



The Regulation and
Quality Improvement
Authority

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY
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FOLLOW UP INSPECTION

Inspection No: IN020132
Establishment ID No: 11280
Name of Establishment: Admiral Care
Date of Inspection: 17 July 2014
Inspector's Name: Caroline Rix

GENERAL INFORMATION

Name of agency:	Admiral Care
Address:	6 Berryfield Road Newtownabbey BT37 0FZ
Telephone Number:	079 3902 7137 / (028) 9086 4055
E mail Address:	Dawnsmyth2@gmail.com
Registered Organisation / Registered Provider:	Admiral Care / Ms Dawn Elizabeth Smyth
Registered Manager:	Ms Dawn Elizabeth Smyth
Person in charge of the agency at the time of inspection:	Ms Dawn Elizabeth Smyth
Number of service users:	68
Date and type of previous inspection:	27 June 2014 Unannounced inspection
Date and time of inspection:	17 July 2014 from 2.00pm to 3.30pm Follow up inspection
Name of inspector:	Caroline Rix

1.0 INTRODUCTION

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect domiciliary care agencies. A minimum of one inspection per year is required.

This is a report of a secondary inspection to assess the quality of services being provided. The report details the extent to which the standards measured during inspection are being met.

PROFILE OF SERVICE

Admiral Care is a domiciliary care agency based in Newtownabbey and was established in 2012. The agency provides personal care, meal provisions, social support, sitting services and overnight stays for service users in their own homes. These services are provided to 68 adults with elderly care needs, mental health needs, physical disability and learning disability by a team of 21 staff. The services are provided in the areas of Newtownabbey, Greenisland, Carrickfergus, Larne and Carnlough and surrounding areas. The Northern Health and Social Care Trust commission these services.

1.1 PURPOSE OF THE INSPECTION

The purpose of the inspection was to examine the records to confirm arrangements for the provision of domiciliary care, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Domiciliary Care Agencies Regulations (Northern Ireland) 2007
- The Department of Health, Social Services and Public Safety's (DHSSPS) Domiciliary Care Agencies Minimum Standards (2008)(updated 2011).

Failure to Comply

Admiral Care - FTC/DCA/11280/2014-15/01

One failure to comply notice was issued to Admiral Care on 4 July 2014 in terms of non-compliance with the following Regulation within The Domiciliary Care Agency Regulations (Northern Ireland) 2007:

Regulation 13 (1) (d) of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007

13 - (1) 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.

1.2 METHODS/PROCESS

The follow up inspection of Admiral Care took place on the 17 July 2014 from 2.00pm-3.30pm. The inspector was assisted throughout by the registered manager/ responsible person Dawn Smyth and company director Richard Sargent.

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

- Discussion with the registered manager/responsible person
- Examination of records
- File audit
- Evaluation and feedback

1.3 INSPECTION FOCUS

The inspection sought to assess progress with the issues identified during the previous inspection on 27 June 2014 and to establish the level of compliance achieved with respect to The Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

1.4 SUMMARY

Staff recruitment records:

The inspector reviewed recruitment records relating to all twenty one domiciliary care staff currently employed by the agency.

Staff recruitment policy and procedure:

The inspector reviewed the staff recruitment policy and procedure dated July 2014.

Findings:

AccessNI certificate checks

All files contained confirmation that AccessNI certification had been received. The date each AccessNI certificate was issued had been recorded within all files; however the date of receipt of each AccessNI certificate by the agency could not be verified.

All files contained information and documentation required as detailed within schedule 3. Records had been retrospectively obtained for three staff in relation to health assessments.

Recruitment policy and procedure

The staff recruitment policy and procedure has been revised. A system has been introduced to ensure that all pre-employment information is obtained for new staff as required within regulation 13 schedule 3. This document was reviewed by the inspector and found to be satisfactory.

Discussion with the registered manager/responsible person

The registered person/manager confirmed that no new staff had been recruited since previous inspection 27 June 2014; therefore no records were available to verify the implementation of their new procedure.

1.5 CONCLUSION:

The agency has demonstrated that they are in full compliance with Regulation 13 Schedule 3. Admiral Care compliance has been resumed from 17 July 2014. The registered person/manager is required to ensure continued compliance with legislative requirements and minimum standards.

Review of continued compliance in these areas will be re-examined during subsequent inspections.

No further requirements or recommendations were made during this inspection.

Enquiries relating to this report should be addressed to:

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

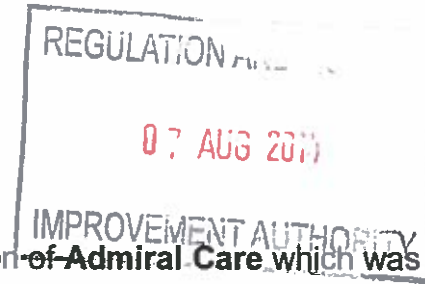
Caroline Rix
Inspector

Date

Admiral Care



The Regulation and Quality Improvement Authority



No requirements or recommendations resulted from the announced follow up inspection of Admiral Care which was undertaken on 17 July 2014 and I agree with the content of the report.

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

Admiral Care now have a full and accurate recruitment procedure in place which they will now adhere to

SIGNED: D Smith

SIGNED: D Smith

NAME: Dawn Smith Admiral Care Services
Registered Provider

NAME: D Smith
Registered Manager

DATE 5th August 2014

DATE 5/8/14

Approved by: <u>Caroline Pitt</u>	Date <u>15.8.14</u>