Improvement Authority (RQIA).

An inspection undertaken on 2 October 2014 resulted in a Notice of Decision to place two conditions on the registration of Support Care Services Ltd Domiciliary Care Agency being issued in November 2014. A follow up inspection was undertaken on 18 December 2014 and as a result RQIA were unable to confirm the agency was in compliance with the conditions as detailed in the Notice of Decision issued on 7 November 2014.

The conditions specified that the agency had to ensure that a registered manager with the required qualifications, skills and experience was in place to manage the day to day operations of the agency. In addition, the agency was not to operate as a domiciliary care agency until they could demonstrate compliance with the Domiciliary Care Regulations (Northern Ireland) 2007 and Domiciliary Care Agencies Minimum Standards 2011.

The newly appointed Registered Manager, Fadzai Burrows and the newly appointed Responsible Person, Mr Petros Jinga were in attendance throughout the inspection.

To validate compliance with the conditions imposed the inspector had discussion with the registered manager and undertook a review of relevant documentation held at the domiciliary care agency. Feedback was provided at the end of the inspection to the registered manager and the responsible person.

Statement of Purpose

On the day of the inspection the statement of purpose was reviewed and was in compliance with Regulation 5, Schedule 1.

The inspector can confirm that the agency is in compliance with the condition relating to the statement of purpose as detailed in the Notice of Decision issued on 7 November 2014.

Management Arrangements

Prior to this inspection RQIA received an application for the position of registered manager. This application was approved by RQIA and a newly appointed registered manager with the required qualifications, skills and experience has been appointed to manage the day to day operations of the agency.

The inspector can confirm the agency is in compliance with the condition relating to the registered manager as detailed in the Notice of Decision issued on 7 November 2014.

Recruitment Procedures

Robust systems had been put into place to recruit staff and a policy and procedure had been developed. The registered manager informed the inspector that the agency had not been supplying staff to any establishment or to any service user's private home. The agency were actively recruiting staff and personnel files were available for inspection.

Four personnel files reviewed were found to be well maintained, well organised and were generally in accordance with Regulation 13. Access NI pre-employment checks had been completed. Issues were identified in two personnel files in relation to the following:

- application forms evidenced gaps in employment which had not been explored
- references were in place but did not relate to the previous or most recent employer.

The registered manager gave assurances that issues identified would be addressed prior to the commencement of employment.

The inspector can confirm the agency is moving towards compliance with the condition relating to the recruitment procedure as detailed in the Notice of Decision issued on 7 November 2014.

Records

Review of a sample of records listed in Schedule 4 evidenced that records were well maintained, kept up to date and stored securely. Templates for staff appraisal and supervision were reviewed and found to be satisfactory. Review of induction records for four staff evidenced that whilst the inductions had been completed there was no records of signatures by both parties. This was discussed with the registered manager who has agreed to address this issue.

The inspector can confirm the agency is in compliance with the condition relating to records as detailed in the Notice of Decision issued on 7 November 2014.

Fitness of Premises

The inspector attended the new registered premises for the purposes of the inspection and found that the accommodation was appropriate. Records were maintained in accordance with legislative requirements.

The inspector can confirm the agency is in compliance with the condition relating to the fitness of premises as detailed in the Notice of Decision issued on 7 November 2014.

Conclusion

A review of the outcomes of the inspection was undertaken with the senior management team to assess the agency's level of progress and compliance with the conditions placed on the registration of the agency. It was agreed that the two conditions should be removed and notification was forwarded to the responsible person, Mr.Jinga and the registered manager, Ms Burrows.

The agency was found to be in compliance with the Domiciliary Care Regulations (Northern Ireland) 2007 and Domiciliary Care Agencies Minimum Standards 2011.

A Quality Improvement Plan was not issued on this occasion as the issues identified were addressed in the Notice of Proposal.

