

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY

FAILURE TO COMPLY NOTICE

Name of Registered Establishment or Agency: Connected Health Domiciliary Care Ltd	FTC Ref: FTC/DCA/10954/2015-16/01
Address of Registered Establishment or Agency: 3B Boucher Business Studios Glenmachan Place Belfast BT12 6HQ	
Name of Registered Person: Douglas Adams	Issue Date: 26 October 2015
Regulation not complied with: The Domiciliary Care Agencies Regulations (Northern Ireland) 2007 Regulation 13 (d) The registered person shall ensure that no domiciliary care worker is supplied by the agency unless - (d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.	
Specific failings to comply with regulations: During an unannounced inspection of the agency on 15 October 2015 the inspector reviewed a sample of 20 staff personnel records, which indicated that Connected Health Domiciliary Care Ltd had supplied two domiciliary care staff to work with service users prior to Access NI checks having been received. It was also noted that no references had been received for one staff member, nor had their identification been checked or a photograph maintained on file. There were no references in place for two other staff, and only one reference had been received for seven staff. Eleven staff files did not contain details of next of kin, and none of the 20 staff files contained a statement from the registered provider/manager confirming that the person was physically and mentally fit for the work to be undertaken. At a meeting at RQIA offices on 23 October 2015, the responsible person indicated that they had also recently identified gaps in recruitment records for a number of staff including Access NI checks and references. It was concerning to note that some staff had been supplied to work with service users for a significant period of time before this matter was identified.	

Action required to comply with regulations:

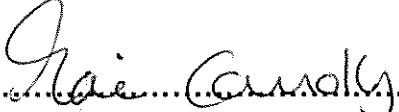
The registered person is required to develop a robust system to ensure that no domiciliary care worker is supplied by the agency unless full and satisfactory information is available in relation to him.

The registered person is required to complete an audit of all existing domiciliary care workers pre-employment records to identify any gaps in documentation or information obtained.

The registered person is required to retrospectively obtain full information in respect of all existing domiciliary care workers, or demonstrate that they have made all reasonable efforts to obtain full information as detailed within Regulation 13, Schedule 3 of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

The registered person may make written representations to the Chief Executive of RQIA regarding the issue of a failure to comply notice, within one month of receipt of this notice.

Date by which compliance must be achieved 12 January 2016.

Signed.......... Director of Regulation and Nursing

This notice is made under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

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.