

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Agency: Clyn Group Domiciliary Care (RQIA ID: 021305)	Name of Registered Person: Clyngroup Limited Responsible Individual: Mr Chijioke James Attoh
Address of Registered Agency: Office Suite 5, Filor Building, Twin Spires Centre, 155 Northumberland Street, Belfast BT13 2JF	
Issue Date: 6 December 2024	FTC Ref: FTC000232
Regulation not complied with: <i>The Domiciliary Care Agencies Regulations (Northern Ireland) 2007</i> <i>Registered person — general requirements and training</i> <i>Regulation 11.- (1)</i> <i>The registered provider and the registered manager shall, having regard to the size of the agency, the statement of purpose and the number and needs of the service users, carry on or (as the case may be) manage the agency with sufficient care, competence and skill.</i>	
Specific failings to comply with regulations: During an announced inspection on 14 November 2024, concerns were identified in relation to the quality of governance arrangements and managerial oversight within the Agency, namely: discussion with the Registered Manager evidenced that while they were aware of four identified care staff having being supplied by this Domiciliary Care Agency, they were unaware that these staff had not been recruited in keeping with the Regulations. The Registered Manager also advised the Inspector that they believed they could supply these staff without carrying out all of the requisite selection and recruitment checks required by Regulation as they had been previously recruited into CLYN Group Ltd (RQIA ID: 020921) Nursing Agency. In addition, review of monthly monitoring reports, which had been completed by the Responsible Individual, highlighted that this breach in the Regulations had not been identified and/or addressed. RQIA is therefore not assured that robust quality	

monitoring arrangements are in place so as to identify deficits and drive necessary improvements in an effective and sustained manner.

Action required to comply with regulations:

The Responsible Individual shall ensure that:

- no staff are supplied by the Agency unless they have been robustly selected and recruited in keeping with Regulation
- monthly quality monitoring visits and reports are robustly and comprehensively completed by the Responsible Individual in keeping with Regulation; the reports must contain a time bound action plan outlining how areas for improvement are to be addressed and/or kept under meaningful review by the Responsible Individual and Registered Manager
- monthly quality monitoring reports evidence meaningful, timely and contemporaneous review by the Registered Manager on an ongoing basis
- monthly quality monitoring reports include a robust analysis of all staff selection and recruitment in keeping with the regulations
- monthly quality monitoring visits facilitate robust and meaningful quality assurance of service provision and care delivery; this includes but is not limited to a review of: staff training records; service users' care records; feedback from staff and relevant stakeholders; registration of staff with the Northern Ireland Social Care Council; accidents and incidents; adult safeguarding incidents; and complaints management
- monthly quality monitoring reports include a system for identifying all records sampled during such visits. The reports should also include a system for maintaining anonymised details of all stakeholders contacted by the Responsible Individual for the purposes of completing the report
- the quality monitoring reports are reviewed and signed by the Responsible Individual and Registered Manager in a timely manner
- a copy of monthly monitoring reports is maintained within the agency and made available upon request to RQIA and/or other appropriate third parties in keeping with Regulation

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: 7 February 2025

Elaine Connolly

Signed.....

Director of Adult Care Services

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.