



The **Regulation** and  
**Quality Improvement**  
**Authority**

**Sevenoaks Scheme**  
**1 - 31 Crescent Link**  
**Londonderry**  
**BT47 6DN**

**Follow Up Inspection – Enforcement Monitoring**

**12 May 2014**

## 1. GENERAL INFORMATION

- 1.1 **Name of Agency:** Sevenoaks
- 1.2 **Address:** 1 - 31 Crescent Link  
Londonderry  
BT47 6DN
- 1.3 **Telephone No:** 028 71311278
- 1.4 **Fax No:** N/A
- 1.5 **Email:** antoinette.strawbridge@foldgroup.co.uk
- 1.6 **Name of Person(s)/Partnership / Organisation registered to carry on the Agency:**  
  
Fold Housing Association  
Mrs Fiona McAnespie
- 1.7 **Name of person registered to manage the Agency:**  
  
Mrs Antoinette Margaret Strawbridge
- 1.8 **Type of Agency:** Domiciliary Care Agency

### 1.9 Registration status and legislative framework

Sevenoaks Scheme is registered as a Domiciliary Care Agency and provides supported living type domiciliary care services to individuals with a learning disability. The agency's registration number is 10883 and the agency is registered in accordance with the following:

- The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Health and Personal Social Services (Quality Improvement and Legislation)(2003 order)(commencement No.4 and Transitional Provisions) Order (Northern Ireland)2007
- The Regulation and Improvement Authority (Registration) Regulations (Northern Ireland) 2005
- The Domiciliary Care Agencies Regulations (Northern Ireland) 2007

## 1.10 Inspection details

**a) Type of Inspection:**

Follow up inspection – Enforcement Monitoring

**b) Date and Time of Inspection:**

12 May 2014  
9:30 am – 11.30 am

**c) Agency Representatives:**

Mrs Antoinette Margaret Strawbridge

**d) Name of Inspector:**

Ms Audrey Murphy  
Senior Inspector

## 2. BACKGROUND

An unannounced inspection of the service was undertaken on 4 April 2014 and during the inspection a number of concerns were identified.

Subsequent to the inspection RQIA met with representatives of the registered person and two notices of failure to comply with the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 were issued.

This follow up inspection was undertaken in order to evaluate compliance with the matters documented in the following Failure to Comply Notices:

- FTC/DCA/10883/01/2014-15
- FTC/DCA/10883/02/2014-15

## 3. FINDINGS IN RELATION TO THE FAILURE TO COMPLY NOTICE

### FTC/DCA/10883/01/2014-15

The Domiciliary Care Agencies Regulations (Northern Ireland) 2007

Regulation 13

The registered person shall ensure that no domiciliary care worker is supplied by the agency unless:-

- (a) he is of integrity and good character;
- (b) he has the experience and skills necessary for the work that he is to perform;
- (c) he is physically and mentally fit for the purposes of the work which he is to perform; and
- (d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.

### **Action required to comply with regulations:**

The registered person is required to develop and implement procedures that ensure that all domiciliary care workers supplied to work in the homes of service users are suitably qualified, experienced and fit to undertake their duties.

The registered person is required to submit to RQIA these procedures and to provide evidence of implementation with relevant staff members.

The registered person is required to ensure there are robust arrangements implemented to ensure that full and satisfactory information is obtained about domiciliary care workers prior to service commencement, as outlined in Schedule 3 of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

**Records Examined:**

- Staff duty rotas
- Policy of Use of Agency Staff
- Correspondence
- Induction records

**Inspection findings:**

The inspector was advised that the agency no longer supplies staff from the domiciliary care agency that had previously been used and that the provider organisation is in the process of a procurement exercise to secure the services of an alternative domiciliary care agency.

In advance of the follow up inspection, a representative of the registered person forwarded to RQIA correspondence to and from a domiciliary care agency in respect of the information to be obtained in accordance with Regulation 13, Schedule 3.

