



The Regulation and  
Quality Improvement  
Authority

Praxis Care Group  
RQIA ID: 10820  
1 - 2 Crozier Mews  
Edenderry Road  
Banbridge  
BT32 3AT

Inspector: Jim McBride  
Inspection ID: IN023035

Tel: 028 4066 9453  
Email: [info.banbridge@praxiscare.org.uk](mailto:info.banbridge@praxiscare.org.uk)

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**Unannounced Care Inspection  
of  
Praxis Care Group**

**27 August 2015**

The Regulation and Quality Improvement Authority  
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT  
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: [www.rqia.org.uk](http://www.rqia.org.uk)

## 1. Summary of Inspection

An unannounced care inspection took place on 27 August 2015 from 09.00 to 13.00. Overall on the day of the inspection the agency was found to be delivering safe, effective and compassionate care. No quality improvement plan was issued during this inspection. This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

### 1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

### 1.2 Actions/Enforcement Resulting from this Inspection

Enforcement action did not result from the findings of this inspection.

### 1.3 Inspection Outcome

	Requirements	Recommendations
<b>Total number of requirements and recommendations made at this inspection</b>	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection can be found in the main body of the report. Overall on the day of inspection the staffing arrangements and service user involvement was found to be safe, effective and compassionate. The outcome of this inspection found no areas of concern. A quality improvement plan (QIP) was not included in this report.

## 2. Service Details

<b>Registered Organisation/Registered Person:</b> Irene Sloan	<b>Registered Manager:</b> Aine Murnin
<b>Person in charge of the agency at the time of Inspection:</b> Aine Murnin	<b>Date Manager Registered:</b> 09/03/2009
<b>Number of service users in receipt of a service on the day of Inspection:</b> 16	

### 3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following themes have been met:

**Theme 1: Staffing Arrangements - suitable staff are supplied to meet the assessed needs of service users**

**Theme 2: Service User Involvement - service users are involved in the care they receive**

### 4. Methods/Process

Specific methods/processes used in this inspection include the following:

Prior to inspection the following records were analysed:

- Previous inspection report and quality Improvement Plan (QIP)
- Incident records
- Records of contact with the agency since the last inspection

During the inspection the inspector met with two service users, five care staff and the registered manager. The inspector also had the opportunity to meet with one relative. All comments received have been added to this report.

The following records were examined during the inspection:

- Four care and support plans
- HSC Trust assessments of needs and risk assessments
- Care review records
- Recording/evaluation of care used by the agency
- Monthly monitoring reports for February, April, May June, July and August 2015.
- Tenants' meeting minutes for February, March, April, May June and July 2015.
- Staff meeting minutes for April, May June and July 2015.
- Staff training records:
  - Vulnerable Adults*
  - Human rights*
  - Recruitment and selection*
  - Confidentiality*
  - Medication*
  - Supervision for supervisors*
- Records relating to staff supervision
- Complaints records - Nil recorded
- Recruitment policy. The policy was updated by Praxis Care on the 6 November 2014.
- Records relating to recruitment process
- Induction procedure
- Records of induction
- Staff register and associated records
- Staff rota information

Six questionnaires were completed by staff during the inspection; these indicated that the majority of staff were either satisfied or very satisfied with the following:

- Service users' views are listened to
- The agency's induction process prepared you for your role
- The agency operates in a person centred manner
- Service users receive care and support from staff who are familiar with their needs
- You will be taken seriously if you were to raise a concern?

#### **Written comments by staff:**

*"I consider that the service users receive a high standard of care and support."*

*"Service users are enabled to be as independent as possible."*

*"Care is very focussed on the service user."*

*"I would be very happy for any family member of mine to live here."*

*"I feel there is a high level of service user involvement in the scheme."*

*"Brilliant that policies are available on the computer system."*

*"I understand my role is to care for the service users and I thoroughly enjoy it."*

*"I believe that the service users' needs are paramount."*

During the inspection a number of questionnaires were circulated to the service users to be completed asking them about various aspects of their care. Nine completed questionnaires were returned to the inspector during the inspection.

These indicated that service users were either satisfied or very satisfied with the following.

- The support you receive
- Staff responds to your needs
- Staff help you feel safe and secure here

#### **Service users written comments:**

*"I am happy living here; it's a good place to live."*

*"The care is excellent."*

## **5. The Inspection**

Praxis Care, Crozier Mews, Banbridge, is a domiciliary care supported living type agency providing services to people in the Craigavon and Banbridge area of Northern Ireland.

Under the direction of the Manager, Mrs Aine Murnin, 14 staff provide a range of services to 16 adults who have experienced mental ill health.

These services include advice, guidance and support on practical issues, to enable service users to live independently.

Praxis Care, Crozier Mews consist of a shared building containing seven bedsits, six individual flats and a three person bungalow.

Service users receive support at a variety of levels, as assessed by the Southern Health and Social Care Trust, who commissions their services.

## 5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was an announced care inspection dated 23 June 2014. The completed QIP was returned and approved by the care inspector.

