

# Announced Care Inspection Report 12 February 2021



## Nursing & Caring Direct Ltd

**Type of Service: Domiciliary Care Agency**

**Address: 3c The Sidings Office Park, Antrim Road, Lisburn, BT28 3AJ**

**Tel No: 028 9260 5991**

**Inspector: Corrie Visser**

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Assurance, Challenge and Improvement in Health and Social Care

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service provider from their responsibility for maintaining compliance with legislation, standards and best practice.

## 1.0 What we look for



## 2.0 Profile of service

Nursing and Caring Direct is a domiciliary care agency based in Lisburn which provides a range of personal care, social support and sitting services to 235 people living in their own homes. Their services are commissioned by the South Eastern Health and Social Care Trust (SEHSCT) and the Belfast Health and Social Care Trust (BHSCT).

### 3.0 Service details

<b>Organisation/Registered Provider</b> Nursing & Caring Direct Ltd  <b>Responsible Individual:</b> Mr Liam O’Loane	<b>Registered Manager:</b> Mrs Jennifer Ruth Parker
<b>Person in charge at the time of inspection:</b> Mrs Jennifer Parker	<b>Date manager registered:</b> 15 June 2011

### 4.0 Inspection summary

Due to the coronavirus (COVID-19) pandemic the Department of Health (DOH) directed RQIA to continue to respond to ongoing areas of risk identified in services.

The last care inspection was undertaken on 6 December 2018. An inspection was not undertaken in the 2019-2020 inspection year due to the impact of the first surge of Covid-19.

Since the date of the last care inspection, a small number of correspondences were received in respect of the agency. RQIA was also informed of all notifiable incidents which had occurred within the agency in accordance with regulations.

Having reviewed the agency’s regulatory history, and in the absence of RQIA not being made aware of any specific risk to the service users within the agency, the decision was made to undertake a remote inspection approach, to reduce any risk in relation to the spread of Covid-19.

An announced inspection took place on 12 February 2021 from 10.00 to 11.25 hours.

Information was requested to be submitted to RQIA prior to the inspection and this was reviewed by the inspector in advance of the inspection. The inspection focused on discussing aspects of the submitted information, in order to substantiate the information. We contacted stakeholders to obtain their views on the service quality.

We reviewed the dates that criminal records checks for staff employed by the agency (AccessNI) had been completed to ensure that they were in place before staff were supplied to service users. We checked that all staff were registered with the Northern Ireland Social Care Council (NISCC) and that there was a system in place for ongoing monitoring of staff registrations. Staff adherence to the Covid-19 Guidance was also reviewed through discussion with a number of staff, service users and relatives. In addition, we reviewed Covid related information, disseminated to staff and displayed throughout the agency.

The inspection also assessed progress with any areas for improvement identified since the last care inspection.

Evidence of good practice was found in relation to recruitment practices, staff registrations with NISCC and the monthly quality monitoring reports. Good practice was also found in relation to infection prevention and control (IPC); it was evidenced that all staff and service users had been adhering to the current Covid-19 guidance on the use of personal protective equipment (PPE).

Those consulted with indicated that they were satisfied with the care and support provided.

The findings of this report will provide the agency with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

This inspection was underpinned by the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

#### 4.1 Inspection outcome

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Jennifer Parker, manager, as part of the inspection process and can be found in the main body of the report.

Enforcement action did not result from the findings of this inspection.

#### 4.2 Action/enforcement taken following the most recent care inspection dated 6 December 2018.

No further actions were required to be taken following the most recent inspection on 6 December 2018.

#### 5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA in relation to the agency. This included the previous inspection report, notifiable events and written and verbal communication received since the previous care inspection.

Following a review of the information submitted to RQIA, the inspection took place remotely, using video technology, with the manager.

Following our inspection we focused on contacting the service users, their relatives, staff and health and social care (HSC) Trust representatives to find out their views on the service.

To ensure that the required pre-employment checks were in place before staff visited service users, we reviewed the following:

- recruitment records specifically relating to Access NI and NISCC registrations

We also reviewed IPC procedures to ensure that they were compliant with the current Covid-19 guidance for domiciliary care providers in Northern Ireland (updated December 2020).

We discussed any complaints and incidents that had been received by the agency with the manager and in addition we reviewed the quality monitoring processes to ensure that these areas were routinely monitored as part of the monthly checks in line with Regulation 23 of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

RQIA provided information requesting feedback from service users, staff and other stakeholders in relation to the quality of service provided. This included an electronic survey for service users, relatives and staff, to feedback to the RQIA.

## 6.0 What people told us about this agency

The feedback received indicated that people were satisfied with the current care and support. During the inspection we spoke with the manager with the use of video technology. It was confirmed that staff wore PPE as necessary.

We also spoke with a number of staff, service users and service users' representatives, who indicated that they were happy with the care and support provided by the agency. Feedback was also received from HSC representatives. Comments are detailed below:

### Staff

- "Very satisfied and enjoy my role as a community care assistant."
- "There are added pressures due to COVID 19. The teamwork amongst carers is good to make sure clients' needs are met."
- "I feel I am supported in my role."
- "Management are always on hand to help when needed."
- "I am happy with my job role. I feel supported."

