



# Unannounced Care Inspection Report 16 July 2019



## Trinity House

**Type of Service: Residential Care Home**  
**Address: 15 Kilrea Road, Coleraine, BT51 5LP**  
**Tel No: 028 2954 8128**  
**Inspector: John McAuley**

[www.rqia.org.uk](http://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 from their responsibility for maintaining compliance with legislation, standards and best practice.

This inspection was underpinned by The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards, August 2011.

## 1.0 What we look for



## 2.0 Profile of service

This is a registered residential care home which provides care for up to 50 residents within the categories of care detailed in its certificate of registration and 3.0 of this report.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Presbyterian Council of Social Witness  <b>Responsible Individual(s):</b> Lindsay Conway	<b>Registered Manager and date registered:</b> Jayne Bellingham 10 April 2018
<b>Person in charge at the time of inspection:</b> Hazel Walker, senior care assistant	<b>Number of registered places:</b> 50
<b>Categories of care:</b> Residential Care (RC) I - Old age not falling within any other category DE – Dementia	<b>Total number of residents in the residential care home on the day of this inspection:</b> 45 plus 4 residents in hospital

### 4.0 Inspection summary

This unannounced inspection took place on 16 July 2019 from 09.45 to 14.15 hours.

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

Evidence of good practice was found in relation to the organised unhurried manner on how care was delivered, the ambience of the home and its social activities and events. Good practice was also found in relation to the dining experience, the quality and upkeep of the environment and maintenance of care records.

No areas requiring improvement were identified during this inspection.

Residents described living in the home as being a good experience/in positive terms. Residents unable to voice their opinions were seen to be relaxed and comfortable in their surrounding and in their interactions with others/with staff.

Comments received from residents, people who visit them and staff during the inspection, are included in the main body of this report.

The findings of this report will provide the home with the necessary information to assist them to fulfil their responsibilities, enhance practice and residents' experience.

### 4.1 Inspection outcome

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

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Hazel Walker, senior care assistant, as part of the inspection process and can be found in the main body of the report.

#### **4.2 Action/enforcement taken following the most recent inspection dated 12 February 2019**

The most recent inspection of the home was an unannounced care inspection undertaken on 12 February 2019.

No further actions were required to be taken following this inspection.

#### **5.0 How we inspect**

To prepare for this inspection we reviewed information held by RQIA about this home. This included the previous inspection findings, registration information, and any other written or verbal information received.

During our inspection we:

- where possible, speak with residents, people who visit them and visiting healthcare professionals about their experience of the home
- talk with staff and management about how they plan, deliver and monitor the care and support provided in the home
- observe practice and daily life
- review documents to confirm that appropriate records are kept

Questionnaires and 'Have We Missed You' cards were provided to give residents and those who visit them the opportunity to contact us after the inspection with views of the home. A poster was provided for staff detailing how they could complete an electronic questionnaire.

During the inspection a sample of records was examined which included:

- staff duty
- staff training schedule and training records
- three residents' records of care
- complaint records
- compliment records
- a sample of governance audits/records
- quality assurance records
- accident/incident records
- a sample of registered provider/monthly monitoring report
- RQIA registration certificate

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

## 6.0 The inspection

### 6.1 Review of areas for improvement from the last care inspection dated 12 February 2019

No areas of improvement were identified from this previous care inspection.

## 6.2 Inspection findings

### 6.3 Is care safe?

**Avoiding and preventing harm to residents and clients from the care, treatment and support that is intended to help them.**

Throughout this inspection residents advised that they felt safe in the home and that staff were responsive to their needs and were kind and supportive.

#### Staffing

Inspection of the duty rota confirmed that it accurately reflected the staff on duty at the time of this inspection.

The senior care assistant advised that staffing levels were in keeping with resident dependencies and the size and layout of the home. The staffing levels over the 24 hour period were discussed.

Ancillary staff were in place to support roles with administration, catering, housekeeping and laundry.

Staff advised that there was good team working in the home, regardless of roles. Evidence of this was available from general observations of care practices and how staff interacted and supported each other for the benefit of residents.

The senior care assistant acted with competence and confidence throughout this inspection.

#### Staff induction, supervision and appraisal

Discussions with staff confirmed that any new members of staff have received an induction. Staff also advised that a programme of supervisions and appraisals was in place and maintained in a regular and up-to-date basis. The schedule of staff supervision and appraisals was inspected and found these to be actively maintained. Staff also spoke positively about this provision.

A system of monitoring the registration details of care staff with the Northern Ireland Social Care Trust (NISCC) was in place. This was being audited on a monthly basis by the manager.

