



The Regulation and
Quality Improvement
Authority

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY
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SECONDARY ANNOUNCED INSPECTION

Inspection No: 21128
Establishment ID No: 12233
Name of Establishment: Support Care Recruitment Ltd Domiciliary Care Agency
Date of Inspection: 18 December 2014
Inspector's Name: Maire Marley and Caroline Rix

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:	Ms Irene Mtisi
Registered Manager:	Ms Irene Mtisi
Person in charge of the agency at the time of inspection:	Ms Irene Mtisi
Date and type of previous inspection:	2 October 2014 Unannounced Inspection
Date and time of inspection:	18 December 2014 10:00 – 12:30
Name of inspector:	Maire Marley, Senior Inspector Caroline Rix, 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:

- 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.

SUMMARY

This announced inspection of Support Care Services Ltd Domiciliary Care Agency was undertaken on 18 December 2014 between the hours of 10.00am and 12.30pm by Maire Marley, Senior Inspector and Caroline Rix, Inspector/Quality Reviewer from the Regulation and Quality Improvement Authority (RQIA).

Six requirements were made at an inspection undertaken on 2 October 2014 and 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.

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.

On the day of this inspection the Registered Person/Registered Manager, Irene Mtisi informed the inspectors that she had returned from England the previous day to prepare for the inspection and was leaving the organisation with immediate effect and returning to England.

This was concerning as the inspection had been arranged as a result of Irene Mtisi notifying RQIA that the agency was in compliance with the conditions as detailed in the Notice of Decision and requesting an inspection to confirm compliance.

As a result of this information the inspectors were unable to confirm the agency was in compliance with the condition relating to the registered manager as detailed in the Notice of Decision issued on 7 November 2014.

On the 18 November 2014 RQIA received a variation application to report that the agency had moved to new premises. The application was approved and the inspectors visited the new offices on the day of inspection and found them to be suitable for the purpose of achieving the aims and objectives of the agency as detailed in the statement of purpose.

The findings of the inspection were provided to Ms Irene Mtisi and Mr Petros Jinga, Director of the agency.

Discussion was held with Mr Jinga in regard to the positions of the responsible person and registered manager and he reported on people he was considering for the position of the registered manager.

The inspector outlined the qualifications and experience required for persons coming forward for registration with RQIA. Discussion was held in regard to the position of the responsible person and the inspectors outlined how RQIA determined the fitness of the responsible person. It was agreed that applications for suitable persons would be submitted to the RQIA

in a timely manner.

Ms Mtisi and Mr Jinga confirmed that the agency were not supplying staff to any establishment or to any service user's private home.

The inspectors informed Ms Mtisi and Mr Jinga that they were unable to ascertain full compliance with the conditions imposed in the Notice of Decision issued in 7 November 2014 due to the resignation of the responsible person and registered manager. Mr Jinga gave an assurance that the agency would not operate until full compliance could be demonstrated.

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 Ms Mtisi as the registered person and registered manager. However the inspectors were informed that Ms Mtisi was leaving the agency with immediate effect. It was agreed that this document would be re-submitted following the change of responsible person and registered manager.	Not 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>	<p>The inspectors were informed on the 18 December 2014 that as from 3.00pm that there would be no-one with the qualifications, skills and experience necessary to manage the agency.</p> <p>The RQIA were informed in writing of the resignation of the registered manager on 19 December 2014 and informed that the resignation took effect from 18 December 2014.</p>	Not 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. 	The records relating to two staff were examined and found to be maintained in accordance with Regulation 13.	Compliant
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 authorized by the Regulation and Improvement Authority 	The records in Schedule 4 were not inspected however were available on the day of inspection.	Moving towards compliance

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 Irene Mtisi 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. Filing cabinets that were lockable were available for the storage of service user's information. These arrangements were found to be satisfactory.	Moving towards compliance
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 RQIA had received and approved a variation application in regard to a change of address for the agency. The premises visited on the day were suitable for the purpose of a domiciliary care agency.	Compliant

QUALITY IMPROVEMENT PLAN

The details of the Quality Improvement Plan appended to this report were discussed with Ms Irene Mtisi, 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



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No requirements or recommendations resulted from the **primary unannounced** inspection of **Support Care Recruitment Ltd** which was undertaken on **18 December 2014** and I agree with the content of the report.

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

Making improvements

SIGNED: *[Signature]*

NAME: Petros Jinga
Registered Provider

DATE 27/02/15

SIGNED: *[Signature]*

NAME: FAOZAI BURROWES
Registered Manager

DATE 5/3/15

Approved by:	Date



Approved by:	Date
Maire Marley	11/3/15