

# Unannounced Care Inspection Report 5 March 2020



## Positive Futures Ards Peninsula Supported Living Service

**Type of Service: Domiciliary Care Agency.**  
**Address: 2 Coastguard Cottages, Harbour Road, Portavogie,**  
**Tel No: 02891475398**  
**Inspector: Michele Kelly**

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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

Positive Futures Ards Peninsula Supported Living Service is a domiciliary care agency (supported living type) which provides a range of supported living services, housing support and personal care services to individuals living in the Ards Peninsula area.

## 3.0 Service details

<p><b>Organisation/Registered Provider:</b> Positive Futures</p> <p><b>Responsible Individual(s):</b> Ms Agnes Philomena Lunny</p>	<p><b>Registered Manager:</b> Ms Anne Magee</p>
<p><b>Person in charge at the time of inspection:</b> Ms Anne Magee</p>	<p><b>Date manager registered:</b> 1 April 2015</p>

## 4.0 Inspection summary

An unannounced inspection took place on 5 March 2020 from 10.30 to 13.30 hours.

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.

The inspection aimed to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

Evidence of good practice was found in relation to Access NI and staff registrations with the Northern Ireland Social Care Council (NISCC).

At the request of the people who received care and support from Positive Futures services, the organisation has requested that RQIA refer to these individuals as 'the people supported'.

Those consulted with indicated that the people supported were very happy 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.

## 4.1 Inspection outcome

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

Areas for improvement and details of the Quality Improvement Plan (QIP) were discussed with Anne Magee, manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

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

## 4.2 taken following the most recent care inspection dated 12 June 2018

No further actions were required to be taken following the most recent inspection on 12 June 2018.

## 5.0 How we inspect

Prior to inspection the inspector reviewed the information held by RQIA about this agency. This included the previous inspection report, the returned QIP, notifiable events, and written and verbal communication received since the previous care inspection.

The inspector ensured that the appropriate staff checks were in place before staff visited the people they supported.

- Recruitment records specifically relating to Access NI and NISCC registration.

Questionnaires were provided to give the people supported by the agency and those who visit them the opportunity to contact us after the inspection with their views. No responses were received in time for inclusion in this report.

A poster was provided for staff detailing how they could complete an electronic questionnaire feedback to RQIA. No responses were received in time for inclusion in this report.

During the inspection the inspector spoke with two staff members, one of the people supported by the agency and four of their relatives. Following the inspection the inspector had communications from a Health and Social Care (HSCT) representative involved with the service.

The findings of the inspection were provided to the manager at the conclusion of the inspection.

The inspector would like to thank the manager and staff; and the people supported by the agency and their relatives for their support and co-operation throughout the inspection process.

## 6.0 The inspection

There were no areas for improvement made as a result of the last care inspection.

## 6.1 Inspection findings

Discussion with the manager and a review of records confirmed that there was a system in place to ensure that relevant pre-employment checks with Access NI had been undertaken prior to employment. There was also a system in operation to ensure that staff were registered with NISCC and this was monitored on a regular basis.

Those consulted with commented positively in relation to the care and support provided. Staff who met with the inspector demonstrated great insight and compassion and spoke very enthusiastically about the joy they have as they see progress for those they support.

### Comments recorded at inspection:

#### Staff:

- “Management is very good, very responsive”
- “First class standard of care”
- “I thoroughly enjoy my work; we have different skill sets within the team”
- “People supported have a good quality of life and families are happy”

**People supported:**

- “I am happy enough with the service; happy with staff”
- “I like the place we live in and I get out and about”
- “Staff treat me well”

**Relatives of the people supported:**

- “Absolutely good quality of life
- “I couldn’t sing the praises for staff high enough”
- “Staff are very confident dealing with challenging situations”
- “I am very happy XXX loves it there and calls it home”

**H SCT Representative:**

- “I have had no problems with this service”
- “Staff are very helpful”
- “Communication is always good”

**Areas of good practice**

Areas of good practice were identified in relation to the completion of checks with Access NI and staff registrations with NISCC.

**Areas for improvement**

No areas for improvement were identified during the inspection.

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

**7.0 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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