

# Unannounced Finance Follow Up Inspection Report 14 February 2019



## Aaron House

**Type of Service: Residential Care Home**  
**Address: 40 Rosneath Gardens, Belfast, BT16 1UN**  
**Tel No: 02890410045**  
**Inspector: Joseph McRandle**

[www.rqia.org.uk](http://www.rqia.org.uk)

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 residential care home with 16 beds that provides care for residents living with learning disabilities.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Presbyterian Council of Social Witness  <b>Responsible Individual(s):</b> Lindsay Conway- Registration pending	<b>Registered Manager:</b> Isabella Harper
<b>Person in charge at the time of inspection:</b> Isabella Harper	<b>Date manager registered:</b> 1 March 2017
<b>Categories of care:</b> Residential Care (RC) LD - Learning Disability LD (E) – Learning disability – over 65 years	<b>Number of registered places:</b> 16

### 4.0 Inspection summary

An unannounced inspection took place on 14 February 2019 from 11:00 to 13:00 hours.

This inspection was underpinned by The Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards, August 2011.

The inspection sought to assess progress with issues raised in the unannounced Finance Inspection on 6 and 10 December 2018 as outlined in section 6.2 below.

The following areas were examined during the inspection:

- Transport charges for journeys undertaken by residents
- Safe register and safe policy
- System for recording purchases undertaken on behalf of residents
- Residents' individual written agreements

No areas for improvement were identified during the inspection

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 Isabella Harper, registered manager, as part of the inspection process and can be found in the main body of the report.

Enforcement action did not result from the findings of this inspection.

## 4.2 Action/enforcement taken following the most recent finance inspection dated 6 and 10 December 2018

Following the inspection on 10 December 2018 a serious concerns meeting was held at RQIA's offices on 18 December 2018. The previous responsible person and the finance manager from the Presbyterian Council of Social Witness were in attendance. This meeting was held to discuss RQIA's concerns raised during the inspection on 6 and 10 December 2018 in relation to maintaining up to date records of transactions undertaken on behalf of residents, the delay in invoicing residents for transport costs and not maintaining up to date records of items held on behalf of residents in the safe place.

During the meeting the previous responsible person submitted a detailed action plan to address the identified concerns by 31 January 2019. After consideration of the documentation presented at the meeting and assurances provided by the responsible person, RQIA informed the representatives of the home that a follow up finance inspection will take place shortly after 31 January 2019 to confirm if compliance with the regulations have been met.

## 5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records: recent written and verbal communication received since previous finance inspection, notifiable events submitted in relation to finance issues (there were no financial issues identified), information received from the Belfast Health and Social Care Trust following an audit of residents' monies in Aaron House carried out on their behalf, the returned QIP from the previous finance inspection and the previous finance inspection report.

During the inspection the inspector met with the registered manager and the home's administrator.

The following records were examined during the inspection:

- Two residents' finance files
- Two residents' written agreements
- Record of safe contents
- Policy for recording items held in the safe place
- A sample of records of journeys undertaken by residents
- A sample of invoices issued to residents
- A sample of records of purchases undertaken on behalf of residents
- Financial policies and procedures

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

Areas for improvement identified at the last finance inspection were reviewed and assessment of compliance recorded as met, not met or partially met.

## 6.0 The inspection

### 6.1 Review of areas for improvement from the most recent inspection dated 6 and 10 December 2018

The most recent inspection of the home was an unannounced finance inspection. Seven areas for improvement were identified. The completed QIP was returned and approved by the finance inspector. This QIP was validated by the finance inspector at the inspection on 14 February 2019.

### 6.2 Review of areas for improvement from the last finance inspection dated 6 and 10 December 2018

Areas for improvement from the last finance inspection		
Action required to ensure compliance with The Residential Care Homes Regulations (Northern Ireland) 2005		Validation of compliance
<p><b>Area for improvement 1</b></p> <p><b>Ref:</b> Regulation 19 (2) Schedule 4 (17)</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 31 January 2019</p>	<p>The registered person shall forward to RQIA further clarification in relation to the costs associated with the transport scheme operated at Aaron House (as identified during the discussion on 18 December 2018).</p> <hr/> <p><b>Action taken as confirmed during the inspection:</b> Following the serious concerns meeting on 18 December 2018 a representative from the home's head office provided further clarification in relation to the costs associated with the transport scheme. A copy of the revised costs was also provided at the follow up finance inspection on 14 February 2019.</p> <p>RQIA are currently liaising with the Belfast Health and Social Care Trust in relation to the transport scheme operated at Aaron House. The outcome of this and any relevant actions or learning will be shared with the home as appropriate.</p>	<b>Met</b>
<p><b>Area for improvement 2</b></p> <p><b>Ref:</b> Regulation 19 (2) Schedule 4 (17)</p> <p><b>Stated:</b> First time</p>	<p>The registered person shall ensure that residents are charged for outstanding journeys from 1 May 2018 in order to clear the amount of arrears owed by residents. The registered person should also ensure that residents are charged for journeys within a reasonable timeframe.</p>	<b>Met</b>

