

The Regulation and
Quality Improvement
Authority

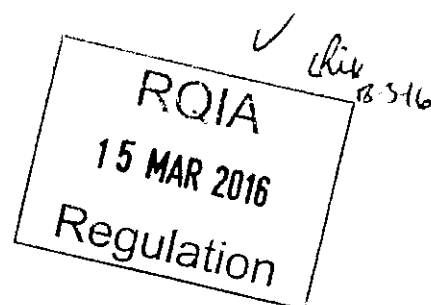
Rutledge Recruitment & Training
RQIA ID: 12247
54 Scotch Street
Armagh
BT61 7DF

Inspector: Michele Kelly
Inspection ID: IN23824

Tel: 02837 527766
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**Announced Care Inspection
of
Rutledge Recruitment & Training**

2 February 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 announced care inspection took place on 2 February 2016 from 10.15 to 13.15 hours. Overall on the day of the inspection the agency was found to be delivering safe, effective and compassionate care. 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

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

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: Jonathan Doherty | Registered Manager: Lorraine McBride |
| Person in charge of the agency at the time of Inspection: Maureen Christodoulou | Date Manager Registered: 24 August 2015 |
| Number of service users in receipt of a service on the day of Inspection: 1 | |

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: The views of service users and their carers/representatives shape the quality of services provided by the agency.

Theme 2: Management systems and arrangements are in place that support and promote the quality of care services.

4. Methods/Process

Prior to inspection the following records were analysed:

- Previous pre-registration report and quality improvement plan.

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

- Discussion with the newly appointed manager.
- Examination of records
- File audits
- Evaluation and feedback.

Following the inspection the inspector spoke on the telephone to two relatives of service users on 25 February 2016. The service users had commenced receiving care from the agency after the inspection date and receive assistance with personal care. Their views are contained within this report.

The following records were examined during the inspection:

- One referral record
- One assessment and care plan
- Two communication records with the organisation who commissions care.
- Two staff personnel files
- Training records
- Policies and Procedures.

5. The Inspection

Rutledge Recruitment & Training operates as a domiciliary care agency at 56 Scotch Street Armagh. Under the direction of Lorraine McBride registered manager a staff team propose to provide care to adult service users in their own homes.

On the day of inspection the registered manager was not on duty and the newly appointed manager Maureen Christodoulou facilitated the inspection. The inspector was advised that the agency have only been operational since December 2014 and that there is only one service user who resides in a supported living facility. The agency confirmed that they are hoping to expand their business and are about to commence providing care to a service user in receipt of direct payments. The inspector was informed that the agency is currently recruiting care workers and had eight prospective new employees.

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was a pre-registration inspection dated 13 October 2014. The completed QIP was returned and approved by the care inspector.

5.2 Review of Requirements and Recommendations from the last Care Inspection

| Previous Inspection Statutory Requirements | | Validation of Compliance |
|--|---|--------------------------|
| Requirement 1 Ref: Regulation 17 | The applicant registered manager is required to expand their staff handbook to include; <ul style="list-style-type: none"> • Training and development opportunities, • Recruitment opportunities • Updated procedure on Protection of Vulnerable Adults and Safeguarding of Children procedure, • Updated Safeguarding service user's monies and valuables procedure, • Guidance for staff in the area of social media should also be included. | Met |
| | Action taken as confirmed during the inspection: The inspector viewed the staff handbook and the additions to it which included; <ul style="list-style-type: none"> • Training and development opportunities, • Recruitment opportunities • Updated procedure on Protection of Vulnerable Adults and Safeguarding of Children procedure, • Updated Safeguarding service user's monies and valuables procedure, • Guidance for staff in the area of social media. | |

5.3 Theme 1 - The views of service users and their carers/representatives shape the quality of services provided by the agency.

Is Care Safe?

The inspector viewed the proposed care plan for one service user who was due to receive care from the agency upon discharge from respite care. The inspector was advised by the registered manager by telephone on 23 February 2016 that two service users are now in receipt of care in their own homes.