## Safeguarding

Discussions with staff confirmed that they had knowledge and understanding of safeguarding principals. Staff were aware of their obligations to report any concerns and advised that they found management to be approachable. They also advised that they would have no hesitation to report any concerns and that they would have confidence in management in dealing with such appropriately. Staff were knowledgeable of the Health and Social Care Trust's role in safeguarding and these contact details were readily available.

Advice on safeguarding was provided for residents and displayed on a notice board.

## Environment

The home was clean and tidy with a high standard of décor and furnishings being maintained.

Residents' bedrooms were comfortable and personalised. Communal areas were and nicely facilitated and provided a relaxing space for residents to enjoy the company of one another, if desired. Seating throughout the home was comfortable and clean. Toilets and bathrooms were clean and hygienic.

There was nice artwork and pictures throughout the home which added to its ambience.

A keypad locking system is used in the designated dementia unit. This restriction has been individually assessed for residents who live there. The operation of this did not give a feeling of a "locked unit", as it was located and facilitated by staff as an integral part of the home.

A designated hairdressing room was in place which displayed the prices and times of the hairdresser's attendance.

There was good provision of infection prevention and control aids and equipment throughout the environment. Added to this there was accessible information available to residents, their representatives, visitors and staff on the need for good infection prevention and control practices.

The grounds of the home were very well maintained.

## Areas of good practice

There were examples of good practice found throughout the inspection in relation to staffing and staff teamwork and the environment.

## Areas for improvement

No areas for improvement were identified in respect of this domain during the inspection.

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

## **6.4 Is care effective?**

**The right care, at the right time in the right place with the best outcome.**

Discussions with staff confirmed that they had good knowledge and understanding of residents' needs and prescribed care interventions. Staff also advised that there was good communication and teamwork between staff members for the benefit of residents. This was facilitated by designated time between shifts for a handover of information and regular staff meetings.

### **Care records**

An inspection of a sample of three residents' care records was undertaken. These records were organised in a methodical manner and were maintained in line with the regulations and standards. They included an up to date assessment of needs, life history, risk assessments and care plans.

Care needs assessment and risk assessments, for example falls, safe moving and handling, and nutrition, were reviewed and updated on a regular basis or as changes occurred.

The care records also reflected the multi-professional input into the residents' health and social care needs and were found to be updated regularly to reflect the changing needs of the individual residents.

There was evidence that residents and/or their representatives were encouraged and enabled to be involved in the assessment, care planning and review process, where appropriate. Signatures of participation in this process were included the care records.

### **Effectiveness of care**

Throughout this inspection there were examples of good delivery and effectiveness of care observed. Examples of this was found from observations of safe moving and handling practices, infection prevention and control practices and the overall relaxed social atmosphere in the home.

In the dementia unit there was a peaceful atmosphere with residents being content, comfortable and at ease in their environment and interactions with staff.

The personal care and attire of residents was observed to be well met. For example residents who wore glasses had them clean and residents had finery to their attire such as broaches and jewellery.

### **Areas of good practice**

There were examples of good practice found throughout the inspection in relation to staffs' knowledge and understanding of residents' needs and prescribed care interventions.

## Areas for improvement

No areas for improvement were identified in respect of this domain during the inspection.

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

### 6.5 Is care compassionate?

**Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.**

General observations of care practices throughout this inspection found residents were supported in an organised, unhurried manner. Staff interactions with residents were found to be polite, friendly, warm and supportive. A nice ambience was in place with residents being comfortable and at ease in their environment and interactions with staff.

### Residents' Views

Discussions were undertaken with 25 residents in the home at the time of this inspection. Residents confirmed that they were happy with the provision of care, the kindness and support received from staff, the provision of meals and the general atmosphere in the home. Some of the comments included;

- “I have been here the past seven weeks and I have to make up my mind next week on whether to stay or return home. I am staying. I have a lovely room, nice food and lovely company. What more can I ask for”
- “I have been here on respite for two weeks. I have just loved it here. No problems”
- “It’s very good here”
- “I feel very welcomed here”
- “I couldn’t fault it. I am enjoying it here”
- “It’s par excellent in every way. The staff are just lovely including all the younger staff. I know I have made the right decision on coming here. You won’t find anything wrong here and if I had any grumbles they would be easily sorted”.

The annual resident satisfaction survey had recently been put in place. Inspection of this report evidenced that residents’ views were taken seriously and their contributions were readily welcomed.

Residents were facilitated with good information displayed on the notice boards. This information included safeguarding information and contact details, activities, falls prevention and church services information.

