



The Regulation and
Quality Improvement
Authority

Donard Murray
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BT33 0HJ

Inspector: Jim McBride
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**Unannounced Care Inspection
of
Donard Murray

17 August 2015**

The Regulation and Quality Improvement Authority
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1. Summary of Inspection

An unannounced care inspection took place on 17 August 2015 from 09.00 to 13.00. Overall on the day of the inspection the agency was found to be delivering safe, effective and compassionate care. No quality improvement plan was issued 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

N/A

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.

Overall on the day of inspection the staffing arrangements and service user involvement was found to be safe, effective and compassionate. The outcome of this inspection found no areas of concern. A quality improvement plan (QIP) was not included in this report.

2. Service Details

Registered Organisation/Registered Person: Andrew Grainger	Registered Manager: Dolores Curran
Person in charge of the agency at the time of Inspection: Dolores Curran	Date Manager Registered: 21 July 2014
Number of service users in receipt of a service on the day of Inspection: 9	

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following themes have been met:

Theme 1: Staffing Arrangements - suitable staff are supplied to meet the assessed needs of service users.

Theme 2: Service User Involvement - service users are involved in the care they receive.

4. Methods/Process

Prior to inspection the following records were analysed:

- Previous inspection report
- Incidents
- Records of contact with the agency since the last inspection
- RQIA duty rota records.

During the inspection the inspector met with one service user, four staff and the registered manager.

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

- Discussion with the registered manager
- Examination of records
- Consultation with stakeholders/relatives
- File audit.

The following records were examined during the inspection:

- Four care and support plans
- HSC Trust assessments of needs and risk assessments
- Care review records
- Recording/evaluation of care used by the agency
- Monthly monitoring reports for January, February, March and April 2015
- Service users meetings minutes for April and July 2015
- Staff meeting minutes for, April, May, June and July 2015
- Staff training records for:
 - ***Keeping Adults Safe***
 - ***Challenging behaviour***
 - ***Human rights***
 - ***Complaints***
 - ***Supervision for supervisors***
 - ***Positive Intervention***
- Records relating to staff supervision
- Complaints records

- Recruitment policy the policy was updated by the agency on the 20 November 2014
- Records relating to recruitment process
- Induction procedures
- Records of induction
- Staff rota information.

Seven staff questionnaires were completed during the inspection. These indicated that the staff were either satisfied or very satisfied with the following:

- Service users' views are listened to
- The agency's induction process prepared me for my role
- The agency operates in a person centred manner
- Service users receive care and support from staff that are familiar with their needs.
- Staff will be taken seriously if they were to raise a concern.

Individual Staff comments:

"Donard Murray provides an individually tailored plan for each individual. Respecting their individuality, choice their views and wishes."

"All staff have received the training required for their position."

"Service users' views are always taken into account."

"Myself and others endeavour to meet the needs and aspirations of ***** through a very professional service."

"Donard Murray staff are all aware of the agency's objectives."

Service user's questionnaires

During the inspection a number of questionnaires were circulated to the service users to be completed asking them about various aspects of their care. Five completed questionnaires were returned to the inspector during the inspection.

These indicated that service users were either satisfied or very satisfied with the following.

- The support they receive
- Staff responds to their needs
- Staff help you feel safe and secure here.

5. The Inspection

Donard Murray is a supported living type domiciliary care agency for up to ten adults with Autistic Spectrum Conditions and or learning disability and the domiciliary care provided by Autism Initiatives is commissioned by a number of HSC Trusts.

The service is managed by the registered manager Mrs Dolores Curran team leaders; support workers based at the agency's registered office within the Donard Murray building.

In addition to those service users who reside within the Donard Murray building, two service users live within a small block of apartments on the Donard Murray site.

Donard Murray is owned by Oaklee Housing Association, all tenants have a tenancy agreement. The two flats at the rear are owned by Autism Initiatives and one tenant has a tenancy agreement. The other has an arrangement to occupy.

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of Donard Murray was an announced care inspection dated 9 February 2015. The completed QIP was returned and approved by the specialist inspector.

5.2 Review of Requirements and Recommendations from the Last Care Inspection

No previous requirements or recommendations made.

5.3 Theme 1: Staffing Arrangements - suitable staff are supplied to meet the assessed needs of service users

Is Care Safe?

The agency has in place a recruitment policy; this was updated on the 20 November 2014 by Autism initiatives.

The manager confirmed that there is a mechanism in place to ensure appropriate pre-employment checks are completed and satisfactory records maintained were examined by the inspector. The agency maintains an alphabetical index of all domiciliary care workers supplied or available for supply for the agency.

The agency has a structured induction programme lasting at least three days; this was confirmed by the registered manager. The inspector examined the induction records of two recently appointed staff. The agency maintains a record of induction provided to staff; and includes details of the information provided during the induction period.

The agency provides all staff with a handbook. The agency has a procedure in place for induction of staff for short notice/emergency arrangements. The agency has in place a procedure for verifying the identity of all staff prior to their supply.