Service user referral information received from the HSC Trust care managers contained information regarding one of the prospective service users. The referral detailed the services required and relevant risk assessments. The agency's care plan and risk assessment completed during their pre service visits contained evidence that service users and/or representative's views had been obtained and incorporated. The care plan which was available for inspection was comprehensive and person centred and a service user's relative commented about the attention to detail within the care plan.

The inspector was advised by the relatives that new carers are introduced to the service user at the beginning of the care package by the manager. This was felt to be important both in terms of the service user's security and the carer's knowledge of the required care.

Is Care Effective?

The inspector was informed by all of the people interviewed that they had not made any complaints regarding the service, however they are aware of whom they should contact if any issues arise.

The inspector was advised that questionnaires will be sent out annually by the agency to obtain the views of the service from service users or their representatives.

The manager confirmed that visits to the homes of service users will take place on a regular basis to discuss their care; and one relative spoken to was able to confirm that observation of staff practice had already taken place.

The registered manager was contacted following the inspection and she confirmed that the first monthly monitoring visit will be in February 2016.

Is Care Compassionate?

Service users or their representatives are included in decision making regarding their care plan. They are also given the opportunity to comment on the quality of service either during home visits, by telephone or in the annual surveys planned by the agency. The manager confirmed that when completed the annual survey report will be shared with service users, relatives, staff and other healthcare professionals.

No concerns were raised by relatives regarding the carers treating the service users with dignity or respect, or that care is being rushed. Service users, as far as possible, are given their choice in regards to meals and personal care, and are allowed to complete tasks themselves if appropriate. Examples of some of the comments made by service users' relatives are listed below:

- "They are gentle"
- "I love these girls"
- "It is a pleasure to have them in the house"
- "I am more than happy"
- "I am so pleased with care"
- "My XXX is being treated with very much respect."

Service users' relatives informed the inspector that they felt that the carers are appropriately trained and knowledgeable regarding the service user's condition. Examples given included working with service users with limited communication and mobility.

Areas for Improvement

No areas for improvement were identified regarding this theme.

| | | | |
|--------------------------------|----------|-----------------------------------|----------|
| Number of Requirements: | 0 | Number of Recommendations: | 0 |
|--------------------------------|----------|-----------------------------------|----------|

5.4 Theme 2 – Management systems and arrangements are in place that support and promote the quality of care services.

Is Care Safe?

A range of operational management systems, policies and processes were reviewed within the agency during inspection. There were direct communications with the referring HSC Trust which included telephone contacts and emails and records of communications with the representative of the prospective service user.

Although the agency's current staffing of two care workers are supplied to one service user within a supported living facility the inspector viewed evidence of recruitment processes in respect of eight other workers. The inspector viewed the files of the two current employees and records evidenced that the agency had full and satisfactory information pertaining to employees in accordance with Regulation 13 and Schedule 3. The staff files also verified that spot checks and progress reports were being completed and that induction and training records were being maintained.

Is Care Effective?

There was a policy on the management of missed or late calls dated December 2015, the inspector was satisfied that the procedures to be followed in the event of missed or late calls would improve the quality of the service.

Is Care Compassionate?

The manager confirmed that there have been no complaints received by the agency since it became operational. The inspector was informed by the service users' relatives that there were no concerns regarding the carer's timekeeping. The people interviewed also advised that they had not experienced missed calls from the agency.



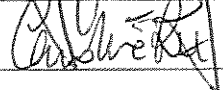
Areas for Improvement

No areas for improvement were identified regarding this theme.

| | | | |
|--------------------------------|----------|-----------------------------------|----------|
| Number of Requirements: | 0 | Number of Recommendations: | 0 |
|--------------------------------|----------|-----------------------------------|----------|

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 |  | Date Completed | 9-3-16 |
| Registered Person |  | Date Approved | 11 |
| RQIA Inspector Assessing Response |  | Date Approved | 18-3-16 |

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

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