

Follow Up Care Inspection Report 30 March 2017



Extra Care

Domiciliary Care Agency
Lucas Exchange, 1 Orchard Way, Greystone Road, Antrim, BT41 2RU
Tel No: 028 9448 2939
Inspector: Jim McBride

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

1.0 Summary

An unannounced inspection of Extra Care took place on 30 March 2017 from 09.15 to 11.15.

The focus of the inspection was to review induction and training practices alongside quality of service provision within the agency based on information provided to RQIA anonymously from an individual who raised concerns about staffing, induction and training and the use of equipment.

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

1.1 Inspection outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	1	0

Details of the Quality Improvement Plan (QIP) within this report were discussed with Mary Lorraine Collins registered 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.

1.2 Actions/enforcement taken following the most recent care inspection

There were no actions required to be taken following the most recent inspection which had been undertaken on 5 December 2016.

2.0 Service details

Registered organisation/registered person: Extra Care Mr Brian Hutchinson	Registered manager: Mary Collins
Person in charge of the home at the time of inspection: Mary Collins	Date manager registered: 4/11/16

3.0 Methods/processes

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

Prior to inspection the inspector analysed the following records:

- Information/communication received by RIQA from an anonymous source

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

- Discussion with the agency's registered manager
- Examination of records
- File audits
- Evaluation and feedback
- Discussion with four staff members

The following records were examined during the inspection:

- Five staff induction records
- A number of monthly quality monitoring records, completed on behalf of the registered provider

4.0 The inspection

Extra Care is a domiciliary care agency providing services to all Health and Social Care Trust areas in Northern Ireland with exception to the WHSCT area. Services provided include personal care, assistance with meals and respite sits (day and night).

4.1 Review of requirements and recommendations from the most recent inspection dated 05/12/2016

There were no requirements or recommendations made as a result of the last care inspection.

4.2 Inspection Findings

Review of five induction records during inspection evidenced compliance with the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011. This was further evidenced by the inspector during staff interviews. During the inspection the inspector had the opportunity to meet four staff who were in the process of completing their induction and noted their positive comments in relation to the content of their induction training:

"This is the best induction I have had from an employer."

"This is more comprehensive than my previous inductions."

"The induction is preparing me for my role."

"The manual handling training was excellent and I was well instructed in the use of equipment."

Areas for improvement

The inspector noted that the monthly quality monitoring reports completed on behalf of the registered provider are required to be reviewed to ensure all relevant information relating to the quality of the service is included. It was noted that the views of service users and/or their representatives were not consistently sought.

Number of requirements:	1	Number of recommendations:	0
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5.0 Quality improvement plan

Any issues identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Mary Lorraine Collins registered manager, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all requirements and recommendations contained 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 the RQIA would apply standards current at the time of that application.

5.1 Statutory requirements

This section outlines the actions which must be taken so that the registered person/s meets legislative requirements based on the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

5.2 Actions taken by the registered provider

The QIP should be completed and detail the actions taken to meet the legislative requirements and recommendations stated. The registered provider should confirm that these actions have been completed and return the completed QIP to agencies.team@rqia.org.uk for assessment by the inspector.

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 registered provider from their responsibility for maintaining compliance with the regulations and standards. It is expected that the requirements and recommendations outlined in this report will provide the registered provider with the necessary information to assist them to fulfil their responsibilities and enhance practice within the service.

Quality Improvement Plan

Statutory requirements

Requirement 1

Ref: Regulation 23 (2) (3) (4) (5)

Stated: First time

To be completed by:
30 April 2017

23.—(1) The registered person shall establish and maintain a system for evaluating the quality of the services which the agency arranges to be provided.
 (2) At the request of the Regulation and Improvement Authority, the registered person shall supply to it a report, based upon the system referred to in paragraph (1), which describes the extent to which, in the reasonable opinion of the registered person, the agency—
 (a) arranges the provision of good quality services for service users;
 (b) takes the views of service users and their representatives into account in deciding—
 (i) what services to offer to them, and (ii) the manner in which such services are to be provided; and (c) has responded to recommendations made or requirements imposed by the Regulation and Improvement Authority in relation to the agency over the period specified in the request.
 (3) The report referred to in paragraph (2) shall be supplied to the Regulation and Improvement Authority within one month of the receipt by the agency of the request referred to in that paragraph and in the form and manner required by the Regulation and Improvement Authority.
 (4) The report shall also contain details of the measures that the registered person considers it necessary to take in order to improve the quality and delivery of the services which the agency arranges to be provided.
 (5) The system referred to in paragraph (1) shall provide for consultation with service users and their representatives.

Response by registered provider detailing the actions taken:

As the registered manager the procedure has been put in place to complete and forward the completed monthly Reg 23 to the office of the inspector in accordance with the Domiciliary Care Agencies Regulations (NI) 2007.

The report will be completed and forward within ten workings days form the end of the month.

All measures deemed necessary will be detailed in the monthly report, and the quality of service will be monitored and the views of service users and carers will be summarised and included within the report.

Extra care maintains a process to collate and monitor all quality by following their policies and procedures required by the Domiciliary Care Agencies Minimum Standards.



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