

# Unannounced Inspection Report

**15 May 2017**



## Support Care Recruitment Ltd

**Type of service: Domiciliary Care Agency**

**Address: c/o Premier Business Centre, 20 Adelaide Street, Belfast  
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**Tel No: 02890517056  
Inspector: Caroline Rix**

[www.rqia.org.uk](http://www.rqia.org.uk)

Assurance, Challenge and Improvement in Health and Social Care

## 1.0 Summary

An unannounced inspection of Support Care Recruitment Ltd took place 15 May 2017 from 10.50 to 15.50 hours.

Information received by the Regulation and Quality Improvement Authority (RQIA) prior to this inspection included a report that domiciliary care workers had been supplied into service users' homes prior to receipt of two references, had not received update training in moving and handling and communication between the agency management, service users and staff was not effective.

The inspection sought to examine the agency's recruitment practices, training records and communication processes in light of the concerning information received by RQIA.

On the day of inspection the agency was not found to be in compliance with the required regulations in respect of recruitment practices. The domiciliary care workers' update training records in the area of manual handling were reviewed and found to be satisfactory. The various communication records between service users, relatives, managers and domiciliary care workers were found to be satisfactory during this inspection.

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

## 1.1 Inspection outcome

	Requirements	Recommendations
<b>Total number of requirements and recommendations made at this inspection</b>	2	0

Details of the Quality Improvement Plan (QIP) within this report were discussed with Petros Jinga registered person and Fadzai Burrowes registered manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

Enforcement action resulted from the findings of this inspection.

## 1.2 Actions/enforcement taken following the most recent care inspection

Since Support Care Recruitment Ltd was registered 23 May 2014 four of the previous five inspections of the agency found non-compliance with Regulation 13. 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).

## 2.0 Service details

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

## 3.0 Methods/processes

Prior to inspection the inspector analysed the following records:

- Previous inspection report
- Record of notifiable events for 2016/2017
- Intelligence received by RQIA

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

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

The inspector met with the registered person Petros Jinga and registered manager Fadzai Burrowes, and examined the following records during the inspection:

- Five domiciliary care workers' records
- Staff training schedule and records
- Communication records
- Policy and procedure relating to: staff recruitment

## 4.0 The inspection

### 4.1 Review of requirements and recommendations from the most recent inspection dated 6 December 2016

The requirements and recommendations from the last care inspection of 6 December 2016 were not reviewed during this inspection as the focus of this inspection related to matters of concern which were raised with RQIA. The agency's progress towards compliance with regulations and minimum standards identified on 6 December 2016 will be assessed at a subsequent inspection.

### 4.2 Review of requirements and recommendations from the last care inspection dated 6 December 2016

Last care inspection statutory requirements		Validation of compliance
<b>Requirement 1</b> <b>Ref:</b> Regulation 15 (6) (a) <b>Stated:</b> First time	The registered provider must review their 'reporting and recording' and 'accidents' policies and procedures to specify the procedure to be following after an allegation of abuse, neglect or other harm has been made regarding a service user.	<b>Not examined</b>
	<b>Action taken as confirmed during the inspection:</b>	
Last care inspection recommendations		Validation of compliance
<b>Recommendation 1</b> <b>Ref:</b> Standard 5.4 <b>Stated:</b> First time	The registered provider should develop a system to ensure they report any changes in the service user's situation and issues relevant to the health and well-being of the service user to the referring HSC Trust, and keep a record of such reports.	<b>Not examined</b>
	<b>Action taken as confirmed during the inspection:</b>	

## 4.3 Inspection Findings

During the inspection of 15 May 2017 the inspector reviewed the agency's 'recruitment' policy and procedure which was found to be compliant with Regulation 13 schedule 3 as required.

The inspector was provided with access to the agency's list of currently employed domiciliary care workers. The inspector selected and reviewed a sample of four of the 37 domiciliary care

workers' recruitment files and the file relating to one previously employed domiciliary care worker. These domiciliary care workers had commenced employment between June 2016 and February 2017.

Two of the five domiciliary care workers' files contained evidence that all the pre-employment records had been obtained in compliance with Regulation 13 and schedule 3.

The receipt of two satisfactory written references, including a reference from the person's present or most recent employer, had not been obtained for three of the five domiciliary care workers prior to these domiciliary care workers being supplied into service users' homes.

The evidence reviewed within the remaining sample of three domiciliary care workers files is described as follows:

File one; contained one satisfactory written reference received prior to being supplied into service users' homes with a second written response received from present employer stating unable to provide a reference for this applicant.

File two; contained two satisfactory written references, received one month and two months after the worker was first supplied into service users' homes, however one of these references was from a work colleague, not their present or most recent employer.

