

Unannounced Finance Follow Up Inspection Report 6 December 2018



Abingdon Manor

Type of Service: Nursing

Address: 949 Crumlin Road, Belfast, BT14 8FG

Tel No: 02890717878

Inspector: Joseph McRandle

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 registered nursing home which is registered to provide nursing care for up to 60 persons.

3.0 Service details

Organisation/Registered Provider: Abingdon Manor Care Centre Ltd Responsible Individual(s): Colin Nimmon	Registered Manager: Julie McGlinchey
Person in charge at the time of inspection: Julie McGlinchey	Date manager registered: 23 June 2017
Categories of care: Nursing Home (NH) I – Old age not falling within any other category. DE – Dementia. LD – Learning disability. LD (E) – Learning disability – over 65 years. PH – Physical disability other than sensory impairment. PH (E) - Physical disability other than sensory impairment – over 65 years. TI – Terminally ill.	Number of registered places: 160 consisting of NH-PH, NH-PH(E), NH-LD, NH-LD(E), NH-DE, NH-I, NH-TI 20 patients in category NH-I, NH-PH, NH-PH(E), NH-TI to be accommodated in the Antrim & Down Suites. 10 patients in category NH-PH, NH-PH(E) to be accommodated in the Londonderry Suite. 19 patients in category NH-LD, NH-LD(E) to be accommodated in the Tyrone & Fermanagh Suites. 10 patients in category NH-DE to be accommodated in the Armagh Suite. 1 additional named patient in category NH-PH to be temporarily accommodated.

4.0 Inspection summary

An unannounced inspection took place on 6 December 2018 from 14.00 to 16.30 hours.

This inspection was underpinned by The Nursing Homes Regulations (Northern Ireland) 2005 and the Care Standards for Nursing Homes 2015.

The registered manager was informed by the inspector that RQIA received information from the Belfast Health and Social Care Trust (BHSCT) following an audit of patients' monies at Abingdon Manor undertaken on behalf of the BHSCT. The information was in relation to:

- Transport charges for journeys undertaken by patients
- Patients individual written agreements
- Checks undertaken of the contents of items belonging to patients held in the safe place
- Recording of transactions undertaken on behalf of patients by members of staff

The following areas were examined during the inspection:

- Transport arrangements for patients including any charges for transport
- Governance systems in place at the home, including system for reconciling patients monies

- Controls surrounding management of patients' finances, including system for undertaking purchases on behalf of patients

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	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Julie McGlinchey, 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 care inspection dated 8 November 2018

The most recent inspection of the home was an unannounced care inspection undertaken on 8 November 2018. Other than those actions detailed in the QIP no further actions were required to be taken. Enforcement action did not result from the findings of this 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: recent written and verbal communication received since previous care inspection, notifiable events submitted in relation to finance issues (there were no financial issues identified), information received from the BHSCT following an audit of patients' monies in Abingdon Manor carried out on their behalf .

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

A poster indicating that the inspection was taking place was displayed at the entrance to the home and invited visitors or relatives to speak to the inspector. No relatives or visitors chose to speak to the inspector.

The following records were examined during the inspection:

- Four patients' finance files
- Four patients written agreements (a further four were spot checked for signatures)
- Records of safe contents
- Cash held on behalf of patients
- Records of monies held on behalf of patients
- A sample of records of reconciliations between patients monies held and records of monies held

- A sample of records of journeys undertaken by patients in the home's minibus (records of charges to patients for transport were held at the home's head office)
- A sample of records of purchases undertaken on behalf of patients
- A sample of records of monies deposited at the home on behalf of patients.

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

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 8 November 2018

The most recent inspection of the home was an unannounced care inspection. The completed QIP was not due for return at the time of issuing this report. The QIP will be validated by the care inspector at the next care inspection.

6.2 Review of areas for improvement from the last finance inspection dated 16 October 2012

A finance inspection of the home was previously carried out on 16 October 2012; the findings were not brought forward to the inspection on 6 December 2018.

