

# Unannounced Care Enforcement Monitoring Inspection Report 25 July 2018



## Extra Care

**Type of Service: Domiciliary Care Agency**  
**Address: Lucas Exchange, 1 Orchard Way, Greystone Road,  
Antrim, BT41 2RU**  
**Tel No: 02894482939**  
**Inspectors: Amanda Jackson and Jim McBride**

[www.rqia.org.uk](http://www.rqia.org.uk)

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service provider from their responsibility for maintaining compliance with legislation, standards and best practice.

## 1.0 What we look for



## 2.0 Profile of service

Extra Care is a domiciliary care agency providing services to all Health and Social Care Trust (HSCT) areas in Northern Ireland with exception to the Western HSCT area. Services provided include personal care, assistance with meals and respite sits (day and night). The agency currently provides services to approximately 700 individuals living in their own homes. Services are provided by approximately 300 Staff.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Extra Care for Elderly People Ltd	<b>Registered Manager:</b> Ms Mary Lorraine Collins
<b>Responsible Individual:</b> Mr Brian Ronald Hutchinson	
<b>Person in charge at the time of inspection:</b> Mr Hutchinson	<b>Date manager registered:</b> 4 November 2016

### 4.0 Inspection summary

An unannounced inspection took place on 25 July 2018 from 09.45 to 13.30 hours.

This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

The Regulation and Quality Improvement Authority (RQIA) had completed an unannounced inspection on 31 May 2018 in follow up to concerns raised regarding failure to provide appropriate service provision and lack of adequate contingency measures in place to address staff shortages.

The outcome of the inspection resulted in two failure to comply notices (FTC's) being issued. One failure to comply notice related to the agency's failure to ensure the safety and well-being of service users and to safeguard them against abuse or neglect.

The second failure to comply notice related to the lack of appropriate staff supervision.

Given the assurances provided following the inspection of 30 May 2018, RQIA made the decision to issue a Quality Improvement Plan outlining a number of areas for improvement and additionally, in accordance with Regulation 23 (2) (3), the responsible individual was required to forward to RQIA reports of quality monitoring undertaken on a monthly basis until further notice. RQIA further requested submission of weekly reports outlining the service provision, service failures and reporting requirements to the trust.

Following review of the weekly reports from 11 June 2018 RQIA remained in contact with the Northern Health and Social Care Trust (NHST) and Extra Care to advise of ongoing concerns regarding service failures. In light of these concerns, RQIA undertook this inspection to seek assurance that improvements were being implemented within the service to sufficiently ensure the safety and well-being of service users and to safeguard them against abuse or neglect. The inspection sought to examine the agency's staffing arrangements, monitoring processes, communication and reporting procedures.

The following areas were examined during the inspection:

- Staffing levels – including recruitment and induction.

- Weekly reports submitted to RQIA and the NHSCT with evidence to support appropriate and timely communication of service failures to the NHSCT.
- Review of Extra Care's compliance with their protocol on Missed and Late calls.

The findings of this report will provide the agency with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

#### 4.1 Inspection outcome

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	1

Areas for improvement and details of the Quality Improvement Plan (QIP) were discussed with Mr Brian Hutchinson, registered individual, and the area manager as part of the inspection process. The timescales for completion commence from the date of inspection.

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

#### 4.2 Action/enforcement taken following the most recent care inspection dated 31 May 2018

Two FTC notices were issued following the previous inspection on 31 May 2018. Review of the notices is scheduled for 8 August 2018. Other matters were detailed in the QIP and will be reviewed at a future care inspection.

#### 5.0 How we inspect

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

- previous inspection report, QIP and FTC notices
- all correspondence received by RQIA since the previous inspection
- communications with the NHSCT professionals

During the inspection the inspectors met with the registered individual (RI) Mr Brian Hutchinson and the area manager.

The following records were examined during the inspection:

- four weekly reports submitted by Extra Care to RQIA
- eleven service user records regarding timely communication from Extra Care to the NHSCT regarding service failures

The findings of the inspection were provided to the RI and area manager at the conclusion of the inspection.

## 6.0 The inspection

### 6.1 Review of areas for improvement from the most recent inspection dated 31 May 2018

The most recent inspection of the agency was an unannounced care inspection.

The completed QIP was returned and approved by the care inspector and will be validated by the care inspector at a future care inspection.

### 6.2 Review of areas for improvement from the last care inspection dated 31 May 2018

This inspection focused solely on issues previously outlined in section 4.0. The areas for improvement from the last care inspection on 31 May 2018 were not reviewed as part of the inspection and are carried forward to a future care inspection.

