

# Unannounced Domiciliary Care Agency Inspection Report 12 April 2016



## Connected Health Domiciliary Care Ltd

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Tel No: 02890329777  
Inspector: Caroline Rix**

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

Assurance, Challenge and Improvement in Health and Social Care

## 1.0 Summary

An unannounced inspection of Connected Health Domiciliary Care Ltd took place on 12 April 2016 from 09.45 to 12.45 hours.

The inspection sought to examine the agency's recruitment arrangements in light of some concerning information received by RQIA.

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

## 1.1 Inspection outcome

	Requirements	Recommendations
<b>Total number of requirements and recommendations made at this inspection</b>	1	0

Details of the Quality Improvement Plan (QIP) within this report were discussed with registered provider/acting manager Douglas Adams 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 further actions required to be taken following the most recent inspection.

## 2.0 Service details

<b>Registered organisation/registered person:</b> Connected Health Domiciliary Care Ltd/Douglas Adams	<b>Registered manager:</b> Acting manager, Douglas Adams
<b>Person in charge of the establishment at the time of inspection:</b> Douglas Adams	<b>Date manager registered:</b> 12 April 2016 (acting manager)

## 3.0 Methods/processes

The inspector met with the area manager and acting manager/responsible person, Douglas Adams, and examined the following documents in relation to four staff:

- Staff application forms
- Staff pre-employment documentation

- Staff start dates
- Staff induction training records
- Four staff duty rotas

The following records were also examined during the inspection:

- Procedure for Recruitment and Selection of Staff
- Management staff recruitment training records

## 4.0 The inspection

### 4.1 Review of requirements and recommendations from the last care inspection dated 12 January 2016

There were no requirements or recommendations made as a result of the last care inspection of 12 January 2016.

## 4.2 Inspection findings

An unannounced inspection was conducted at the service on 12 April 2016 in response to information received by RQIA which indicated that Connected Health Domiciliary Care Ltd supplied domiciliary care workers into service users' homes prior to the appropriate pre-employment checks being completed.

The agency's policy and procedure 'Procedure for Recruitment and Selection of Staff' dated November 2015 was reviewed and was found to be in line with Regulation 13 Schedule 3.

Records were viewed that confirmed senior management staff had completed training in relation to staff recruitment in November 2015.

The inspector was provided with full access to the agency's list of currently employed domiciliary care workers; and their staff duty rota allocations for dates past and current, along with the list of all previously employed domiciliary care workers.

During the inspection, the inspector reviewed four staff personnel records. The information reviewed within the four staff files indicated that three out of four domiciliary care workers had been employed and introduced to service users prior to receipt of full and satisfactory pre-employment information relating to them in line with Regulation 13 (d) of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

The receipt of two written references, including a reference from the person's present or most recent employer, had not been obtained for three domiciliary care workers. These references had been requested from the same referee. Records evidenced that the agency had contacted this referee via email and telephone on three separate occasions in an attempt to obtain the requested references. On the day of inspection records found that these references had been obtained; however, they were received by the agency between 25 and 57 days from first requested.

The inspector found records that third references had been requested and received for two of the four domiciliary care workers.

The records of the supply of each of the four domiciliary care workers referenced above were examined; these contained the date that each worker was first introduced to service users in their own homes. Part of their induction training programme included each new domiciliary care worker shadowing a suitably qualified and competent colleague.

The agency was found to have employed domiciliary care workers before they had obtained the full information required. The registered provider/acting manager, Douglas Adams, was advised that a report and Quality Improvement Plan (QIP) would be forwarded to him.

### Areas for improvement

The registered person shall ensure that no domiciliary care worker is supplied by the agency unless full and satisfactory information is available in relation to him.

<b>Number of requirements:</b>	<b>1</b>	<b>Number of recommendations:</b>	<b>0</b>
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## 5.0 Quality improvement plan

The issues identified during this inspection are detailed in the QIP. Details of this QIP were discussed with registered provider/acting registered manager, Douglas Adams, as part of the inspection process. The timescales commence from the date of inspection.

The registered person/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 person/manager 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 your premises. 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 Recommendations

This section outlines the recommended actions based on research, recognised sources and the Domiciliary Care Agencies Minimum Standards, 2011. They promote current good practice and if adopted by the registered person may enhance service, quality and delivery.

### 5.3 Actions taken by the registered manager/registered person

The QIP will be completed by the registered manager to detail the actions taken to meet the legislative requirements stated. The registered person will review and approve the QIP to confirm that these actions have been completed by the registered manager. Once fully completed, the QIP will be returned to [Agencies.Team@rqia.org.uk](mailto:Agencies.Team@rqia.org.uk) and assessed by the inspector.

## Quality Improvement Plan

### Statutory requirements

**Requirement 1**

Ref: Regulation 13 (d)

Stated: First time

**To be completed by:  
immediately and on-going**

The registered person shall ensure that no domiciliary care worker is supplied by the agency unless full and satisfactory information is available in relation to him.

**Response by registered person detailing the actions taken:**

During the inspection of the 12<sup>th</sup> April 2016 the inspector identified a number of issues with regard to regulation 13 schedule 3 specifically the receipt of references and pre-employment information for new recruits to Connected Health.

I have reviewed The Domiciliary Care Agencies Regulations (NI) 2007 ,the 2011 updated version and the Connected Health Ltd staff hand book. Connected have used the 2011 minimum standards as a template to revise the recruitment policy that will ensure that all full and satisfactory pre-employment information, training and shadowing is complete before employment commences.

The responsible person will ensure sign off on an individual per recruit basis of the pre- employment information information proofed previously by the Director of Care

All pre-employment records have been reviewed to date and filed in a secured cupboard no outstanding information was required.

Not all references requested have been returned but alternative references have been requested after a number of attempts have been made to gain the preferred references. A record of attempts with dates and request methods have been included in the records. Connected Health apologises for the lack in full and satisfactory information not being available and trust that the actions taken with the revised policies will meet the Standards.

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. It is expected that the requirements and recommendations set out in this report will provide the registered person/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the service.



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