6.3 Inspection findings

Transport charges for journeys undertaken by patients

Information received from the BHSCT related to the charging arrangements in respect of the transport scheme operated at Abingdon Manor. Discussion with the registered manager and administrator, during the inspection on 6 December 2018, confirmed that the transport scheme was discontinued on 27 November 2018. Discussion with staff also confirmed that patients avail of taxis which are paid for by the patients or their representatives. The registered manager confirmed that the records of the journeys charged to patients were held at the home's head office. The inspector could not verify the charges made to patients at the inspection on 6 December.

The registered manager confirmed at the inspection on 6 December 2018 that no discussions or meeting with the BHSCT in relation to the transport scheme had taken place. RQIA are to liaise with the BHSCT in relation to the transport costs charged to patients prior to 27 November 2018. The outcome of this and any relevant actions or learning will be shared with the home as appropriate.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

Patients' individual written agreements

Information received from the BHSCT indicated that a significant number of patients' agreements were not signed by the patient or their representative. Discussion with the registered manager confirmed that at the time of the audit undertaken on behalf of the BHSCT, revised agreements had been forwarded to patients or their representatives showing the increased weekly fee. A number of agreements had still to be signed and returned to the home.

A detailed review of four patients' agreements was undertaken at the inspection on 6 December 2018; all four agreements were signed and dated by the patients' representatives and a representative from the home. The inspector undertook a spot check of four additional agreements; again all four agreements were signed and dated by the patients' representatives and a representative from the home. Discussion with the registered manager confirmed that the provision for the transport scheme will be removed from the patients' written agreements when revised agreements are issued to patients in April 2019.

A review of the patients' agreements showed that an escort fee was included in the list of additional services charged to patients. Discussion with staff confirmed that occasionally a member of staff had to come in on their day off to escort a patient to a medical or dental appointment. The fee was charged on an hourly basis. There were no records available at the inspection to show how the rate per hour was established.

The inspector highlighted during the inspection on 6 December 2018 that there was no issue with charging patients for this service and that the home was open and transparent with the cost. The issue was in relation to whether the charge was a reasonable one.

The registered manager stated that the charge was agreed with patients' representatives and the patients' care managers from the Health and Social Care Trust prior to the appointments. RQIA are to liaise with the BHSCT in order to confirm its position in relation to the escort fee. The outcome of this and any relevant actions or learning will be shared with the home as appropriate.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

Checks undertaken of the contents of items belonging to patients held in the safe place

A safe place was provided within the home for the retention of patients' monies and valuables. At the time of the inspection there were satisfactory controls around the physical location of the safe place and the members of staff with access to it. Monies held on behalf of patients were counted, the amounts retained agreed to the balance of monies recorded at the home.

A safe contents book was in place and up to date at the time of the inspection. Valuables held on behalf of one patient were examined. Records agreed to the items held in the safe place. Two signatures were recorded against the records examined.

Information received from the BHSCT indicated that, at the time of the audit undertaken on behalf of the BHSCT there was evidence that checks on the contents of the safe place were not carried out on a regular basis.

A review of the safe contents book at the inspection on 6 December 2018 evidenced that reconciliations between the contents of the safe place and the records of the contents were carried out on a monthly basis. Records showed that the contents in the safe place were recorded each time the reconciliation was completed. The records of the reconciliations were signed and dated by the person undertaking the reconciliation and countersigned by the registered manager.

Records also showed that a representative from the home's head office periodically checked the contents of the safe place. The last recorded evidence was dated 4 December 2018.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

Recording of transactions undertaken on behalf of patients by members of staff

A review of records of two purchases undertaken by staff on behalf of two patients showed that the details of the purchases were recorded. Two signatures were recorded against each of the transactions. Receipts from the purchases reviewed were retained at the home at the time of the inspection.

Two records of monies deposited at the home on behalf of two patients were reviewed. The amounts deposited were recorded in the patients' transaction sheets. Two signatures were recorded against each of the transactions.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	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.



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