The agency has successfully recruited additional domiciliary care staff and the inspector was advised that that the agency has not used staff from any other domiciliary care agency since the Failure to Comply notice was issued. The inspector was advised that the successful recruitment of additional staff would decrease reliance on the use of staff from other domiciliary care agencies.

There were appropriate arrangements in place for the planned supply of a member of staff from another domiciliary care agency to work in the homes of services users in the days following the inspection.

The agency's Use of Agency Staff policy was forwarded to the inspector prior to the inspection. The inspector was advised that the registered manager approves the usage of all agency staff and seeks authorisation for this from a senior manager. The implementation of the procedures was discussed and the inspector was advised that senior staff have been advised of the issues arising from the previous inspection. The inspector was also advised that these matters were for further discussion during a team meeting scheduled for 12 May 2014.

The inspector examined the agency's revised induction records which were noted to include a section for senior staff to document the outcome of their identification checks of new staff prior to being supplied to work in the homes of service users.

**Conclusion:**

The inspector was satisfied that the agency had taken appropriate steps to address the actions required to comply with Regulation 13 (a) (b) (c) (d).

The Inspector will continue to monitor the agency's compliance with this Regulation and the agency is required to ensure continued compliance with legislative requirements and minimum standards.

#### **4. FINDINGS IN RELATION TO THE FAILURE TO COMPLY NOTICE**

##### **FTC/DCA/10883/02/2014-15**

The Domiciliary Care Agencies Regulations (Northern Ireland) 2007

Regulation 21 (1)

- (1) The registered person shall ensure that the records specified in Schedule 4 are maintained, and that they are -
- (a) kept up to date, in good order and in a secure manner;
  - (b) retained for a period of not less than eight years beginning on the date of the last entry; and
  - (c) at all times available for inspection at the agency premises by any person authorized by the Regulation and Improvement Authority.

##### **Action required to comply with regulations:**

The registered person is required to establish and maintain an alphabetical index of domiciliary care workers supplied, or available for supply, by the agency, including any serial numbers assigned to them.

The registered person is required to maintain accurate records of each supply of a domiciliary care worker to a service user.

##### **Records Examined:**

- Staff duty rotas
- Alphabetical list of agency staff.

##### **Inspection findings:**

The agency's alphabetical list of staff was examined and had been updated on 29 April 2014. The list included staff members who are also supplied to work within the residential home.

The inspector was advised that the agency has revised the duty rotas and has a system in place to ensure that staff who are scheduled to work in the homes of service users actually complete these shifts, rather than swap. The agency's registered manager and administrator complete daily and weekly reconciliations.

The registered manager confirmed that the staff who appear on the domiciliary care rota provide the supported living service. The agency's rotas include the registered manager and the senior staff available to support service users. The registered manager explained that the supply of staff on a daily basis is decided at handover and is aligned to key working duties.

**Conclusion:**

The inspector was satisfied that the agency had taken appropriate steps to address the actions required to comply with Regulation 21(1).

The Inspector will continue to monitor the agency's compliance with this Regulation and the agency is required to ensure continued compliance with legislative requirements and minimum standards.

The inspector would like to thank agency staff for their participation and full cooperation with the inspection process.

Where the inspection resulted in no recommendations or requirements being made the provider/manger is asked to sign the appropriate page confirming they are assured about the factual accuracy of the content of the report.

Enquiries relating to this report should be addressed to:

**Audrey Murphy**  
**The Regulation and Quality Improvement Authority**  
**9th Floor**  
**Riverside Tower**  
**5 Lanyon Place**  
**Belfast**  
**BT1 3BT**



No requirements or recommendations resulted from the **follow up** inspection of **Sevenoaks Scheme** which was undertaken on **12 May 2014** and I agree with the content of the report. Return this QIP to [supportedliving.services@rqia.org.uk](mailto:supportedliving.services@rqia.org.uk)

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

<b>NAME OF REGISTERED MANAGER COMPLETING</b>	Toni Strawbridge
<b>NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING</b>	Fiona McAnespie

<b>Approved by:</b> 	<b>Date</b>
	03/05/14