

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

NOTICE OF DECISION

Name of Registered Establishment or Agency: Angels Recruitment Agency Ltd (RQIA ID: 020113)	Name of Registered Person or Applicant: Mr Dan James Duddy
Address of Registered Establishment or Agency: 77 Creggan Road, Rosemount, Londonderry, BT48 9DA	
Issue Date: 3 July 2017	NOD Ref: NOD/DCA/020113/2017-18/01
The Regulation and Quality Improvement Authority gives notice of a decision to impose the following additional conditions on the registration of Angels Recruitment Agency Ltd. These conditions are: <ul style="list-style-type: none">• Condition 1 - Angels Recruitment Agency Limited will not accept any new referrals for domiciliary care.• Condition 2 - Angels Recruitment Agency Limited will review the management and governance arrangements for all records held by the agency.• Condition 3 - Angels Recruitment Agency Limited must establish robust systems and processes for the selection and recruitment of domiciliary care workers.	
The reasons for serving this Notice of Decision are: An inspection was conducted at Angels Recruitment Agency Limited on 9 May 2017 to confirm the level of compliance with a failure to comply notice issued to the agency on 11 April 2017 (FTC/DCA/020113/2017-18/01). During this inspection a number of matters that had been discussed at a failure to comply meeting held at RQIA's offices were also examined and the registered person's assurances provided at a meeting at RQIA offices on 7 April 2017 were not evident during this inspection. These were: <ul style="list-style-type: none">• The registered person's lack of sustained compliance to evidence robust record keeping. Poor record keeping practices have resulted in a lack of assurances regarding the quality of service delivery including the supply of staff and security and maintenance of training and induction records.• The registered person's inability to provide assurances about the suitability and fitness of staff supplied. It is of concern that the registered person has continued to supply workers to work with a service user without being able to demonstrate their suitability or compliance with the necessary recruitment processes. There is the potential for service users to be placed at risk in the absence of any assurances relating to staff fitness or suitability.	

These matters were discussed at a meeting with the Registered Provider at RQIA's offices on 24 May 2017 and it was determined that the conditions would be applied to the registration of Angels Recruitment Agency Limited.

These conditions will apply until such time as they are removed by RQIA.

Under Article 22 of the 2003 Order the Registered Person/Applicant may, within 28 days of the service of this notice, make an appeal to the Care Tribunal concerning any matter which that person wishes to dispute.

Signed.......... Chief Executive

This notice is served under Article 20 of The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003.

It should be noted that failure to comply with some regulations is considered to be an offence and RQIA has the power under regulations to prosecute for specified offences.