FOLLOW-UP ON PREVIOUS ISSUES

NO.	REGULATION REF.	REQUIREMENTS	ACTION TAKEN - AS CONFIRMED DURING THIS INSPECTION	INSPECTOR'S VALIDATION OF COMPLIANCE
1	5. (1)	The registered person shall compile in relation to the agency a written statement (in these Regulations referred to as "the statement of purpose") which shall consist of a statement as to the matters listed in Schedule 1.	A statement of purpose was available for inspection and detailed information listed in Schedule 1.	Compliant
2	10. (2) (b) (i)	<p>A person is not fit to manage an agency unless;</p> <p>(b) having regard to the size of the agency, the statement of purpose and the number and needs of the service users-</p> <p>(i) he has the qualifications, skills and experience necessary to manage the agency.</p>	Prior to this inspection RQIA received an application for the position of registered manager. This application had been approved by RQIA and the newly appointed registered manager with the required qualifications, skills and experience had been appointed to manage the day to day operations of the agency. On the day of the inspection the inspector met the newly appointed registered manager.	Compliant

3	13 (a) (b) (c) (d)	<p>The registered person shall ensure that no domiciliary care worker is supplied by the agency unless-</p> <ul style="list-style-type: none"> (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; (d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3. 	<p>The records relating to four staff were examined and found to be generally maintained in accordance with Regulation 13.</p> <p>Issues were identified in two personnel files in relation to the following:</p> <ul style="list-style-type: none"> • application forms evidenced gaps in employment which had not been explored • references were in place but did not relate to the previous or most recent employer. <p>The registered manager gave assurances that issues identified would be addressed prior to the commencement of employment.</p>	Moving towards compliance
4	21 (a) (c)	<p>The registered person shall ensure that the records specified in Schedule 4 are maintained, and that they are-</p> <ul style="list-style-type: none"> (a) kept up to date, in good order and in a secure manner; (b) at all times available for inspection at the agency premises by any person 	<p>Review of a sample of records listed in Schedule 4 evidenced that records were well maintained, kept up to date and stored securely.</p>	Compliant

		authorised by the Regulation and Improvement Authority.		
5	21 (2)	The registered person shall ensure that a copy of the service user plan and a detailed record of the prescribed services provided to the service user are kept at the service user's home and that they are kept up to date, in good order and in a secure manner.	The registered manager confirmed that the agency was not providing care to any service user. A draft of a service user agreement was available and found to be suitable.	Compliant
6	25	Subject to Regulation 5(3), the registered person shall not use the premises for the purpose of an agency unless the premises are suitable for the purpose of achieving the aims and objectives of the agency set out in the statement of purpose.	The premises visited on the day were suitable for the purpose of a domiciliary care agency.	Compliant

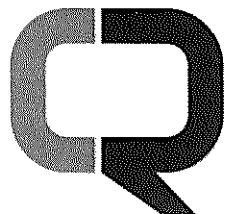
Where the inspection resulted in no recommendations or requirements being made the provider/manger is asked to sign the appropriate page confirming they are assured about the factual accuracy of the content of the report.

Enquiries relating to this report should be addressed to:

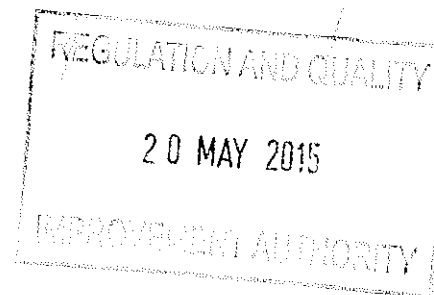
Norma Munn
The Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT

Norma Munn
Inspector/Quality Reviewer

Date



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No requirements or recommendations resulted from the secondary unannounced care inspection of Support Care Recruitment Ltd Domiciliary Care Agency which was undertaken on 26 March 2015 and I agree with the content of the report.

Please provide any additional comments or observations you may wish to make below:

SIGNED: 

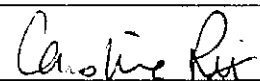
NAME: Petros Jinga
Registered Provider

DATE 19/05/15

SIGNED: 

NAME: FADZAI Burrowes
Registered Manager

DATE 19/05/15

Approved by:	Date
<u></u>	<u>22.5.15</u>