

# THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

## FAILURE TO COMPLY NOTICE

<b>Name of Registered Agency:</b> Corriewood Private Clinic Ltd. – Croob Cottage (RQIA ID: 020294)	<b>Name of Registered Person:</b> Mrs Angela McKeever (Acting)
<b>Address of Registered Agency:</b> 119 Clonvaraghan Road, Castlewellan, BT31 9LA	
<b>Issue Date:</b> 20 June 2019	<b>FTC Ref:</b> FTC000053
<b>Regulation not complied with:</b>  <b><i>The Domiciliary Care Agencies Regulations (Northern Ireland), 2007</i></b>  <b>Regulation 23 (1) (2)(a)(b)(c) and (4)</b> <i>23.—(1) The registered person shall establish and maintain a system for evaluating the quality of the services which the agency arranges to be provided. (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— (a)arranges the provision of good quality services for service users; (b)takes the views of service users and their representatives into account in deciding— (i)what services to offer to them, and (ii)the manner in which such services are to be provided; and (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. (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.</i>	
<b>Specific failings to comply with regulations:</b>  During an unannounced inspection undertaken on 6 June 2019 the agency's arrangements for evaluating the quality of the services provided were examined. Monthly monitoring reports were not completed in accordance with regulations to reflect the quality of the services provided. There was no evidence that service users, relatives or visiting professionals' views had been sought. There was no evidence that the areas for improvement previously required by RQIA at the last care inspection had been reviewed. Failure to effectively evaluate the provision of good quality services	

has the potential to place service users and staff at risk or harm.

**Action required to comply with regulations:**

The registered person must establish and maintain a robust system for evaluating the quality of the services which the agency arranges to be provided.

The registered person must ensure that the views of service users and their representatives and feedback from trust professionals are taken into account as part of the monthly quality monitoring process.

The registered person must ensure that the monthly quality monitoring process responds to areas for improvement required by the Regulation and Quality Improvement Authority.

The registered person must ensure that the monthly quality monitoring report contains an action plan, which contains the details of the measures identified in order to improve the quality and delivery of the services provided.

The registered person must ensure that the action plan developed as part of the monthly quality monitoring report is followed up, to ensure that all identified actions have been completed.

**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 the date of serving this notice.**

**Date by which compliance must be achieved: 30 July 2019**

Signed.....  ..... Director of Assurance

***This notice is served 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.***

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<b>Issue Date:</b> 20 June 2019	<b>FTC Ref:</b> FTC000054
<b>Regulation not complied with:</b>  <b><i>The Domiciliary Care Agencies Regulations (Northern Ireland), 2007</i></b>  <b><i>Regulation 13. –</i></b> <i>The registered manager shall ensure that no domiciliary care worker is supplied by the agency unless –</i> <i>(d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.</i>	
<b>Specific failings to comply with regulations:</b>  During an unannounced inspection undertaken on 6 June 2019 the agency's arrangements for the recruitment of staff were examined. Whilst there was evidence that some improvement had been made in relation to recruitment practices, failings were still identified in relation to references not requested from the staff member's most recent employer, gaps in employment were not accounted for and the reasons for staff having left their previous employment had not been recorded. Deficits were also identified in relation to the recruitment information provided to the agency, in respect of care workers supplied from another domiciliary care agency. Failure to adhere to safe recruitment practices has the potential to place service users at risk of harm.	
<b>Action required to comply with regulations:</b>  The registered person must ensure that staff recruitment procedures are robust 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 must ensure that an audit is undertaken of staff recruitment records to ensure that any identified gaps are addressed in accordance with this regulation, the minimum standards and the agency's policies and procedures.	

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<b>Issue Date:</b> 20 June 2019	<b>FTC Ref:</b> FTC000055
<b>Regulation not complied with:</b>  <b><i>The Domiciliary Care Agencies Regulations (Northern Ireland), 2007</i></b>  <b>Regulation 16 (2)(a) (4) and (5)(a)</b> <i>Where an agency is acting otherwise than as an employment agency, the registered person shall, having regard to the size of the agency, the statement of purpose and the number and needs of the service users, ensure that— (2) The registered person shall ensure that each employee of the agency—</i> <i>(a) receives training which are appropriate to the work he is to perform;</i> <i>(4) The registered person shall ensure that each employee receives appropriate supervision.</i> <i>(5) Where an agency is acting otherwise than as an employment agency, the registered person shall ensure that—</i> <i>(a) a new domiciliary care worker (“the new worker”) is provided with appropriately structured induction training lasting a minimum of three full working days.</i>	
<b>Specific failings to comply with regulations:</b>  During an unannounced inspection undertaken on 6 June 2019 the agency's arrangements for providing all staff with appropriate induction, supervision and training were examined. The inspector was unable to evidence that all staff had been provided with an induction lasting a minimum of three full working days. It was concerning to note that staff had not consistently had formal supervision or observation of their practice, in keeping with the agency's policies and procedures. The staff training records also could not evidence full compliance with regards to mandatory training requirements. Failure to provide staff with appropriate induction, supervision and training has the potential to place service users and staff at risk or harm.	

**Action required to comply with regulations:**

The registered person must ensure that all staff are provided with appropriately structured induction training lasting a minimum of three full working days.

The registered person must ensure that an audit of staff induction records is undertaken to ensure that any gaps in the provision of the required three days are addressed.

The registered person must ensure that an audit of staff supervision records is undertaken, and that a plan is developed to ensure that any identified gaps are addressed in accordance with the minimum standards and the agency's policies and procedures.

The registered person must ensure that the methods of staff supervision are reviewed, to ensure they are appropriate for the work staff are to undertake.

The registered person must ensure that any staff, who have the responsibility of undertaking staff supervision are suitably trained to undertake their role.

The registered person must ensure that an audit of all staff training records is undertaken, and that a plan is developed to ensure that any identified gaps are addressed in accordance with this regulation, the minimum standards and the agency's policies and procedures.

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