## 6.3 Inspection findings

### Staffing

The inspectors discussed with RI the current staffing levels for the areas in which service failures were continuing to occur. The areas concerned were Magherafelt and Cookstown. The RI confirmed that three new staff had been recruited for both locality areas accounting for six new staff in total. All six staff were confirmed to be undergoing induction training at the time of the inspection. The staff to be allocated into the Magherafelt locality had full recruitment clearance at the time of inspection whilst the Cookstown staff remained outstanding in respect of several references. The RI advised the inspectors that with effect from two weeks from the date of this inspection all six staff would be operational, this would provide complete cover for both areas including an additional 22 hours cover in the Cookstown area should other staffing matters arise.

### Weekly reports

The inspectors discussed the weekly reports and requested evidence to support and validate eleven communications made by Extra Care to the NHSCT in a timely and appropriate manner following service failures such as missed and late calls. Ten of the eleven records requested by the inspectors supported email communications by Extra Care to the trust within a one to three day timeframe. This timeframe for reporting was noted to have improved since the commencement of submission of weekly reports by Extra Care to RQIA.

In three of the ten records the email communication was issued to the trust contracts department as opposed to the keyworker for the service users care package. The inspectors discussed the importance of ensuring the relevant persons in the trust are informed. The RI advised that all trust professionals would be notified by Extra Care via telephone at the time of the service failure, this would then be followed up through email communication. The telephone

contacts have not been recorded by Extra Care up to this time and this was requested by the inspectors from the week commencing 23 July 2018. Such contacts should be recorded on service user files and within weekly reports submitted to RQIA.

### Follow up to service failures involving staff errors

The inspectors reviewed the records for the week commencing 16 July which highlighted eight service failures due to two staff related errors. It was noted that both matters were not due to be reviewed with the two staff members involved for more than a week following the matter arising. This was not found to be in keeping with the agency's own protocol on missed and late calls and the timeframes stated within the protocol. The inspectors discussed the importance of following up on staff errors in a timely manner and in line with the agency's protocol to ensure staff competence. Extra Care have been requested to update the protocol to reflect the process for all levels of staff in relation to service failure procedures. Records relating to staff discussions are recommended to be recorded on staff files and within weekly reports submitted to RQIA.

### Other areas reviewed

The inspectors discussed the number of care packages returned to the NHSCT since the previous inspection. The RI confirmed five packages have now been returned to the trust. Further discussions are currently ongoing in respect of another provider undertaking a number of single calls to provide further capacity for Extra Care.

Extra Care continue to meet with NHSCT management on a weekly bases to discuss matters ongoing, service failures and in order for the trust to provide support to the agency.

### Areas of improvement

The inspectors noted improvements in the timeliness of reporting service failures to the NHSCT.

### Areas for improvement

An area for improvement has been outlined in respect of the agency protocol for missed and late calls, this should be updated with immediate effect to include all levels of staff within the organisation. Extra Care are required to follow the protocol accordingly.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	1

## 7.0 Quality improvement plan

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Mr Hutchinson, registered individual and the area manager as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all areas for improvement identified within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of the agency. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises RQIA would apply standards current at the time of that application.

### **7.1 Areas for improvement**

Areas for improvement have been identified where action is required to ensure compliance with the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

### **7.2 Actions to be taken by the service**

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP via Web Portal for assessment by the inspector.

<b>Quality Improvement Plan</b>	
<b>Action required to ensure compliance with The Domiciliary Care Agencies Minimum Standards, 2011</b>	
<p><b>Area for improvement 1</b></p> <p><b>Ref:</b> Standard 9</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> With immediate effect</p>	<p>Policies and procedures as identified in Appendix 1 are in place and in accordance with statutory requirements.</p> <p>Ref: 6.3 in respect of the protocol for missed and late calls.</p>
	<p><b>Response by registered person detailing the actions taken:</b> The protocol for Missed and Late Calls was updated to reflect feedback from R.Q.I.A. inspectors and a copy provided during their most recent visit and inspection on 8<sup>th</sup> August 2018. An electronic copy has also been provided.</p>

*\*Please ensure this document is completed in full and returned via Web Portal\**





The Regulation and Quality Improvement Authority  
9th Floor  
Riverside Tower  
5 Lanyon Place  
BELFAST  
BT1 3BT

**Tel** 028 9536 1111  
**Email** [info@rqia.org.uk](mailto:info@rqia.org.uk)  
**Web** [www.rqia.org.uk](http://www.rqia.org.uk)  
**Twitter** @RQIANews