<p><b>To be completed by:</b> 31 January 2019</p>	<p><b>Action taken as confirmed during the inspection:</b> Discussion with the home’s administrator during the finance inspection on 14 February 2019 confirmed that residents had been invoiced for outstanding journeys from 1 May 2018 up to and including 31 December 2018. The administrator informed the inspector that invoices for Journeys undertaken in January 2019 were in the process of being issued to residents.</p> <p>A review of two residents’ files evidenced that copies of invoices for the period 1 May 2018 to 31 December 2018 were retained within the residents’ files. Invoices for the period 1 January 2019 to 31 January 2019 were provided during the inspection.</p> <p>A review of records also showed that the amounts deducted from monies belonging to the two residents agreed to the amounts listed on the invoices for April to December 2018.</p>	
<p><b>Area for improvement 3</b></p> <p><b>Ref:</b> Regulation 19 (2) Schedule 4 (9)</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 21 December 2018</p>	<p>The registered person shall ensure that the record of the contents of the safe place is updated by the required timeframe. A system for recording and checking the contents of the safe place should also be implemented by the same date.</p> <hr/> <p><b>Action taken as confirmed during the inspection:</b> Discussion with staff and a review of records during the inspection on 14 February 2019 confirmed that since the previous finance inspection on 10 December 2018 a record of the contents of the safe place was available and up to date. The records showed when the items were removed and returned to the safe place. Two signatures were recorded against each of the transactions.</p> <p>Review of records also confirmed that a system for recording and checking the contents of the safe place was also implemented since the previous finance inspection in December 2018. Records showed that the contents of the safe place were reconciled (checked) against the records of the contents on a monthly basis, two signatures were recorded against each of the reconciliations.</p>	<p><b>Met</b></p>

<p><b>Area for improvement 4</b></p> <p><b>Ref:</b> Regulation 19 (2) Schedule 4 (9)</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 28 December 2018</p>	<p>The registered person shall ensure that records of transactions undertaken on behalf of residents are updated by the required timescale.</p> <hr/> <p><b>Action taken as confirmed during the inspection:</b> A review of records of transactions undertaken on behalf of two residents evidenced that since the previous finance inspection on 10 December 2018 records of transactions were up to date at the time of the inspection on 14 February 2019.</p>	<p><b>Met</b></p>
<p><b>Action required to ensure compliance with the DHSSPS Residential Care Homes Minimum Standards, August 2011</b></p>		<p><b>Validation of compliance</b></p>
<p><b>Area for improvement 1</b></p> <p><b>Ref:</b> Standard 21.5</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 28 December 2018</p>	<p>The registered person shall ensure that a policy for recording items in the safe place is implemented by the required timescale. A record should be maintained showing the names of the members of staff who have signed the record to confirm that they have read and understood the updated policy.</p> <hr/> <p><b>Action taken as confirmed during the inspection:</b> Discussion with staff and a review of records evidenced that a policy for recording items held in the safe place was implemented on 3 January 2019.</p> <p>A record of the names of the members of staff who had read and understood the policy was retained within the home at the time of the inspection on 14 February 2019.</p>	<p><b>Met</b></p>
<p><b>Area for improvement 2</b></p> <p><b>Ref:</b> Standard 15.7</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 11 December 2018</p>	<p>The registered person shall ensure that at least two signatures are recorded against the entries in the residents' transaction sheets at all times.</p> <hr/> <p><b>Action taken as confirmed during the inspection:</b> A review of records evidenced that since the previous finance inspection on 10 December 2018 records of transactions undertaken on behalf of residents were up to date. The records were signed by at least two members of staff.</p>	<p><b>Met</b></p>

<p><b>Area for improvement 3</b></p> <p><b>Ref:</b> Standard 4.2</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 31 January 2019</p>	<p>The registered person shall ensure that residents' agreements are updated to show the amount of the weekly fee paid by the Health and Social Care Trusts and the amount paid by residents.</p>	<p><b>Met</b></p>
<p><b>Action taken as confirmed during the inspection:</b></p> <p>Discussion with staff confirmed that since the previous finance inspection on 10 December 2018 residents' agreements were updated to show the amount of the weekly fee paid by the Health and Social Care Trusts and the amount paid by residents.</p> <p>A review of two residents' files evidenced that the agreements held in both files showed a breakdown of the amount of the weekly fee paid by the Health and Social care Trust and the amount paid by the resident.</p>		

This inspection focused solely on the areas for improvement outlined in the QIP from the previous finance inspection on 6 and 10 December 2018 and set out in section 6.2 above.

### 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.





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