

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

<b>Name of Registered Agency:</b> Support Care Recruitment Limited Domiciliary Care Agency (RQIA ID: 12233)	<b>Name of Registered Person:</b> Mr Petros Jinga
<b>Address of Registered Agency:</b> c/o Premier Business Centre, 20 Adelaide Street, Belfast, BT2 8GB	
<b>Issue Date:</b> 26 May 2017	<b>FTC Ref:</b> FTC/DCA/12233/2017-18/01
<b>Regulation not complied with:</b>  <b><i>The Domiciliary Care Agencies Regulations (Northern Ireland), 2007</i></b>  <b><i>Regulation 13. –</i></b> <b><i>The registered manager shall ensure that no domiciliary care worker is supplied by the agency unless –</i></b> <b><i>(a) he is of integrity and good character;</i></b> <b><i>(b) he has the experience and skills necessary for the work that he is to perform;</i></b> <b><i>(c) he is physically and mentally fit for the purposes of the work which he is to perform; and</i></b> <b><i>(d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.</i></b>	
<b>Specific failings to comply with regulations:</b>  On 15 May 2017, an unannounced inspection took place. During this inspection, the inspector viewed a sample of 5 out of their 37 staff files. These records viewed found 3 staff had been supplied into service user's homes before 2 satisfactory written references had been obtained.  In light of this information the agency is in breach of Regulation 13 (a) and (d) of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007.	
<b>Action required to comply with regulations:</b>  The registered person must ensure their staff recruitment procedures are robust 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 may make written representations to the Chief Executive of RQIA regarding the issue of a failure to comply notice, within one month of the date of serving this notice.**

**Date by which compliance must be achieved: 21 July 2017**

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

***This notice is served 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.***