

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY

FAILURE TO COMPLY NOTICE

Name of Registered Establishment or Agency: MPA Home Care (11742)	FTC Ref: FTC/DCA/11742/2015-16/01
Address of Registered Establishment or Agency: 18 Great James Street, Londonderry, BT48 7DA	
Name of Registered Person: Mary Pat O'Kane	Issue Date: 12 August 2015
Regulation not complied with: The Domiciliary Care Agencies Regulations (Northern Ireland) 2007 Regulation 23 (1) (5) (1) The registered person shall establish and maintain a system for evaluating the quality of the services which the agency arranges to be provided. (5) The system referred to in paragraph (1) shall provide for consultation with service users and their representatives.	
Specific failings to comply with regulations: During an unannounced inspection on 8 July 2015, the agency's records of quality monitoring activity were examined. It was evident from these records that working practices were not kept under review and that service users and their representatives were not consulted for the purposes of quality monitoring.	
Action required to comply with regulations: <ul style="list-style-type: none">• The registered person must establish and maintain a system for evaluating the quality of the services provided.• The registered person must ensure that the system in place provides for consultation with service users and their representatives.• In accordance with Regulation 23 (2) (3) and Minimum Standard 8.11, the registered person must submit to RQIA (within one month of receipt of this request and until further notice) reports of quality monitoring undertaken.	

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 11 November 2015

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.