

Inspection Report

Name of Service: Premium Care Solutions Limited

Provider: Premium Care Solutions Limited

Date of Inspection: 19 March 2025

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

Organisation/Registered Provider:	Premium Care Solutions Limited
Responsible Individual/Responsible Person:	Mr Amrit Dehal
Registered Manager:	Ms Jetinder Garcha (Acting)
Service Profile Premium Care Solutions Limited is registered with RQIA as a domiciliary care agency. It operates from offices located in Kettering. Services are commissioned by the Northern Health and Social Care (HSC) Trust.	

2.0 Inspection summary

An announced inspection took place on 19 March 2025, from 10.00 am to 2.25 pm. It was carried out by a care inspector.

This inspection was undertaken to assess full compliance with the actions required within the Failure to Comply (FTC) notice (FTC Ref: FTC000236) issued on 21 January 2025 under The Domiciliary Care Agencies Regulations (Northern Ireland) 2007; Regulation 11 (1) relating to the Domiciliary Care Agency being managed with sufficient care, competence and skill.

During this inspection, there was evidence that sufficient improvements had been made to address the actions stated within the notice. No new areas for improvement were identified during this inspection.

3.0 The inspection

3.1 How we Inspect

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

To prepare for this inspection we reviewed information held by RQIA about this agency. This included registration information, and any other written or verbal information received from service users or staff.

3.2 What people told us about the service and their quality of life

Due to the specific inspection focus, service users and staff were not consulted as part of this inspection process.

3.3 Inspection findings

FTC Ref: FTC000236 Notice of failure to comply with Regulation 11 (1) of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007

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 Responsible Individual shall ensure that:

1. 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.
2. 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.
3. Robust governance arrangements are in place to ensure that NISCC registrations of staff are monitored in a regular and proactive manner.
4. 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.

Action taken by the Responsible Individual:

1. Review of a recruitment record provided evidence that robust selection and recruitment practices were in place. An enhanced AccessNI was completed and verified before the staff member commenced employment.
2. There was evidence within monthly monitoring reports that a robust review of selection and recruitment had taken place. This review was in the form of a comprehensive checklist.

3. There was evidence that robust arrangements were in place in relation to the monitoring of NISCC registrations of staff. Monthly monitoring of NISCC registrations had been completed.
4. A robust policy and procedure was in place to ensure that all changes to managerial arrangements and/or notifiable incidents within the Agency are notified to RQIA in keeping with Regulation.

4.0 Conclusion

There was evidence to validate compliance with the FTC notice. Findings of the inspection were discussed with the responsible person and manager, as part of the inspection process and can be found in the main body of the report.



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