Overall on the day of the inspection the inspector found care to be safe.

Is Care Effective?

Following discussions with the manager the inspector was provided with assurances, that there is at all times an appropriate number of suitably skilled and experienced persons providing care to service users. Examination of available records reflected staff numbers outlined by the manager. The inspector examined the staff rota for the forthcoming days and staff were allocated shifts as required.

The manager described to the inspector the arrangements in place to assess the suitability of staff. Records available confirmed that the agencies staff receive induction prior to providing care/support to service users. The agency provides staff with a clear outline of their roles and responsibilities; this was confirmed by the registered manager. The agency has a process for evaluating the effectiveness of staff induction, this includes comprehensive competency assessments. A number of competency assessments were examined by the inspector.

Agency staff have in place personal development plans. Training records examined indicate that staff providing supervision have had the necessary skills/training required. Agency staff receive supervision/annual appraisal in accordance with the agency's policy. Records in place as well as discussion with the manager verified this.

Overall on the day of the inspection the inspector found care to be effective.

Is Care Compassionate?

The agency maintains a record of any comments made by service users/representatives in relation to support arrangements; evidence of this was seen in the minutes of service users meetings. The manager was able to demonstrate that staff discussed with service users any significant staff changes. The inspector saw evidence of this in the minutes of a service users meeting on the 30 April 2015.

The manager stated that staff are not supplied to work with service users without an appropriate induction.

Records examined by the inspector evidenced that staff receive induction training specific to the needs of individual service users. This was confirmed by the registered manager.

The induction process takes into account the consent, privacy and dignity of service users. The needs of individual service users are clearly identified within the induction process. Staff receive ongoing supervision and assessment of competency to fulfil the requirements of their job role.

Overall on the day of the inspection the inspector found care to be compassionate.

Service users' comments:

"The staff are very good."

"Staff treat me well."

"I'm very well supported."

Staff comments:

"My induction prepared me for my role."

"All staff work well together."

"Supervision is one to one and very effective."

"Training is good and the agency is flexible."

"We have good team support."

Areas for Improvement

N/A

Number of Requirements:	0	Number of Recommendations:	0
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5.4 Theme 2: Service User Involvement - service users are involved in the care they receive

Is Care Safe?

Assessments of need and risk assessments examined by the inspector reflect the views of service users and their representatives. Assessments of need and risk assessments are reflected in care and support plans. There is evidence of positive risk taking in collaboration with the service user and/or their representative, the agency and the HSC Trust.

The manager provided an understanding of how to balance human rights with safety in service delivery. The views of service users and their representatives are considered in the assessment and implementation of care practices. Restrictions in place are acknowledged that they are necessary to keep people safe. *One staff member stated: "All service users are aware of what is available to them." One service user stated: "I feel safe and secure here with staff, but would like to move out to be more independent."*

Overall on the day of the inspection the inspector found care to be safe.

Is Care Effective?

Care provision is regularly evaluated and reviewed. The review process involves service users and/or their representatives. This was confirmed by the manager.

Care and support plans are written in a person centred manner which includes the service user's views. There is evidence that the delivery of the service is responsive to the views of service users and/or their representatives. The agency has a quality monitoring system in place to ascertain and respond to the views of service users and/or their representative's.

The agency's human rights information examined indicated that service users are provided with information relating to their human rights in a suitable format.

Overall on the day of the inspection the inspector found care to be effective.

Is Care Compassionate?

Through examination of the service users' care and support plans, the inspector found that service delivery has a person centred ethos. Service user's representatives are aware of their right to be consulted and have their views considered in relation to service delivery.

The manager stated that staff understand and implement the values of respect, choice, dignity and independence daily to service users. The manager stated that service users can make choices regarding their daily routines and activities, within the resources available to them.

Explicit consideration of human rights was evident in the care and support plans examined by the inspector. Consideration of human rights includes the involvement of service users and/or their representatives. The manager described to the inspector how service users' views have been taken into account and shaped service provision.

The manager could describe aspects of service provision which show a reflection of choice, dignity, and respect.

Overall on the day of the inspection the inspector found care to be compassionate.

Service users' comments:

"I have no restriction here I can come and go as I please."

"I have learned so much living here."

"The staff really support me with my independence."

"Staff listen to me."

Staff comments:

“Service users are all very aware of their human rights and can say no.”

“All service users are listened too.”

“Staff provide a quality assistance to service users.”

“I’m very satisfied with the arrangements in place for service user’s involvement.”

Areas for Improvement

N/A

Number of Requirements:	0	Number of Recommendations:	0
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5.5 Additional Areas Examined

N/A

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.

Registered Manager	Dolores Curran	Date Completed	26.08.15
Registered Person	Andrew Grainger	Date Approved	26/08/15
RQIA Inspector Assessing Response	Jim Mc Bride	Date Approved	14/9/15

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

Please complete in full and returned to agencies.team@rqia.org.uk from the authorised email address