

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)**FAILURE TO COMPLY NOTICE**

Name of Registered Agency: Premium Care Solutions Limited (RQIA ID: 020750)	Name of Registered Person: Premium Care Solutions Limited Responsible Individual: Amrit Dehal
Address of Registered Agency: 63 Headlands, Kettering, NN15 7EU	
Issue Date: 21 January 2025	FTC Ref: FTC000236
Regulation not complied with: <i>The Domiciliary Care Agencies Regulations (Northern Ireland) 2007</i> <i>Registered person — general requirements and training</i> Regulation 11.- (1) <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: Premium Care Solutions Limited (RQIA ID: 020750) was registered as a Domiciliary Care Agency on 8 October 2024. RQIA was contacted by the previous Registered Manager ('CS') on 15 December 2024, who advised that they had tendered their resignation shortly after attending a Fit Person Interview with RQIA on 26 July 2024 and that they had subsequently been asked by their employer to leave the Agency. RQIA contacted the Responsible Individual on 18 December 2024 to discuss the matter. During this contact, the Responsible Individual confirmed that 'CS' was no longer in post and that they had vacated this position approximately 7 weeks previously; the Responsible Individual further advised that a new Manager ('GH') was now in post although awaiting a "DBS check" in relation to their appointment. RQIA convened a meeting with the Responsible Individual on 19 December 2024 to discuss current managerial arrangements in place for this Agency. During this	

meeting it was highlighted that RQIA had not been notified of this change to managerial arrangements in a timely manner; a Notification of Manager Absence was subsequently submitted on 19 December 2024 at RQIA's request. A further Notification of Absence was then received by RQIA on 20 December 2024 naming a new individual ('JG') as the Acting Manager of the Agency pending 'GH's' enhanced AccessNI check being obtained.

RQIA is not assured by the rationale provided by the Responsible Individual in regard to why an enhanced AccessNI check was not obtained in a timely manner for 'GH'; in addition, subsequent discussion with the Responsible Individual on 16 January 2025 evidenced inadequate governance arrangements in relation to robustly managing the registrations of staff members with the Northern Ireland Social Care Council (NISCC); the Responsible Individual informed RQIA that upon completing a recent audit of pre-employment checks for staff working within the Agency, it was noted that some staff were not NISCC registered in keeping with Regulation.

RQIA is concerned that these deficits evidence a lack of robust governance and effective oversight by the Responsible Individual so as to ensure the delivery of safe and effective care and to drive the necessary improvements to enable the Agency to be compliant with Regulations and Standards.

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 the Regulations; this includes but is not limited to obtaining enhanced AccessNI checks in a timely manner
- monthly quality monitoring visits and reports are robustly and comprehensively completed by the Responsible Individual in keeping with the Regulations; this includes but is not limited to ensuring that such reports include a robust analysis of staff selection and recruitment records
- robust governance arrangements are in place to ensure that NISCC registrations of staff are monitored in a regular and proactive manner
- a robust policy and procedure is in place in relation to ensuring that all changes to managerial arrangements and/or notifiable incidents within the Agency are notified to RQIA 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: 18 March 2025



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 (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.