

Notice of Decision

Registrant	Ruby Terstall
Registration number	7033265
Part of Register	Part 2 – Adult Residential Care Worker
Sanction	Warning to remain on your registration for a period of three years
Date of Effect	8 January 2026

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

Decision

The Council has decided:

1. that there is sufficient evidence to conclude that there is a realistic prospect that your Fitness to Practise is impaired by reason of MISCONDUCT, as defined in Part 1, Rule 4 of the NISCC Fitness to Practise (Amendment) Rules 2019.
2. to issue a warning and direct that a record of the warning should be placed on your entry in the Register for a period of **three years**.

MISCONDUCT

That, whilst registered as a Social Care Worker, under the Health and Personal Social Services Act (Northern Ireland) 2001 (as amended), and whilst employed by Connected Health as a Domiciliary Care Worker, you, on or about 27 September 2024:

- a. Hoisted Service User A alone, contrary to their care plan.
- b. Falsified care records with regard to the time period you were in Service User A's home.
- c. Fraudulently recorded the signature of a colleague who was not present, in an attempt to conceal that you had hoisted Service User A alone.
- d. And your actions at b and c above were dishonest.

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. By failing to adhere to Service User A's care plan, you failed in your duty of care and placed the service user at risk of harm.
- Your actions, in relation to completing records, were dishonest.
- Your actions call into question your suitability to work in social care services.
- Your behaviour has fallen below the standard expected of a person registered with the Northern Ireland Social Care Council.

NISCC Standards of Conduct and Practice for Social Care Workers

The Standards of Conduct and Practice for Social Care Workers that your behaviour has breached, are as follows:

Standard 2

Strive to establish and maintain the trust and confidence of service users and carers.

This includes:

Standard 2.1 Being honest and trustworthy;

Standard 2.2 Communicating in an appropriate, open, accurate and straightforward way.

Standard 5

As a social care worker, you must uphold public trust and confidence in social care services.

In particular you must not:

Standard 5.8 Behave in a way, in work or outside work, which would call into question your suitability to work in social care services.

Standard 6

Be accountable for the quality of your work and take responsibility for maintaining and

Improving your knowledge and skills.

This includes:

Standard 6.3 Being personally accountable for your actions and able to explain and account for your actions;

Standard 6.4 Maintaining clear and accurate records as required by procedures established for your work;

Standard 6.12 Cooperating with any investigation or formal enquiry into your conduct, the conduct of others, or the care or services provided to a service user when appropriate.

Standards of Practice

Standard 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;

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

Standard 3

Deliver person-centred care and support which is safe and effective.

This includes:

3.2 Delivering care in line with assessed needs and service user and carer preferences

Standard 5

Maintain health and safety at work

This includes:

5.3 Applying your organisation's policies and procedures in relation to moving and handling service users.

Sanction

Having regard to the document '*Consensual Disposal Indicative Sanctions*' the Council decided that the appropriate sanction was the imposition of a warning on your registration for a period of **three years**.

Reasons for the Sanction

When reaching its decision, the Council considered the following factors:

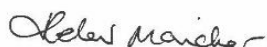
- Your actions were of an inappropriate nature, and call into question your personal honesty and integrity.
- You provided negligent care to a vulnerable service user.
- You failed to adhere to your employer's policies and procedures in regard to your care practice.
- You demonstrated disrespect for the NISCC as the social care regulator in your response to the Council's enquiries.
- You have not demonstrated any remediation or remorse for your actions.
- Your behaviour constitutes a serious disregard for the Standards of Conduct and Practice for Social Care Workers.
- Your actions are capable of undermining public confidence in the social care profession.

The following mitigating circumstances were taken into account in reaching this decision:

- You have not come to the Council's attention previously.

Date of Effect

This warning comes into effect on 8 January 2026.



Interim Co-Director of Regulation and Standards

8 January 2026

Date

You have the right to appeal this decision to the Care Tribunal. Any appeal must be lodged in writing within 28 days from the date of this Notice of Decision.