

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY

FAILURE TO COMPLY NOTICE

Name of Registered Establishment or Agency: Angels Recruitment Agency Ltd	FTC Ref No: FTC/DCA/020113/2017-18/01
Address of Registered Establishment or Agency: 77 Creggan Road, Rosemount, Londonderry, BT48 9DA	
Name of Registered Person: Mr Dan James Duddy	Issue Date: 11 April 2017
Regulation not complied with: The Domiciliary Care Agencies Regulations (Northern Ireland) 2007 Regulation 16 (5) (a) (b) (5) Where an agency is acting otherwise than as an employment agency, the registered person shall ensure that— (a) a new domiciliary care worker (“the new worker”) is provided with appropriately structured induction training lasting a minimum of three full working days; and (b) during that induction training— (i) the new worker is not supplied to a service user unless accompanied by another domiciliary care worker who is a suitably qualified and competent person; (ii) a member of staff (“the staff member”) who is suitably qualified and experienced, is appointed to supervise the new worker; (iii) the staff member (or another suitably qualified and competent person if the staff member is unavailable) will always be available to be consulted while the new worker is on duty; and (iv) subject to the consent of the service user, the staff member makes arrangements to observe, on at least one occasion, the new worker carrying out his duties.	
Specific failings to comply with regulations: During an announced inspection undertaken on 28 March 2017 the agency’s arrangements for providing staff with an appropriate induction were examined. It was concerning to note that two of the six staff supplied to work with service users did not appear to have had an induction and three other staff had not completed an induction in accordance with the agency’s policies and procedures, regulations and minimum standards. Failure to provide staff with an appropriate induction has the potential to place service users and staff at risk or harm. At a meeting at RQIA offices on 7 April 2017, the registered person acknowledged that staff had been supplied to work with a service user prior to having an adequate induction.	

Action required to comply with regulations:

The registered person must ensure that all staff supplied to work with service users receive an appropriate induction prior to their supply.

The registered person must ensure that staff receive induction in accordance with this regulation and in accordance with Standard 12.1 of the Domiciliary Care Agencies Minimum Standards (2011).

The registered person may make written representations to the Chief Executive of RQIA regarding the issue of a failure to comply notice, within one month of receipt of this notice.

Date by which compliance must be achieved: 9 May 2017.

Signed.......... Director of Regulation and Nursing

This notice is made under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

It should be noted that failure to comply with some regulations is considered to be an offence and RQIA has the power under regulations to prosecute for specified offences.

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY

FAILURE TO COMPLY NOTICE

Name of Registered Establishment or Agency: Angels Recruitment Agency Ltd	FTC Ref No: FTC/DCA/020113/2017-18/02
Address of Registered Establishment or Agency: 77 Creggan Road, Rosemount, Londonderry, BT48 9DA	
Name of Registered Person: Mr Dan James Duddy	Issue Date: 11 April 2017
Regulation not complied with: The Domiciliary Care Agencies Regulations (Northern Ireland) 2007 Regulation 23 23.—(1) The registered person shall establish and maintain a system for evaluating the quality of the services which the agency arranges to be provided. (2) At the request of the Regulation and Improvement Authority, the registered person shall supply to it a report, based upon the system referred to in paragraph (1), which describes the extent to which, in the reasonable opinion of the registered person, the agency— (a) arranges the provision of good quality services for service users; (b) takes the views of service users and their representatives into account in deciding— (i) what services to offer to them, and (ii) the manner in which such services are to be provided; and (c) has responded to recommendations made or requirements imposed by the Regulation and Improvement Authority in relation to the agency over the period specified in the request. (3) The report referred to in paragraph (2) shall be supplied to the Regulation and Improvement Authority within one month of the receipt by the agency of the request referred to in that paragraph, and in the form and manner required by the Regulation and Improvement Authority. (4) The report shall also contain details of the measures that the registered person considers it necessary to take in order to improve the quality and delivery of the services which the agency arranges to be provided. (5) The system referred to in paragraph (1) shall provide for consultation with service users and their representatives.	

Specific failings to comply with regulations:

During an announced inspection undertaken on 28 March 2017 the registered person's arrangements for evaluating the quality of service provision were examined. It was concerning to note that the registered person had not established a system for evaluating the quality of the service provided. Failure to establish and maintain a system for evaluating the quality of service provision has the potential to lead to poor outcomes for service users.

Action required to comply with regulations:

The registered person must ensure that quality monitoring is undertaken in accordance with this regulation and Standard 8.11 of the Domiciliary Care Agencies Minimum Standards (2011).

The registered person must ensure that areas for quality improvement are identified in a timely manner, and that appropriate actions are taken to deliver quality improvements.

In accordance with Regulation 23 (2) (3), the registered person must forward to RQIA reports of quality monitoring undertaken on a monthly basis until further notice.

The registered person may make written representations to the Chief Executive of RQIA regarding the issue of a failure to comply notice, within one month of receipt of this notice.

Date by which compliance must be achieved: 6 June 2017.

Signed.......... Director of Regulation and Nursing

This notice is made under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

It should be noted that failure to comply with some regulations is considered to be an offence and RQIA has the power under regulations to prosecute for specified offences.