

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Parkdean (1280)	Name of Registered Person: Parkdean Mrs Emer Bevan Responsible Person
Address of Registered Establishment: 44 Fortwilliam Park, BT15 4AS.	
Issue Date: 14 August	FTC Ref: FTC000215
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> <i>Registered person: general requirements</i> <i>Regulation 10. — (1)</i> <i>The registered provider and the registered manager shall, having regard to the size of the nursing home, the statement of purpose, and the number and needs of the patients, carry on or manage the nursing home (as the case may be) with sufficient care, competence and skill.</i>	
Specific failings to comply with regulations: During the inspection on 1 August 2023 significant concerns were raised in relation to the governance and oversight in the home; and the lack of progress with the areas for improvement identified during previous care inspections conducted on 23 November 2021, 26 April 2022 and 13 April 2023. Three areas for improvement in relation to governance systems, wound care records and activity provision had been stated on three occasions since November 2021 and two areas for improvement regarding care records had been stated for a second time during the inspection on 13 April 2023. RQIA are concerned in relation to the lack of progress in these areas and potential impact on the delivery of patient care. RQIA had identified concerns regarding the robustness and effectiveness of the home's governance and audit systems since November 2021. During the inspection on 1 August 2023 there continued to be limited evidence of a regular programme of audits to assure the delivery of safe and effective care and other services in the home. There was no evidence of annual staff appraisals being completed at the time of the inspection, this was also the case for the previous year.	

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Whilst RQIA are aware that the manager is currently on leave, a manager has not been identified to direct and lead the delivery of safe and effective care or to drive the necessary improvements to enable the home to be compliant with regulations and standards.


In addition, due to the issues identified above the Belfast Health and Social Care Trust issued the home with a performance notice on 20 July 2023.

Action required to comply with regulations:

- a manager is appointed who is in day to day operational control of the home.
- a robust and comprehensive system of governance audits must be developed and implemented to identify any deficits in the delivery of nursing care or other services in the home; this should include, but is not limited to, audits for care records, wound care records, repositioning records and the provision of meaningful and person centred activities for patients.
- where deficits are identified through the audit process an action plan must be developed to ensure the necessary improvements are addressed
- the manager's oversight of the audit systems must be clearly evidenced
- staff annual appraisals should be completed by 30 September 2023
- staff training is provided in relation to record keeping and accountability and this training monitored to ensure it is embedded into practice
- RQIA's Areas for improvement identified in the home's current Quality Improvement Plan are addressed.

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: 16 October 2023



Signed.....

Director of Adult care Services

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This notice is served under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Nursing Homes Regulations (Northern Ireland) (2005)

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.