

Pre-Registration Inspection Report

06 August 2024



Libertatem Healthcare Group Limited

Type of service: Domiciliary Care Agency (DCA)
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Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

Organisation/Registered Provider: Libertatem Healthcare Group Responsible Individual: Mrs. Joanna Hollinghurst	Registered Manager: Ms. Victoria Jones
Person in charge at the time of inspection: Ms. Victoria Jones (Applicant Registered Manager)	
Libertatem Healthcare Group has applied to be registered as a domiciliary care agency. The agency provides personal care and support to a service user who lives in his own home, and who has complex care needs. This is provided by a team of healthcare staff on a 24-hour basis.	

2.0 Inspection summary

An announced Pre-Registration inspection took place on 06 August 2024 at RQIA Headquarters between 09.00 a.m. and 13.00 p.m. The inspection was conducted by a care inspector.

The following areas of the proposed service activity were reviewed:

- Operational matters
- Staffing arrangements
- Service user input

3.0 How we inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how they were performing at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the service provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- Statement of Purpose
- Service User Guide

- Application for registration as person responsible for carrying on an establishment or agency
- Application for registration as the manager of an establishment or agency.

Confirmation of a range of relevant documents, policies and procedures relating to the agency were reviewed. This included:

- Policy and procedure manual
- Insurance certificate of employers' liability
- Referral/enquiry form
- Staff recruitment policy and procedure
- Induction policy and procedure
- Staff handbook
- Staff contract
- Training policy and procedure
- Staff discipline and grievance policy and procedure
- Adult protection safeguarding policy and procedure
- Child protection safeguarding policy and procedure
- Whistleblowing policy and procedure
- Confidentiality policy and procedure
- Disclosure of patient information/data protection policy and procedure
- Management of records and information policy and procedure
- Complaints policy and procedure
- Quality monitoring policies and procedures
- Reporting notifiable events to RQIA policy and procedure.

4.0 The inspection

4.1 Are there operational management systems and arrangements in place that support and promote the delivery of quality care services?

The agency's complaints policy and procedure was examined and was in accordance with the regulations and standards.

The agency's arrangements for safeguarding service users were discussed and their Adult safeguarding policy reflects the regional policy 'Adult Safeguarding Prevention and Protection in Partnership', 2015. The agency has also developed a child protection policy and there were plans in place to provide staff with training in adult safeguarding and child protection.

The proposed arrangements for quality assurance of the services provided by the agency were discussed with the applicant Registered Manager. These included the registered person's monthly monitoring of the service and an annual quality review process.

The agency's insurance indemnity certificate was reviewed during inspection and found to be satisfactory.

5.2 What systems are in place for staff recruitment and are they robust?

The agency's policy and procedure for the recruitment of staff was examined and discussed during the inspection. The applicant Registered Manager demonstrated knowledge and understanding of the regulations and standards with regard to the required pre-employment checks. The inspector examined recruitment documentation and found this to be satisfactory. The agency's recruitment documentation supported compliance with the regulations and standards. The requirement for all staff supplied to be registered with NISCC (Northern Ireland Social Care Council) was discussed and the applicant Registered Manager was knowledgeable in this regard. A system is in place for the registration status of all staff to be monitored on a monthly basis.

Staff training and induction arrangements were examined; the inspector was assured that the agency has a training and development plan in place which highlights a number of areas that are considered to be mandatory. The induction programme and associated documentation reflects the proposed delivery of a structured orientation and induction for newly appointed staff.

Staff supervision and appraisal arrangements were examined and the agency's policy sets out the frequency of supervision in conjunction with NISCC guidelines. Staff appraisals occur annually.

The agency has developed contracts for staff. The applicant Registered Manager was aware of their responsibility to ensure that an index of staff and service users is maintained and updated as necessary.

5.3 What are the systems in place for identifying service users' care needs?

Existing care record arrangements were examined and the applicant Registered Manager demonstrated a thorough knowledge of care planning and service user involvement in this process. Care plans contained details about their likes and dislikes and the level of support they may require. The applicant Registered Manager was aware of the need for care and support plans to be kept under regular review, with participation by the services user and /or their relatives.

6.0 Conclusion

Based on the inspection findings and discussions held, RQIA is satisfied that this proposed service aims to provide safe and effective care in a caring and compassionate manner, and that the service will be well led by the manager and management team.

7.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Ms. Victoria Jones, applicant Registered Manager, as part of the inspection process and can be found in the main body of the report.



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