



The Regulation and
Quality Improvement
Authority

Connected Health Domiciliary Care Ltd
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**Unannounced Care Inspection
of
Connected Health Domiciliary Care Ltd
15 October 2015**

The Regulation and Quality Improvement Authority
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1. Summary of Inspection

An unannounced care inspection took place on 15 October 2015 from 09.30 to 15.30 hours. Overall on the day of the inspection it was found that improvements in the agency's staffing arrangements were necessary in order for care to be safe, effective and compassionate. Areas for improvement identified are set out in the Quality Improvement Plan (QIP) appended to this report. 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

In accordance with RQIA's Enforcement Policy and Procedures, a meeting was held at RQIA offices on 14 October 2015 to discuss RQIA's intention to issue failure to comply notices to the agency in respect of non-compliance with Regulation 23 (1), 14 (a) (b) and 15 (9) as identified during the 24 September 2015 inspection.

At this meeting, the responsible person and acting manager provided a full account of the actions they have taken and the arrangements they have made and will continue to make to ensure the improvements necessary to achieve full compliance with the required regulations. RQIA considered the information provided and decided not to serve failure the comply notices. However, 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 resulted from the findings of this inspection. A meeting was held at RQIA offices on 23 October 2015 to discuss RQIA's intention to issue a failure to comply notice in respect of the following regulation: Regulation 13 (d) of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007. The agency's failure to ensure safe staff recruitment practices had resulted in service users being placed at risk of harm.

The responsible person was informed at the conclusion of the meeting on 23 October 2015 that a Failure to Comply Notice would be issued to Connected Health Domiciliary Care Ltd for breaching Regulation 13 (d).

1.3 Inspection Outcome

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

The details of the QIP within this report were discussed with the Douglas Adams, responsible person and Lesa McCrory, acting manager as part of the inspection process. The timescales for completion confirmed as 12 January 2016.

2. Service Details

Registered Organisation/Registered Person: Connected Health Domiciliary Care Ltd/Douglas Adams	Registered Manager: Acting Manager Lesa McCrory
Person in charge of the agency at the time of Inspection: Acting Manager Lesa McCrory	Date Manager Registered: Not applicable
Number of service users in receipt of a service on the day of Inspection: 405	

3. Inspection Focus

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

4. Methods/Process

The inspector met with the acting manager Lesa McCrory and responsible person Douglas Adams and examined the following documents in relation to 20 staff:

- Staff application forms
- Staff Access NI Checks
- Staff start dates
- Two staff duty rotas.

5. The Inspection

An unannounced inspection was conducted at the service on the 15 October 2015 in response to information received by RQIA which indicated that Connected Health Domiciliary Care Ltd supplied care workers in service users' homes prior to the appropriate pre-employment checks being completed.

During the meeting at RQIA offices on 14 October 2015 the recruitment arrangements had been discussed and agency representatives provided assurances that all pre-employment checks are undertaken prior to the worker being supplied to work with service users.

During the inspection, the inspector reviewed a sample of staff personnel records. The information reviewed within the sample of 20 staff files indicated that two domiciliary care staff had been employed and supplied to service users prior to Access NI checks having been received. Further to this area, during review of these files it was found that there were no references received for one staff member, nor had their identification been checked or photograph maintained on file. Two other staff had no references received and seven had only one reference received. Eleven staff files did not contain details of next of kin, and none of the 20 contained a statement from the registered provider/manager confirming that the person was physically and mentally fit for the work to be undertaken.

The inspector reviewed the recently developed staff recruitment file audit tool which was satisfactory.

The responsible person stated that the recruitment of staff had been undertaken by an associated company 'Connected Talent' from March 2015. However, in spite of the assurances provided by the agency representatives on 14 October 2015 that all pre-employment checks are undertaken prior to the worker being supplied to work with service users, inspection findings were to the contrary.

Weaknesses in recruitment practices had been identified during both previous inspections and in spite of written assurances from the registered person following each inspection, the necessary improvements have not been secured.

In light of these concerns and in accordance with RQIA's Enforcement Policy and Procedures, a meeting was held at RQIA offices on 23 October 2015 to discuss RQIA's intention to issue a failure to comply notice in respect of the following regulation:

**The Domiciliary Care Agencies Regulations (Northern Ireland) 2007:
Regulation 13 (d)**

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

(d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.

At the meeting at RQIA offices 23 October 2015, the responsible person provided a full account of the actions taken since inspection on 15 October 2015 in relation to recruitment records. The responsible person indicated that they had also recently identified gaps in recruitment records for a number of staff including Access NI checks and references. It was concerning to note that some staff had been supplied to work with service users for a significant period of time before this matter was identified.

The responsible person was informed at the meeting on 23 October 2015 that a Failure to Comply Notice would be issued to Connected Health Domiciliary Care Ltd for breaching Regulation 13 (d).

RQIA will continue to monitor the quality of service provided by Connected Health Domiciliary Care Ltd and will carry out an inspection to assess compliance with this regulation.

It should be noted that continued noncompliance may lead to further enforcement action.

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was an unannounced care inspection dated 24 September 2015. The inspection report was issued to the agency 21 October 2015, therefore the completed QIP has not yet been returned for review by the care inspector.

5.2 Themes were not reviewed as part of this inspection.

6. Quality Improvement Plan

The issues identified during this inspection are detailed in the QIP. Details of this QIP were discussed with the responsible person Douglas Adams and acting manager Lesa McCrory as part of the inspection process. At the conclusion of the RQIA meeting on 23 October 2015 the timescales for completion were confirmed as 12 January 2016.

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.

6.1 Statutory Requirements

This section outlines the actions which must be taken so that the registered person/s meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, and the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

6.2 Recommendations

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

6.3 Actions Taken by the Registered Manager/Registered Person

The QIP should be completed by the registered person/ registered manager and 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. Once fully completed, the QIP will be returned to agencies.team@rqia.org.uk and assessed by the inspector.

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 agency. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained in this report do not absolve the registered provider/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 provider/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the service.

Quality Improvement Plan

Statutory Requirements

Requirement 1

Ref: Regulation 13 (d)

Stated: Third time

To be Completed by:
12 January 2016

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

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.

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.

Response by Registered Person(s) Detailing the Actions Taken:

The registered person has developed and ensured that a robust system is in place and that all domiciliary care worker supplied to Connected Health have full and satisfactory information held and on file in relation to him in respect of each of the matters specified in Schedule 3. The Acting Manager has completed a full Audit and all employees personal files have been updated to ensure that pre-employment records were accurate and any gaps in documentation or information has been obtained.

There is evidence recorded detailing all efforts made to obtain full information required as detailed within Regulations 13 Schedule 3 within each file.

Registered Manager Completing QIP	Lesia Mc Crory	Date Completed	24/12/2015
Registered Person Approving QIP	Douglas Adams	Date Approved	24/12/2015
RQIA Inspector Assessing Response	A.Jackson	Date Approved	12/01/16

Please ensure this document is completed in full and returned to agencies.team@rqia.org.uk from the authorised email address