

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY
9th floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501

SECONDARY INSPECTION

Inspection No: 20836

Establishment ID No: 12233

Name of Establishment: Support Care Recruitment Ltd Domiciliary Care Agency

Date of Inspection: 2 October 2014

Inspector's Name: Maire Marley and Suzanne Cunningham

GENERAL INFORMATION

Name of agency:	Support Care Recruitment Ltd
Address:	3 Shamrock Place Belfast BT6 8HU
Telephone Number:	07901338890
E mail Address:	supprecruit@gmail.com
Registered Organisation / Registered Provider:	Ms Irene Mitisu
Registered Manager:	Ms Irene Mitisu
Person in charge of the agency at the time of inspection:	Mr Petros Jinga (Director)
Date and type of previous inspection:	Pre-registration 19 March 2014
Date and time of inspection:	2 October 2014
Name of inspector:	Maire Marley, Senior Inspector Suzanne Cunningham, Inspector/Quality Reviewer

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 (2008)

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:

METHODS/PROCESS

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

- Discussion with the designated person in control
- Examination of records
- File audit
- Evaluation and feedback

1.3 INSPECTION FOCUS

The purpose of this inspection was to examine the quality of specific records and ensure appropriate management arrangements were in place.

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 been operational from May 2014, and provides care to two service users in the Northern Trust. The agency supplies care workers to nursing homes and residential care homes in the Belfast Trust area.

SUMMARY

This secondary unannounced inspection of Support Care Services Ltd Domiciliary Care Agency was undertaken on 2 October 2014 between the hours of 1.00pm and 4.30pm by Maire Marley, Senior Inspector and Suzanne Cunningham, Inspector/Quality Reviewer from the Regulation and Quality Improvement Authority (RQIA).

The inspection was undertaken in response to a concern highlighted by a secondary registered service regarding the placement of a staff member by Support Care Recruitment Limited. RQIA was informed that a member of staff had been placed in this regulated service with no evidence of training and limited communication skills. In addition RQIA had received an absence of registered manager notification signed by the director of the company advising that the responsible individual/registered manager was to be absent from her post due to study leave. The notification proposed that the director would take full responsibility for the agency in the absence of the responsible person/registered manager.

Management Arrangements

Domiciliary care agencies should have appropriate management arrangements in place to ensure services are effectively delivered. During this inspection the inspectors were concerned that the director was unable to demonstrate an understanding of the Domiciliary Care Agency Regulations and Domiciliary Care Agencies Minimum Standards. The registered person failed to appoint a person with the appropriate knowledge, skills or experience to manage the agency in the absence of the registered manager.

Statement of Purpose

A request was made by the inspectors to review the statement of purpose. This document was not available for inspection. In accordance with The Domiciliary Care Agency Regulations (Northern Ireland) 2007 the statement of purpose must be available for inspection at all times.

Recruitment Procedures

A particular focus of the inspection was recruitment procedures. It was concerning to note that the procedure for recruitment and selection of staff was not available. The Director, Mr Jinga reported it was maintained electronically on his laptop however was also unable to locate the document. The inspectors requested the records for the named staff member placed as a care assistant in a regulated nursing home. There were no records to confirm that this staff member had an Access NI pre-employment check completed. In addition the records of another staff member who was deployed as a domiciliary care worker were not available. Domiciliary Care Agencies have a responsibility to assess the fitness of the people it employs

as care workers. On this occasion the inspectors concluded there was no evidence to demonstrate that these two staff had been employed in accordance with The Domiciliary Care Agency Regulations (Northern Ireland) 2007 Regulation 13. Records of all the documentation relating to the recruitment process should be maintained in compliance with Regulation 21 (1) and Schedule 4 and available for inspection upon request.

Fitness of Premises

The inspectors attended the registered premises for the purposes of the inspection and found that the accommodation was inappropriate. The premises were the director's home and it was noted there was a lack of secure storage facilities and a lack of facilities to conduct interviews in private. Records requested were stored in plastic carrier bags in an unsecured cupboard in the kitchen. Staff must be trained to create, use and manage records in keeping with legislative requirements.

Conclusion

A meeting was held in the offices of the RQIA on 9 October 2014 and was attended by Ms Irene Mitisu, Responsible Person/Registered Manager and Mr Jinga, Director. Due to the significant matters identified RQIA issued a Notice of a Proposal to place conditions on the registration of Support Care Recruitment Limited Domiciliary Care Agency. Ms Mitisu responsible individual/registered manager agreed to cease the service until it was 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 and these will be addressed during the compliance visit.

QUALITY IMPROVEMENT PLAN

The details of the Quality Improvement Plan appended to this report were discussed with Ms Irene Mitisu, as part of the inspection process.

The timescales for completion commence from the date of inspection.

The registered provider / manager is required to record comments on the Quality Improvement Plan.

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

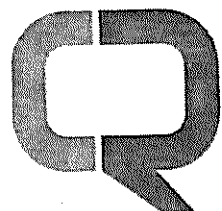
Matters to be addressed as a result of this inspection are set in the context of the current registration of your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of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

Enquiries relating to this report should be addressed to:

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

Maire Marley
Inspector/Quality Reviewer

Date



The Regulation and
Quality Improvement
Authority

No requirements or recommendations resulted from the **secondary unannounced** inspection of **Support Care Recruitment** which was undertaken on **2 October 2014** and I agree with the content of the report.

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

SIGNED: [Signature]

NAME: Petros Jingga
Registered Provider

DATE 09/09/15

SIGNED: [Signature]

NAME: FANZAI BURROWS
Registered Manager

DATE 10/9/15

Approved by: <u>H. Harker</u>	Date <u>10/9/15</u>
<u>[Signature]</u>	