## 5.2 Review of Requirements and Recommendations from the Last Care Inspection

Previous Inspection Statutory Requirements	Validation of Compliance
<p><b>Requirement 1</b></p> <p><b>Ref:</b> Regulation: 15 (6) (d)</p>	<p>The registered person shall specify the procedure to be followed where an agency acts as agent for, or receives money from, a service user. This refers to the charges made from personal income. In relation to the following costs:</p> <ul style="list-style-type: none"> <li>• Utilities bills</li> </ul> <p>The service user's individual financial/bills agreements will have to be further developed to reflect any payments made by them for utilities costs and any reimbursements received.</p> <p>This requirement is in relation to the agency's arrangements for documenting in detail the nature of all charges made to service users.</p> <p><b>Action taken as confirmed during the inspection:</b> The Inspector confirmed that the action described by the agency and the records were available and up to date at the time of inspection.</p> <p>The organisation has reviewed its current recording documentation and procedures in relation to any charges for utility costs and reimbursements.</p> <p>The Registered Manager has full knowledge of the procedures and any information surrounding service users and the organisational financial responsibilities.</p> <p>A revised Bills Agreement and amended Support and Domiciliary Agreements are in place. The organisation has improved the documentation used to ensure that it is in a format that meets the needs of the service users.</p> <p>The organisation did develop a methodology for calculating any historical reimbursements required to be made to service users. This methodology has been shared with RQIA.</p>

**Met**

### 5.3 Theme 1: Staffing Arrangements - suitable staff are supplied to meet the assessed needs of service users

#### Is Care Safe?

The agency has a recruitment policy and a mechanism in place to ensure that appropriate pre-employment checks are completed and satisfactory. An alphabetical index of all domiciliary care workers supplied or available to work for the agency was maintained.

The agency has a structured induction programme lasting at least three days; this was confirmed by staff interviewed. The agency maintains a record of the induction provided to all staff, including details of the information provided during the induction period. Staff are provided with a handbook, and have access to policies, procedures, and guidance.

The agency has a procedure for verifying the identity of all supply prior to their supply, and the registered manager assured the inspector that no staff are supplied unless this procedure is followed.

The agency has a policy and procedure in place for staff supervision and appraisal which details the frequency of both. Staff interviewed by the inspector stated; "*The induction prepares you for your role.*" Records maintained of supervision and appraisal demonstrated that the frequency was in accordance with the agency's policy and procedure.

Overall on the day of the inspection the inspector found care to be safe.

#### Is Care Effective?

Discussions with the registered manager and staff indicated that an appropriate number of skilled and experienced persons are available at all times. Examination of staff rotas reflected staffing levels described by the registered manager and staff.

The registered manager described the agency's processes to assess the suitability of staff. The inspector viewed a range of documentation which showed how staff are provided with a clear outline of their roles and responsibilities. Staff who took part in the inspection were clear about what the agency expected of them.

The agency's process of evaluating the effectiveness of staff induction was seen within records reviewed by the inspector.

Discussion with staff and examination of training records provided evidence that the agency has a process in place to identify and respond to training needs. The agency provides a range of training outside of mandatory training. The registered manager and staff described a process of re-evaluating and improving training to suit the needs of staff and service users. Staff provided positive feedback about the nature and frequency of supervision and appraisal.

Overall on the day of the inspection the inspector found care to be effective.

#### Is Care Compassionate?

The agency maintains a record of comments made by service users/representatives in relation to staffing arrangements. These comments and the agency's response to them could be seen in daily recording, minutes of meetings with service users and staff.

Discussions with staff and the manager indicated that service users are prepared in advance of significant staff changes where possible. This could be evidenced on the minutes of tenants meetings examined by the inspector. The staff were aware of the possible impact of staff

changes on service users and discussed with the inspector the importance of induction and introduction of new staff.

The registered manager described a process of recruitment undertaken by the agency in order to improve the continuity of staff to service users and minimise the disruption to service users. Induction records seen by the inspector showed that staff receive an induction specific to the needs of service users, this was supported by staff comments.

Agency staff who took part in the inspection clearly described having the knowledge and skills to carry out their roles and responsibilities. One staff member stated; *“My training was comprehensive and helped me with my work with service users.”*

Agency staff described how the induction process involves meeting service users and learning about their care needs with another member of staff. The agency’s induction process is implemented in a manner which takes into account the consent, privacy and dignity of service users.

Overall on the day of the inspection the inspector found care to be compassionate.

#### **Service users’ comments:**

“Supported living is so good and has helped me so much.”

“The staff are very supportive and I could not do without them.”

“I am well respected here by all staff.”

“I have a happy life here.”

“My life has changed so much thanks to the help of the staff.”

#### **Staff Comments:**

“The induction is comprehensive.”

“Staff training is good and the agency is flexible.”

“The staff team work well together.”

#### **Relatives’ comments:**

“My son is very well cared for and very happy.”

“All the staff are very good and supportive.”

“\*\*\*\* is well catered for in supported living.”

