

Announced Variation to Registration Care Inspection Report 2 January 2018



Owen Mor Care Centre

Type of Service: Nursing Home
Address: 167 Culmore Road, Londonderry, BT48 8JH
Tel No: 02871353631
Inspector: Michael Lavelle

www.rqia.org.uk

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

This is a registered nursing home which is registered to provide nursing care for up to 64 persons.

3.0 Service details

Registered Provider: East Eden Ltd Responsible Individual(s): Brendan McDonald	Registered Manager: Mrs Jane Laird
Person in charge at the time of inspection: Mrs Jane Laird	Date manager registered: 5 June 2016
Categories of care: Nursing Home NH-I - Old age not falling into any other category NH - DE – Dementia. NH - MP – Mental disorder excluding learning disability or dementia under 65 years NH - MP(E) - Mental disorder excluding learning disability or dementia – over 65 years NH – LD – learning disability under 65 years NH-LD(E) – Learning disability over 65 years	Number of registered places: 64 comprising: <ul style="list-style-type: none"> • a maximum of 37 patients in category NH-DE accommodated in the River Finn Unit • a maximum of 10 patients in category NH-DE accommodated in the River Derg Unit • a maximum of 10 patients in category NH-MP, NH-MP(E) accommodated in the River Erne Unit • a maximum of 7 patients in category NH – LD, NH-LD(E) in the River Strule Unit.

4.0 Inspection summary

An announced variation to registration inspection of Owen Mor took place on 2 January 2018 from 10.00 to 13.00.

The inspection sought to assess an application submitted to RQIA for the registration of 17 additional nursing beds and to assess the establishment's readiness to admit patients to two identified units (River Erne and River Finn).

This inspection was underpinned by The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003; The Regulation and Improvement Authority (Registration) Regulations (Northern Ireland) 2005; The Nursing Homes Regulations (Northern Ireland) 2005; and the DHSSPS Care Standards for Nursing Homes 2015.

There were examples of good practice evidenced in relation to the general environment which was completed to a high standard, the governance and management arrangements and the planned phased admissions to the home.

One area for improvement was identified during the inspection.

The variation to registration was granted from a care perspective following this inspection. The findings of this report will provide the home with the necessary information to assist them to fulfil their responsibilities, enhance practice and patients' experience.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	1	0

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

5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- variation submitted to RQIA to increase occupancy from 47 to 81 beds
- the proposed statement of purpose
- the proposed patients' guide.

Specific methods/processes used in this inspection include the following:

- a review of the statement of purpose
- a review of the service user guide
- a review of the staff duty rota and planned skill mix
- a discussion regarding the admission plans for patients.

The findings of the inspection were provided to the registered manager and responsible individual at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 22 December 2017

The most recent inspection of the home was an announced pre-registration premises inspection.

6.2 Review of areas for improvement from the last care inspection dated 4 August 2017

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

6.3 Inspection findings

Environment

The responsible individual and the registered manager guided the inspector around the entire premises.

Owen Mor Care Centre will provide accommodation for 81 patients over seven units once all beds have been registered. The home is situated in a quiet open area and offers bright and spacious accommodation across two floors. All areas of the home are wheelchair accessible.

As previously reported this inspection focussed on two identified units, River Erne and River Finn. Patient bedrooms, communal lounge areas and communal dining areas were presented to a high specification and were tastefully decorated. All bedrooms were equipped with a range of furniture and ensuite facilities. Communal bathrooms and toilet facilities are also available in each unit. One identified bathroom in the River Finn unit was not fully equipped for use. For example, it did not have any signage, soap, hand towels, waste bin or hand gels. On discussion with the registered manager it was established that these works were due to be completed imminently and it was agreed that the bathroom would not be used until the highlighted deficits were addressed.

During inspection of one identified bedroom in the River Erne unit it was noted that there was no nurse call bell in the bedroom or emergency pull chord in the bathroom. On inspection of a further identified bedroom in the River Finn unit it was noted that the emergency pull chord in the bathroom was not working. This was discussed with the registered manager who agreed to not admit any patients to the identified bedrooms until remedial action had been taken. An area for improvement under the regulations was made.

Each unit has a dining area which is well furnished with tables and chairs suitable to the individual needs of the patients. Each unit had a sluice and treatment room which were equipped with appropriate equipment.

There is a nurses' station in each unit where there is adequate storage space available to ensure that the patients' care records are stored securely. The registered manager's office is situated near the front entrance to the home.

There is a room in the home which will be used mainly for meetings and training events.

Adequate car parking facilities are provided.

Statement of purpose & service user's guide

Prior to the inspection the statement of purpose and the service user guides were submitted to RQIA and a review of both documents found them to be satisfactory. Both documents are available in an easy-read version, to suit the categories of care for which the home is registered.

Staffing, recruitment processes and staff induction & policies and procedures

Staffing arrangements, recruitment records, and a sample of policies and procedures were reviewed and discussed with the registered manager at inspections completed 26 October 2017 and 6 November 2017. These were all found to be satisfactory and information pertaining to same are available in the respective inspection reports.

Admission planning

A discussion with the registered manager and other management representatives advised that the arrangements for admission of patients to the home were being co-ordinated with input from the health and social care trusts. Admissions to the units are planned to proceed on a phased basis ensuring that adequate time is given to allow staff to get to know the patients and become familiar with their new surroundings. Pre-admission assessments have already been completed and supporting documentation has been provided by the commissioning trust.

Areas of good practice

There were examples of good practice evidenced in relation to the general environment, the governance and management arrangements and the phasing of planned admissions to the home.

Areas for improvement

Areas were identified for improvement under the regulations in relation to equipment provided for use at the nursing home.

	Regulations	Standards
Total number of areas for improvement	1	0

6.4 Conclusion

The application to vary the registration of Owen Mor Care Centre in respect of the upper floor consisting of 17 beds was granted from a care perspective following this inspection.

7.0 Quality improvement plan

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Jane Laird, registered manager as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all areas for improvement identified within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of the nursing home. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises RQIA would apply standards current at the time of that application.

7.1 Areas for improvement

Areas for improvement have been identified where action is required to ensure compliance with The Nursing Home Regulations (Northern Ireland) 2005 and The Care Standards for Nursing Homes (2015).

7.2 Actions to be taken by the service

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP via Web Portal for assessment by the inspector.

Quality Improvement Plan

Action required to ensure compliance with The Nursing Homes Regulations (Northern Ireland) 2005

<p>Area for improvement 1</p> <p>Ref: Regulation 27</p> <p>Stated: First time</p> <p>To be completed by: 2 February 2018</p>	<p>The registered person shall ensure that the emergency call equipment in the identified bedroom in both River Erne and River Finn units must be available and in good working order prior to any patient being admitted to these rooms.</p> <p>Ref: Environment section</p>
	<p>Response by registered person detailing the actions taken: The emergency call equipment has been reviewed by the relevant personnel and is now confirmed to be in working order.</p>

Please ensure this document is completed in full and returned via Web Portal



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