### Dining experience

The dining room was spacious and suitably facilitated with tables nicely set with choice of condiments. The lunchtime meal which was a four course meal (starter, dinner, dessert and tea/coffee) was appetising, wholesome and nutritional, with provision of choice in place. Specialist diets were also catered for. The provision of choice was also facilitated by staff



seeking residents' views on how they liked their dinner served and with what accompaniments. Staff attended to residents' needs in a caring, unhurried manner. A nice ambience was in place for residents to enjoy their meal. Feedback from residents throughout this inspection on this provision was all positive. Some of the comments included;

- "I am very happy here. The care is very good. I am just after a lovely breakfast"
- "The place is great and so are all the staff. The food is almost too good. I am a diabetic and I always get what I want and need"

The catering facility was tidy, clean and well organised.

### **Relative's views**

Discussions with three visiting relatives at the time of this inspection was all complimentary about the provision of care and the kindness and support received from staff. One of the comments included;

- "The staff go beyond the call of duty".

### **Social care**

Good evidence was availability throughout to confirm that residents' needs were being facilitated. For example a small group of residents were discussing the daily programme of activities and what particular events they would like to attend.

Some residents were engaged with staff in a planned word search activity which they found to be enjoyable.

The programme of activities was well displayed and there were nice displays of previous activities and events.

There were good provisions of activity aids and equipment, and also a designed crafts room. A visiting library with an array of books was made available, as well as daily newspapers. A well-appointed garden was also in place for residents to enjoy and partake in. In addition to this hens had been added to part of the garden and three residents enjoyed the pleasure of this.

The seating throughout the home blended itself to residents being able as per choice to enjoy the company of one another. This included the seating arrangements in the dementia unit.

Throughout this inspection, residents spoke positively on this provision and how they were engaged with the local community with for example Church activities and functions. One recent activity event which residents praised was an event organised in conjunction with catering staff to celebrate international travel week, where residents had discussions and stories regarding places they visited and meals were prepared in association with such national dishes.

The home also engages residents in celebrating local and national events such as the royal wedding, which was displayed on a notice board.

## Areas of good practice

There were examples of good practice found throughout the inspection in relation to feedback from residents, visiting relatives and general observations of care practices and atmosphere in the home.

## Areas for improvement

No areas for improvement were identified in respect of this domain during the inspection.

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

### 6.6 Is the service well led?

**Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.**

On arrival to the home the administrator who was on duty was very welcoming and avail with supporting the senior care assistant in making available requested documentation.

The registered manager, who was on a day off, was also available to support the senior care assistant during this inspection, if this was needed. Throughout this inspection staff praised the managerial arrangements and support.

## Staff views

Staff spoke positively about their roles, duties, training, support, teamwork and morale.

Comments received from staff included the following statements;

- “It’s a nice wee unit (the dementia unit) here. The care is fantastic. We are doing well”
- “There’s a great team of staff here. You have time to spend with the resident and the care is very person centred”
- “It’s a good place, very welcoming. Everything is very good”
- “I love it here. There are never any problems”.

Staff comments also revealed that they had pride in the home and were enthused by its ethos and culture.

Added to this it was observed that staff members worked well together as a team. There was found to be good communication between one and another in a polite, friendly manner with relaxed cohesiveness between team members.

## Staff training

An inspection of staff training records confirmed that staff training requirements and needs were being maintained on a regular and up-to-date basis. A good programme of training was in place to meet residents' needs and relevant standards and guidance. Throughout this inspection staff spoke positively on this provision.

## Complaints

An inspection of the records of complaints confirmed that expressions of dissatisfaction were taken seriously and managed appropriately. Added to this there was found to be a good culture in the home to facilitate such expressions, including day to day contact with management, resident meetings, complaints information and care reviews.

## Monitoring visits

The report of the last monitoring (8 July 2019) visit on the behalf of the responsible individual was inspected. This report was detailed, informative with good evidence of appropriate governance.

## Areas of good practice

There were examples of good practice found throughout the inspection in relation to feedback from staff and general observations of care practise pertaining to teamwork.

## Areas for improvement

No areas for improvement were identified in respect of this domain 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.



The Regulation and Quality Improvement Authority  
9th Floor  
Riverside Tower  
5 Lanyon Place  
BELFAST  
BT1 3BT

**Tel** 028 9536 1111  
**Email** [info@rqia.org.uk](mailto:info@rqia.org.uk)  
**Web** [www.rqia.org.uk](http://www.rqia.org.uk)  
**📍** @RQIANews

Assurance, Challenge and Improvement in Health and Social Care