“I have only praise for all the staff and Praxis.”

#### **Areas for Improvement**

N/A

<b>Number of Requirements:</b>	<b>0</b>	<b>Number of Recommendations:</b>	<b>0</b>
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## 5.4 Theme 2: Service User Involvement - service users are involved in the care they receive

### Is Care Safe?

Assessments of need and risk assessments seen by the inspector reflected the views of service users and/or representatives. The inspector has seen records of a process involving the service user and/or their representative, the referring HSC Trust and the agency, to ascertain the needs of the service user and their views. One staff member stated. *"We encourage the service users to make their views known."*

There was evidence of positive risk taking in collaboration with the service user and/or their representative. This could be seen throughout a variety of records including risk assessments, care plans, management plans. Discussion with staff confirmed that they understood the concept of a balance of safety with service user choice. Staff could provide examples of positive risk taking in practice. One staff member also stated *"We have asked for specific training on a relevant topic and Praxis is facilitating this."*

Overall on the day of the inspection the inspector found care to be safe.

### Is Care Effective?

Records of reviews evidenced that care is regularly evaluated and reviewed. The agency has a policy of reviewing care and support plans every month or as required. Care and support plans seen by the inspector were written in a person centred manner and included the service users' views. Staff described how care and support plans are written along with the service user, records in place provided evidenced of this.

Records examined within monthly monitoring reports and minutes of service users' meetings provided examples of how the agency delivers the service in response to the views of service users and/or their representatives. A relative stated, *"The staff listen and respond to any questions I have about \*\*\*\*\* care and support."* The agency has processes in place to ascertain and respond to the views of service users and their representatives.

Service users have been provided with information relating to human rights in a suitable format.

It was noted that individual care and support plans place importance on the human rights of individuals. Care and support plans are written and reviewed under the following subdivisions:

- *Improved Health*
- *Improved quality of life*
- *Making a positive contribution*
- *Choice and control*
- *Freedom from discrimination and harassment*
- *Emotional wellbeing*
- *Personal dignity*

Overall on the day of the inspection the inspector found care to be effective.

### Is Care Compassionate?

Feedback from staff, service users and relatives evidenced that service users receive care in an individualised manner. Care plans and agency records were written in a person centred manner.

Service users and/or their representatives were aware of their right to be consulted and have their views taken into account in relation to service delivery. One service users stated: *"I have no complaints but do know that the manager will listen to me if I have any problems."* Another stated: *"I'm always asked by staff if I'm ok and if I'm happy here."* Staff discussed examples of responding to service users' preferences; relatives described having their views taken into account; minutes of meetings with service users reflected their involvement.

Promotion of values such as dignity, choice and respect were evident through discussion with staff and service users. Human rights were explicitly outlined in care plans and were evident throughout other agency documentation such as review records. The individual choices made by service users regarding the way they wish to live their lives were seen in activity programmes, care and support plans and through discussion with service users.

The agency collaborates with the HSC Trust regarding best interest practices for service users where there are capacity and consent issues.

Overall on the day of the inspection the inspector found care to be compassionate.

### Areas for Improvement

N/A

<b>Number of Requirements:</b>	<b>0</b>	<b>Number of Recommendations:</b>	<b>0</b>
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## 5.5 Additional Areas Examined

### Reports of Monthly Quality Monitoring

Reports of monthly quality monitoring completed on behalf of the registered person were reviewed. The reports ascertain and respond to the views of service users, relatives, professionals and staff. The agency's reports of monthly monitoring are comprehensive and provide assurance of a robust system of quality monitoring and service improvement. The inspector has noted some of the comments made by the HSC Trust staff contacted by the monitoring officer:

*"Service provided to service users is of a very high standard."*

*"I find staff very helpful."*

*"I'm very pleased with the service provided."*

*"Staff support my client well."*

### Complaints

Records of complaints from 1 January 2014-31 March 2015 were examined. There were no complaints within the time period specified.

### Annual service survey

The inspector noted the positive comments made by service users during the 2015 annual review of the quality of service provision, completed by Praxis Care.

The inspector has noted some of the comments received from service users:

*"Praxis gives me good advice."*

*"It's fantastic, the staff very kind."*

*"It has helped improve my quality of life."*

*"Since moving here the improvement in my character has vastly improved."*

*"The service is good. The staff are very kind to all the people who live here."*

**No requirements or recommendations resulted from this inspection.**

<b>I agree with the content of the report.</b>			
<b>Registered Manager</b>	Aine Murnin	<b>Date Completed</b>	14.09.15
<b>Registered Person</b>	Willie McAllister on behalf of Irene Sloan	<b>Date Approved</b>	15.09.15
<b>RQIA Inspector Assessing Response</b>	Jim Mc Bride	<b>Date Approved</b>	15/9/15

Please provide any additional comments or observations you may wish to make below:

*\*Please complete in full and returned to [agencies.team@rqia.org.uk](mailto:agencies.team@rqia.org.uk) from the authorised email address\**