### Service users

- "The staff working for this agency are fantastic they are helpful in any way they can be and nothing is too much bother. They are helpful have an empathetic understanding of my needs and are very encouraging at all times. They treat me with respect ,are trustworthy open and honest and have been so helpful to me in many ways. Each member of the team are exceptional in their work role and their clients' needs always come first before their own. They are good at working on their own or as part of a team. Three weeks was a long time to get a care package in place but for me it was worth waiting on as Nursing Care Direct staff have been exceptional in every way and I would not hesitate in recommending this company to anyone in the future."
- "I am extremely happy."
- "I couldn't do without them."
- "They are very supportive."
- "I would give them a gold star."
- "They are very understanding and give me choices."

### Service users' representatives

- "I am happy for the most part."
- "Generally the carer workers are very pleasant, respectful and supportive of my mother."
- "My wife is exceptionally well cared for."
- "The carers are brilliant."

- “99% I have very happy with the ladies who come into my home.”
- “It is a very good, very professional service.”
- “My mum lives with me but her carers can tell when an infection is brewing before I can. They are also very vigilant about checking her skin integrity. The admin staff and managers are always very willing to help and accommodate any requests that they can.”
- “I am the main Carer for my wife who is the person receiving care. I am very satisfied and thankful for all the help we are getting.”
- “To date the care and attention my mother has received has been exceptional, especially under the current circumstances with all the Covid-19 protocols and procedures. We have nothing but high praise for the efficient and caring manor my mother has been looked after and treated.”

### **HSC’ representatives**

- “I find the Nursing and Caring Direct managers to be extremely helpful and professional.”
- “In general service users are very happy with the level of care they are provided with.”
- “There is always an aim to meet the needs of their clients, willingness to engage in additional training in order to meet their complex needs.”
- “Care is provided to a high standard to clients with very complex physical and social needs.”
- “There is always good contact with all the different area managers within Nursing and Caring Direct (NCD) and myself, frequent telephone calls and emails in response to any issues that arise. Willingness to offer solutions and agreeable to attend review meetings on short notice in an attempt to resolve issues. Always very positive interactions with staff in NCD and all very pleasant.”
- “Communication is really good and they will investigate queries in a timely manner. Feedback from clients is positive too.”
- “They are an excellent provider to work with. I would have frequent communication with the staff, both by telephone and email and they are very good in keeping me informed of any changes concerning my clients’ well-being and care.”
- “The care staff that I work with from NCD are well trained and the majority of them have been with the agency for years therefore are well experience staff.”
- “They have went above and beyond for one of my clients recently and made the overall process a positive one. The care providers involved in this case were all happy to get fit tested for medical masks required so they could continue to provide support to this family. This alleviated any stress or worry the family had in relation to their package of care and it also showed their loyalty and commitment in continuing the care for this family. Some care agencies may not commit to staff getting fit tested due to the hassle, but Nursing Care and Direct went above and beyond.”

Twenty-two electronic feedback was received from two service users, two relatives and 18 staff. The feedback received indicated that people were satisfied with the current care and support. Comments are included throughout this report.

## 7.0 The inspection

### 7.1 Inspection findings

#### Recruitment

The review of the agency's staff recruitment records confirmed that recruitment was managed in accordance with the regulations and minimum standards before staff members commence employment and visit service users. This ensures that the staff employed are appropriate to have direct engagement with service users.

A review of the records confirmed that all staff provided by the agency are currently registered with NISCC. We noted that there was a system in place each month for monitoring staff registrations. The manager advised that staff are not permitted to work if their professional registration lapses.

#### Covid-19

We spoke to the manager and to staff members who were knowledgeable in relation to their responsibility in relation to Covid-19. Staff stated they were aware of the guidance in relation to the use of PPE for activities that brought them within two metres of service users. Staff were also aware of the need to replace PPE between service users and how to appropriately dispose of used PPE. There was evidence that staff had completed training with regards to IPC and they had been provided with clear guidance.

We reviewed the current practices relating to the following areas of guidance and good practice relating to Covid-19:

- dissemination of information to staff
- IPC policies and procedures have been updated to address all current guidance in relation to Covid-19
- PPE storage and disposal
- staff training and guidance on IPC and the use of PPE equipment in line with guidance

We reviewed records relating to IPC policies which were in-line with the guidance. The policies and procedures had been updated to include Covid-19

The procedure and guidance in place show that:

- robust systems are in place to ensure that current IPC guidance is available and accessible to staff
- all staff working in the service are able to demonstrate their knowledge of IPC practice commensurate to their role and function in the service

Based on feedback it was positive to note that staff were working well together to support the best outcomes for service users, in a caring manner whilst being caring and compassionate to both service users and their relatives.

It was also noted that staff were committed to working in line with Covid-19 guidance to ensure that the impact of current measures, strikes the correct balance between keeping people safe and promoting a good quality of life, as highlighted by relatives in their comments. Staff are

being vigilant in terms of monitoring people for symptoms and are adhering to the public health guidance in order to minimise the risk of introducing or spreading Covid-19.

### Areas of good practice

Evidence of good practice was found in relation to staff registrations with NISCC, recruitment and the monthly quality monitoring reports.

Good practice was also found in relation to all current Covid-19 guidance and the use of PPE guidelines, Covid-19 education and management including IPC measures.

### Areas for improvement

No areas for improvement were identified during this inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

## 8.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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