



The Regulation and
Quality Improvement
Authority

Connected Health Domiciliary Care Ltd
RQIA ID: 10954
3B Boucher Business Studios
Glenmachan Place
Belfast, BT12 6HQ

Inspector: Amanda Jackson
Inspection ID: IN23878

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**Enforcement Follow-up Inspection
of
Connected Health Domiciliary Care Ltd**

12 January 2016

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

1. Summary of Inspection

An enforcement follow-up inspection took place on 12 January 2016 from 10.00 to 13.30. Overall on the day of the inspection the agency was found to be delivering safe, effective and compassionate care. No areas for improvement were identified 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

Following the previous inspection of 15 October 2015 and in accordance with RQIA's Enforcement Policy and Procedures, RQIA advised the registered person of RQIA's intention to issue a Failure to Comply notice in relation to Regulation 13 (d) of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

A meeting was held with the registered person and their representatives at RQIA offices on 23 October 2015. At this meeting, RQIA advised the registered person that a Failure to Comply notice was being issued in respect of Regulation 13 (d).

The agency's lack of compliance with other regulations and minimum standards was also discussed during this meeting and assurances were given in relation to actions taken and to be taken to secure compliance in respect of missed calls. In accordance with Article 40 (1) of The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, the responsible person is required on a weekly basis to submit to RQIA specific information relating to the quality of service provision. In accordance with Regulation 23 (2) and (3), the responsible person is required to submit to RQIA copies of monthly monitoring of the quality of service provision.

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
Total number of requirements and recommendations made at this inspection	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.

2. Service Details

Registered Organisation/Registered Person: Connected Health Domiciliary Care Limited/Mr Douglas Joseph Adams	Registered Manager: Ms Lesa McCrory (acting)
Person in charge of the agency at the time of	Date Manager Registered:

Inspection: Ms Lesa McCrory (acting)	Registration pending.
Number of service users in receipt of a service on the day of Inspection: 337	

3. Inspection Focus

The inspection sought to assess progress with the actions required for compliance outlined within the Failure to Comply Notice (FTC/DCA/10954/2015-16/01) issued to the registered person on 26 October 2015.

The agency's progress towards compliance with other regulations and minimum standards identified during the inspection of 15 October 2015 was also assessed.

4. Methods/Process

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

Prior to inspection the following records were analysed:

- Previous inspection report
- Previous returned quality improvement plan
- Failure to comply notice (FTC/DCA/10954/2015-16/01)
- The reports of quality monitoring activity undertaken on behalf of the registered person and submitted to RQIA

During the inspection the inspector met with representatives of the registered person.

The following records were examined during the inspection:

- Ten staff recruitment files
- Twenty staff Access NI checks (staff commenced since October 2015 inspection)
- Four staff rotas
- Missed calls policy and procedure
- Staff meeting records for October 2015
- Three monthly quality monitoring reports (October, November and December 2015)
- Missed call feedback forms to the HSC Trust (October, November and December 2015)
- Service user quality monitoring template.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was an unannounced care inspection dated 15 October 2015. The completed QIP was returned prior to the inspection and approved by the inspector.

5.2 Review of Requirements and Recommendations from the last Care Inspection

Previous Inspection Statutory Requirements		Validation of Compliance
Requirement 1 Ref: Regulation 13 (d)	<p>The registered person shall ensure that no domiciliary care worker is supplied by the agency unless—</p> <p>(d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.</p> <p>Action required to comply with regulations: The registered person is required to develop a robust system to ensure that no domiciliary care worker is supplied by the agency unless full and satisfactory</p>	Met

	<p>information is available in relation to him.</p> <p>The registered person is required to complete an audit of all existing domiciliary care workers pre-employment records to identify any gaps in documentation or information obtained.</p> <p>The registered person is required to retrospectively obtain full information in respect of all existing domiciliary care workers, or demonstrate that they have made all reasonable efforts to obtain full information as detailed within Regulation 13 Schedule 3 of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.</p>	
	<p>Action taken as confirmed during the inspection:</p> <p>Review of six recently recruited staff files and four retrospective staff files confirmed the agency had taken appropriate action to comply with Regulation 13 (d) and requirement one.</p>	

5.3 Additional Areas Examined

Missed calls – management

The inspector reviewed actions taken by the agency in respect of managing missed calls to service users.

The agency has introduced a policy and procedure dated 05 October 2015 regarding missed calls. The policy has been shared with all staff during meetings and signatures were reviewed during inspection to confirm this process.

The agency has continued to monitor missed calls through the monthly quality monitoring process and reports for October, November and December detailed progress in this respect. During the inspection the acting manager confirmed the agency had not experienced missed calls in recent weeks.

Reporting of missed calls to the HSC trust during the period October to December 2015 where reviewed during inspection. Information reviewed for December evidenced appropriate actions taken by the agency in respect of staff follow up.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations.

6.0 No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager	Lesa Mc Crory	Date Completed	20/01/2016
Registered Person	Douglas Admas	Date Approved	20/01/2016
RQIA Inspector Assessing Response	A.Jackson	Date Approved	22/02/2016

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

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