

Notice of Decision

Registrant	Violet Catherine Glover
Registration number	1148198
Part of Register	Part 2 – Adult Residential Care Worker
Sanction	Undertakings
Date of Effect	7th November 2023

This is a notice of decision of the Northern Ireland Social Care Council (the Council).

Decision

The Council has decided:

1. that there is evidence that your Fitness to Practise is impaired by reason of lack of competence, as defined in Part 1, Rule 4 of the NISCC Fitness to Practise (Amendment) Rules 2019.
2. to agree undertakings with you.

Impairment

Your actions, as outlined below, amount to impaired fitness to practise by reason of lack of competence:

Whilst employed as Team Leader in Hollygate Lodge Residential home in Carryduff;

- You made a medication error on 15th October 2021, with a colleague observing on the 16th October that a Service User’s Nicorandil tablet was still in its pack, despite the fact that it had been signed and recorded as having been administered to the Service User on the 15th.
- You, as Team Leader, changed the medication delivery time for a Service User from 10.00pm to 8.00pm in an effort to improve success rate of the Service User taking the medication. However, this had not been communicated effectively to the rest of the team, and due to this change, on the 9th September 2021 both evening staff and night duty staff failed to administer the medication to said Service user.
- You made a medication error on 10th June 2021, administering to a Service User a ‘PM’ tablet in the morning, and an ‘AM’ tablet in the evening.
- In August 2021, you noticed that there were 2 Maxitram tablets missing from the August Pharmacy Delivery. You replaced these with 2 tablets taken from the September 2021 order and ordered 2 additional tablets to bring the September order back to quota. When these arrived, you put them into a box to be used on the corresponding dates for which the tablets had been taken

from the end of the September pack. Subsequently another staff member noticed the tablets missing from the end of September pack and reported it, and the issue was escalated with the Pharmacy and GP. Whilst you contend that this was a sensible step to be taken in order to ensure continuity of medication, this was not effectively communicated to other staff.

Reasons

The reasons that this behaviour is considered to constitute impaired fitness to practise are:

- Service users have the right to expect that the care and support they receive from social care workers, in whom they place their trust, will protect them from harm. Any errors in administering medication or failing to effectively communicate to staff any changes made to medication regimes puts service users at risk of harm. You therefore failed in your duty of care and placed service users at risk of harm on several occasions.
- You have displayed a lack of competence when administering medication, recording medication administered, or reporting medication events and /or errors.

NISCC Standards of Conduct and Practice for Social Care Workers

The Standards of Conduct that your actions have breached are as follows:

Standard of Conduct 6: As a social care worker, you must be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills. This includes:

- 6.1 Meeting relevant standards of practice and working in a lawful, safe and effective way;
- 6.2 Taking personal and, where appropriate, collective responsibility for quality improvement and safety in line with your job role;
- 6.3 Being personally accountable for your actions and able to explain and account for your actions and decisions;
- 6.4 Maintaining clear and accurate records as required by procedures established for your work;
- 6.5 Informing your employer or the appropriate authority in a timely manner about any personal difficulties that might affect our ability to do your job competently and safely;
- 6.7 Seeking assistance from your employer or the appropriate authority if you do not feel able or adequately prepared to carry out any aspect of your work, or you are not sure how to proceed in a work matter.

The Standards of Practice that your actions have breached are as follows:

Standard of Practice 1: As a social care worker, you must understand the main duties and responsibilities of your own role within the context of the organisation in which you work. This includes:

1.2 Accessing full and up-to-date details of policies, procedures and agreed ways of working from your employer and adhering to them;

1.3 Knowing your main responsibilities to those service users and carers you support including duty of care;

1.7 Keeping records that are up to date, complete, accurate and legible;

1.8 Reporting any adverse events, incidents, errors and near misses that are likely to affect the quality of care and wellbeing of service users or carers.

Standard of Practice 5: As a social care worker, you must maintain health and safety at work. This includes:

5.2 Applying your organisation's policies and procedures in relation to medication and health care tasks

Sanction

Having regard to the document '*Indicative Sanctions for Consensual Disposal*' the Council decided that the appropriate course of action was to agree undertakings with you. An undertaking is an agreement between you and the Council, setting out limits within which you must practise.

Agreed Undertakings:

1. That you will notify the Council within 7 days of accepting any post or employment requiring registration with the Northern Ireland Social Care Council ('the Council') and provide the name and contact details of the organisation offering you the post.
2. That within 6 months of entering a role in social care which requires registration with the Council you will:

Provide a report from your Line Manager addressing the standard of your performance. In particular, confirming that you have complied with your employer's policies and procedures and that you have undertaken all duties required of you. You will submit a further report after 12 months of entering a social care role as above.
3. That you will not undertake the administration of medicines unless and until you have completed the required training. This training is to include record keeping, and the standard operating procedures with particular regard to the safe administration of Controlled drugs. You will only administer medicines whilst supervised by a senior member of staff until evidence is submitted to the Council by your employer confirming that you are deemed competent in this area of practice.
4. That you will submit evidence, verified by your employer that you have availed of all relevant training and specify the training undertaken.

5. That you will inform the Council of any professional investigation started against you, and/or any professional disciplinary proceedings taken against you within 7 days of you receiving notice of them.
6. That you will inform the following parties that you are subject to undertakings under the Council's fitness to practise procedures, and disclose the undertakings listed above, to them:
 - i. Any organisation or person employing, contracting with, or using you to undertake social care work;
 - ii. Any agency you are registered with or apply to be registered with (at the time of application);
 - iii. Any prospective employer (at the time of application);
 - iv. Any educational establishment at which you are undertaking a course of study connected with social care work, or any such establishment to which you apply to take such a course (at the time of application).

Reasons for the Sanction

When reaching its decision the Council considered the following factors:

- Your actions had the potential to place service users at risk of harm.
- Your actions took place while you were at work, and in a position of responsibility as Team Leader.
- There have been several concerns reported to NISCC in relation to the standard of your work when administering medication and you have failed to follow your employer's policies and procedures in regard to this important area of practice.

However,

- You have co-operated with NISCC's investigation.
- You have demonstrated insight regarding your actions, you have admitted the allegations raised by your former employer and apologised for your actions.
- No direct harm occurred to any Service User due to your actions.
- You have not been subject to any previous referral to the Council during your previous employment as a Social Care Worker.

Agreement

Having been advised of the consequences, and having been recommended to take independent advice, you agreed to the undertakings detailed above. A record of the undertakings has been placed on your entry in the Register. Other than the restrictions detailed in the undertakings, your ability to practise is not affected.

Duration of undertakings

The undertakings will continue indefinitely. However, under Rule 13 (12) you can apply to be released from an Undertaking, and the Council will consider your request at that time.

Consequences of non-compliance with an undertaking

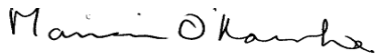
Under Rule 13 (13), if the Council receives information that you have not complied with an undertaking, or you fail to provide information to confirm compliance when requested, the Council may:

- (a) Refer the original allegations to the Preliminary Proceedings Committee; and
- (b) Treat the failure to comply with an undertaking as a separate allegation of impaired fitness to practise and refer this allegation to the Preliminary Proceedings Committee.

The onus is on you to provide any information or documentation to the Council outlined in the Undertaking. You must ensure that this is provided within the stipulated timeframe. Failure to provide agreed documentation on time will be treated as a failure to comply with the Undertaking, and may result in you being referred to the Preliminary Proceedings Committee.

Date of Effect

The undertakings come into effect on 7th November 2023.



7th November 2023

Director of Regulations and Standards

Date