THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

NOTICE OF PROPOSAL

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<th>Name of Registered Agency:</th>
<th>Name of Registered Person:</th>
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<tr>
<td>Provident Healthcare NI</td>
<td>Mr Stanley Jasi</td>
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<td>(RQIA ID:020234)</td>
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<th>Address of Registered Agency:</th>
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<tr>
<td>2nd Floor, Richview Regeneration Centre, 339-341 Donegall Road, Belfast BT12 6FQ</td>
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<tr>
<th>Issue Date:</th>
<th>NOP Ref:</th>
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<td>27 May 2020</td>
<td>NOP000026</td>
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The Regulation and Quality Improvement Authority gives notice of a proposal to impose one condition on the registration, namely to replace the responsible individual.

*The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003*

**Notice of proposal**

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— (c) to impose any additional condition in relation to the registration.

**The reasons for serving this Notice of Proposal are:**

The agency was first registered on 04 April 2018. Since registration, it has had a total of two inspections — a post registration inspection on 28 March 2019 and the most recent announced inspection on 09 March 2020.

RQIA identified concerns in relation to the recruitment processes at the post registration inspection on 28 March 2019. Assurances were provided at that time by the responsible individual that robust monitoring systems would be implemented to ensure compliance with statutory legislation and mandatory requirements. Despite these assurances, further deficits in recruitment processes were identified at the most recent inspection on 09 March 2020.

During the inspection on 09 March 2020, there was evidence that an Access NI enhanced disclosure had not been obtained for one carer who had been employed from 26 October 2018 to January 2020. The remaining four carers had worked between one and five months prior to an AccessNI enhanced disclosure having been issued.
A system was not in place to check the registration status of staff with The Northern Ireland Social Care Council (NISCC) or to maintain managerial oversight in this area. Information provided by NISCC following the inspection confirmed that three of the five carers were not registered. These carers had been provided to vulnerable services users without the appropriate checks in place. These actions have the potential to place vulnerable service users at risk.

Information was provided to the inspector, by relatives following the inspection, in relation to the names of four additional staff who the inspector had not been made aware of at the time of the inspection.

Systems were not in place for the management of records in accordance with legislative requirements. An index of carers supplied, or available for supply by the agency, had not been maintained. Staff rotas were not in place and an index of service users had not been maintained.

Records were not available to provide evidence of the care delivered to service users.

The responsible individual confirmed that he had accidently shredded all the daily care records of staff visits to two service users, prior to the inspection. Both of these service users were in receipt of care services from the agency since March 2019.

The daily care records for the remaining three service users were available from January 2020; however, they did not evidence a detailed record of the care provided. Only staff names, dates and times of entering and leaving service users' homes had been recorded. The inspector was informed that care records had been maintained in the service users' homes; however, these records had not been transferred to the agency in a timely manner for safekeeping and quality monitoring in accordance with records management procedures.

Lack of appropriate recording and robust records management procedures highlights serious weakness regarding oversight, management and governance systems in relation to service delivery and regulatory compliance.

A robust system was not in place to monitor the delivery of quality care services.

A review of the monthly quality monitoring reports (30 May 2019 – 17 November 2019) identified that pre-employment checks, staff registrations with NISCC and the management of records had not been monitored and areas for improvement had not been identified.

Given the number of concerns identified during this inspection, the inspector was concerned that there was lack of appropriate governance and management oversight in relation to the quality of the agency. Further evidence reviewed during this inspection has brought into question the assurances provided by the responsible individual in March 2019 and their ability, skill and management oversight to comply with the legislation.
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.................................................................
Interim Director of Improvement

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.