File three; contained one written reference with no date of receipt known and a second written reference received from their previous employer two months after the worker was first supplied into service users' homes. The second reference identified concerns about the worker's conduct and attitude.

The inspector reviewed details within this worker's records which evidenced that the agency had identified poor care practices by this domiciliary care worker prior to receipt of the second unsatisfactory reference, which had resulted in disciplinary action being taken.

The inspector discussed the findings of the incomplete domiciliary care worker recruitment records with the registered person and registered manager; both acknowledged that the agency's recruitment procedure had not been followed.

In accordance with RQIA's Enforcement Policy and Procedures, the registered person was advised of RQIA's decision to issue a failure to comply notice in relation to Regulation 13 of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 at a meeting at RQIA offices on 25 May 2017.

At this meeting the registered person acknowledged the absence of all required records and a failure to comply notice was issued to the registered person on 26 May 2017.

The inspector viewed domiciliary care workers' update training records relating to moving and handling on the agency's annual training plan and within two domiciliary care workers' files. The records evidenced that domiciliary care workers who required moving and handling update training had been provided with this by an external training organisation. These training records included details of the training content both theory and practical along with a competency assessment completed and individual certificates issued. The inspector found that the moving and handling update training records were satisfactory.

Records of communications examples between service users, relatives, managers and domiciliary care workers were viewed by the inspector in a range of formats both electronic and hard copy.

These records reflected the agency's ability to communicate effectively with a range of service users, relatives and staff and demonstrated responsive and flexible service delivery.

The inspector viewed supervision records that confirmed domiciliary care workers had been informed of the reporting and recording procedure and communication policy they must follow on a variety of occasions since October 2016.

The various communication records between service users, relatives, managers and domiciliary care workers were found to be satisfactory during this inspection.

### Areas for improvement

Two areas for improvement were identified. The registered person shall ensure that no domiciliary care worker is supplied by the agency unless full and satisfactory information is available in relation to him. The registered person shall review their governance arrangements and systematically audit working practices to ensure they are consistent with their documented policies and procedures, and take action when necessary. The registered person is required to submit to RQIA, a copy of each monthly monitoring report for review, until further notice, as an assurance that quality monitoring improvements are being maintained.

<b>Number of requirements:</b>	<b>2</b>	<b>Number of recommendations:</b>	<b>0</b>
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## 5.0 Quality improvement plan

Any issues identified during this inspection are detailed in the QIP. Details of the QIP were discussed with the registered provider Petros Jinga and the registered manager Fadzai Burrowes, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/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 provider 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 the domiciliary care agency. 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.

## 5.1 Statutory requirements

This section outlines the actions which must be taken so that the registered provider meets legislative requirements based on Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

## 5.2 Recommendations

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

### 5.3 Actions taken by the registered provider

The QIP should be completed and detail the actions taken to meet the legislative requirements and recommendations stated. The registered provider should confirm that these actions have been completed and return the completed QIP to [Agencies.Team@rqia.org.uk](mailto:Agencies.Team@rqia.org.uk) for assessment by the inspector.

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 registered provider from their responsibility for maintaining compliance with the regulations and standards. It is expected that the requirements and recommendations outlined in this report will provide the registered provider with the necessary information to assist them to fulfil their responsibilities and enhance practice within the service.

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## Quality Improvement Plan

### Statutory requirements

<p><b>Requirement 1</b></p> <p><b>Ref:</b> Regulation 13</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 21 July 2017 (In accordance with the timescale outlined in Failure to Comply Notice: issued 26 May 2017 (FTC/DCA/12233/2017 - 2018/01))</p>	<p>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.</p> <p><b>Response by registered provider detailing the actions taken:</b> The files of all care workers have been audited and it has been evidenced that all staff have full and satisfactory information available in relation to them. Part of the audit is attached.</p>
<p><b>Requirement 2</b></p> <p><b>Ref:</b> Regulation 23 (2)(3)and (4)</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> immediately and on-going</p>	<p>(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—</p> <p>(a) arranges the provision of good quality services for service users;</p> <p>(b) takes the views of service users and their representatives into account in deciding—</p> <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><b>Response by registered provider detailing the actions taken:</b> Service user call monitoring has been carried and a very good report has been obtained. The views and comments of the service users have been and will continue to be considered to decide what service to provide and in what manner. Staff comments will be put into consideration as well. We have contacted about ten of our staff members asking of their views and comments. The comments have been positive and encouraging.</p>



	<p>All complaints have been taken seriously and followed up. This helps to continuously improve the service we provide. Staff training and supervisions have been carried out and this are on-going in order the ensure that the service provided is up to the required standard. This also helps the staff by giving them continuing support.</p>
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***\*Please ensure this document is completed in full and returned to [Agencies.Team@rqia.org.uk](mailto:Agencies.Team@rqia.org.uk) from the authorised email address\****

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