

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

NOTICE OF PROPOSAL

Name of Registered agency: Admiral Care Services (NI) Ltd (RQIA ID: 11280)	Name of Registered Person: Admiral Care Services (NI) Ltd Ms Dawn Elizabeth Smyth Responsible Individual
Address of Registered Agency: Admiral Care Services (NI) Ltd (RQIA ID: 11280) Office 9, Unit 8c, Kilroot Business Park, Carrickfergus, BT38 7PR	
Issue Date: 13 June 2025	NOP Ref: NOP000140
<p>The Regulation and Quality Improvement Authority (RQIA) gives notice of a proposal to impose the following conditions on the registration of Admiral Care Services (NI) Ltd (RQIA ID: 11280):</p> <ol style="list-style-type: none"> 1. The Responsible Individual must ensure that the necessary improvements are made to achieve sustained compliance with the actions stated within the Failure to Comply Notice (FTC000238E1) first issued on 3 March 2025. 2. The Responsible Individual must submit an improvement plan to RQIA outlining all actions being planned/taken to achieve and sustain compliance with the actions outlined in FTC000238E1. The improvement plan must specify: the actions being planned/taken; the staff member responsible for and timescale for achieving each action and evidence meaningful and regular review by the Responsible Individual. The improvement plan must be submitted to RQIA no later than 5.00pm on 30 June 2025 and 4 weekly thereafter until further notice. 3. The Responsible Individual must not accept any new referrals to the agency without prior approval by RQIA. <p><i>The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003</i></p> <p><i>Notice of proposals</i></p> <p>18 (4) Except where it makes an application under Article 21, the Regulation and Improvement Authority shall give any person registered in respect of an establishment or agency notice of a proposal –</p> <p>(c) to impose any additional condition in relation to the registration.</p> <p><i>The Domiciliary Care Agencies Regulations (Northern Ireland) 2007</i></p>	

Registered person — general requirements and training

Regulation 11.- (1)

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.

The reasons for serving this Notice of Proposal are:

Admiral Care Services (NI) Ltd (RQIA ID: 11280) was registered as a Domiciliary Care Agency with RQIA on 17 November 2010.

During an unannounced inspection on 4 February 2025, deficits were noted in relation to the quality of managerial oversight and governance arrangements of the Agency by the Responsible Individual/Registered Manager.

RQIA is not assured in relation to the managerial arrangements for the Agency; there was no evidence of a meaningful presence by the Registered Manager as the rota did not record their working hours. The Operations Manager facilitated the inspection and was undertaking the management and oversight role of the agency despite lacking the requisite professional qualifications for such a role as required by the Regulations. The Operations Manager was identified as the main point of contact for the Agency by a variety of staff and stakeholders. RQIA is not assured that the Responsible Individual is actively involved in the daily operation of the Agency.

This was further evidenced by a review of the records as there was a lack of governance and oversight of the recruitment and selection process, quality monitoring, complaints, staff training and staffs' registration with the Northern Ireland Social Care Council (NISCC).

Review of recruitment and selection records of staff evidenced that whilst pre-employment checks were in place, concerns were noted in relation to references. Some references had not been sought or obtained from the staff members current or most recent employer, nor from individuals with line management responsibility. It was further noted that some references had been provided by the Registered Manager and The Operations Manager as the staff member was previously employed by the Agency. This practice is not in adherence to the legislation.

RQIA is not assured that the quality of care delivery and service provision is being robustly assessed given that the quality monitoring reports contained staff and stakeholder questions which were not specific to their role; comments contained in the report appeared out of date and they were repeated from one report to another; expressions of dissatisfaction/complaints from service users were evident but had not been captured/recorded as formal complaints and action plans were not robust. There was no evidence these reports had been reviewed by the Responsible Individual. RQIA is therefore not assured that effective arrangements are in place to

identify deficits and drive any necessary improvements in an effective and sustained manner.

RQIA was unable to ascertain if staff were appropriately trained to provide safe care to service users. The records of staff training were not available during or following the inspection on 4 February 2025. Discussion with The Operations Manager, did not provide assurances that the professional registrations of staff were being monitored. This gives RQIA concern of a lack of appropriate governance and oversight of the agency.

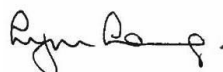
As a result of these deficits, an Intention to serve two Failure to Comply Notices meeting was convened on 26 February 2025. During this meeting the Responsible Individual provided a full account of the actions they had made/intended to make to ensure the improvements necessary to achieve full compliance with the required regulations. RQIA consequently issued one Failure to Comply Notice to the Responsible Individual on 3 March 2025 (Our Ref: FTC000238), in relation to the Agency in respect of breaches in Regulation 11(1) of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

The Failure to Comply Notice expired on 12 May 2025. An inspection of the Agency on 14 May 2025, found that while some progress had been made to comply with the Regulation set out in the Failure to Comply Notice the actions had not been fully met. As a result, RQIA determined to extend the Failure to Comply Notice (Our Ref: FTC000238E1) with a compliance date of 26 May 2025. A further inspection of the Agency on 27 May 2025 evidenced that the improvements necessary to ensure full compliance with the required Regulation had not been achieved.

Consequently, RQIA convened an intention to Serve a Notice of Proposal meeting with the Responsible Individual on 10 June 2025. During this meeting the Responsible Individual provided an account of the arrangements they had made and/or intended to make to ensure the improvements necessary to achieve compliance with the required Regulations. While RQIA welcomed these efforts, it was noted that the necessary improvements to achieve compliance have not yet been fully achieved and/or embedded into practice.

As a result, RQIA has issued this Notice of Proposal to impose conditions on the registration of Admiral Care Services (NI) Ltd (RQIA ID: 11280); these conditions will remain in place until RQIA is assured that this Domiciliary Care Agency can provide a service in keeping with the Regulations.

Under Article 19 of the 2003 Order, the Registered Person/Applicant may, within 28 days of the service of this notice, make written representations to the Chief Executive of RQIA concerning any matter which that person wishes to dispute.



Signed.....

**Director of Mental Health, Learning Disability, Children's Services and Prison
Healthcare**

***This notice is served under Article 18 of The Health and Personal Social
Services (Quality, Improvement and Regulation) (Northern Ireland) Order
2003***

***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.***