

# Announced Enforcement Compliance Report 8 April 2016



## Brooklands

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**Inspector: Sharon McKnight**

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

Assurance, Challenge and Improvement in Health and Social Care

## 1.0 Summary

An announced inspection of Brooklands took place on 8 April 2016 from 13.10 to 14.30 hours.

The purpose of the inspection was to assess the level of compliance achieved by the home regarding the Failure to Comply Notice FTC/NH/1066/2015-16/01, issued on 25 March 2016.

The areas for improvement and compliance with regulation were in relation to the use of premises and the home operating outside the Statement of Purpose .

The date for compliance with the notice was 22 April 2016. On 4 April 2016 RQIA received a phone call from the acting registered person, Ms Therese Conway, to request an inspection prior to the compliance date. Following discussion with RQIA senior management an inspection was scheduled for 8 April 2016.

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

## 1.1 Inspection outcome

	Requirements	Recommendations
<b>Total number of requirements and recommendations made at this inspection</b>	<b>0</b>	<b>2*</b>

This inspection resulted in no requirements or recommendations being made. Findings of the inspection were discussed with Ms Therese Conway, acting registered person and Ms Maureen Munster, registered manager, as part of the inspection process and can be found in the main body of the report.

\*Due to the focus of this inspection the recommendations made as a result of the previous care inspection on 17 September 2015 were not reviewed and are carried forward for review at a future care inspection.

## 1.2 Actions/enforcement taken

Brooklands is registered with RQIA to accommodate 57 patients. An application to increase the number of registered beds to 59 was submitted to RQIA on 15 January 2016.

During a telephone conversation with the acting registered person, on 23 March 2016, RQIA were advised that the building work to convert an office and a sitting room to bedroom accommodation had been completed, and the two bedrooms were already occupied by patients.

The acting registered person had failed to inform RQIA that the work had been completed or to request a pre-registration inspection to seek final approval prior to accommodating patients in these bedrooms.

As a result a pre-registration inspection was undertaken on 24 March 2016 by RQIA. The inspection identified matters still outstanding, and registration of the two bedrooms could not be approved. The home was therefore operating outside its registration status and statement of purpose in that two patients were being accommodated in bedrooms which are not yet registered by RQIA.

RQIA were significantly concerned that accommodation had been provided for two patients in bedrooms which are not yet registered. This was a breach of The Nursing Homes Regulations (Northern Ireland) 2005 and contrary to the aims and objectives of the home as set out in the Statement of Purpose.

RQIA met with the acting registered person on 24 March 2016 and decided to serve one Failure to Comply Notice in relation to Brooklands in terms of Regulation 3(3) and Regulation 27(1) of The Nursing Homes Regulations (Northern Ireland) 2005.

## 2.0 Service details

<b>Registered organisation/registered person:</b> Brooklands Healthcare Ltd	<b>Registered manager:</b> Ms Maureen Munster
<b>Person in charge of the home at the time of inspection:</b> Ms Maureen Munster	<b>Date manager registered:</b> 24 April 2015
<b>Categories of care:</b> NH-I, NH-PH, NH-PH(E), NH-TI	<b>Number of registered places:</b> 59

## 3.0 Methods/processes

Prior to inspection we analysed the following records:

- failure to comply notice FTC/NH/1066/2015-16/01
- the registration status of the home.

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

- discussion with the acting registered person
- discussion with the registered manager
- review of records
- evaluation and feedback.

The following records were examined during the inspection:

- Statement of Purpose
- staff duty roster
- certificate of registration issued by RQIA.

#### 4.1 Review of requirements and recommendations from the most recent inspection dated 1 April 2016.

#### 4.0 The inspection

The most recent inspection of the home was an announced pre-registration inspection undertaken by the estates inspector on 1 April 2016. The report had not been issued at the time of this inspection. The outcome of the previous inspection was discussed with the estates inspector and it was agreed that progress with the final decoration of one bedroom door would be reviewed. Observations during the inspection confirmed that the decoration had been completed.

#### 4.2 Review of requirements and recommendations from the last care inspection dated 17 September 2015

Last Care inspection recommendations		Validation of compliance
<b>Recommendation 1</b> Ref: Standard 20.1 Stated: First time	It was recommended that further opportunities, to discuss end of life care, are created by the registered nurses. Any expressed wishes of patients and/or their representatives should be formulated into a care plan. This should include any wishes with regard to the religious, spiritual or cultural need of patients'.	Carried forward for review at a future care inspection
	<b>Action taken as confirmed during the inspection:</b> Due to the focus of the inspection this recommendation was not reviewed.	
<b>Recommendation 2</b> Ref: Standard 7.3 Stated: First time	It is recommended that prior to leaving patients in their bedroom staff check that the nurse call lead is within easy reach.	Carried forward for review at a future care inspection
	<b>Action taken as confirmed during the inspection:</b> Due to the focus of the inspection this recommendation was not reviewed.	

## 4.3 Inspection findings

### 4.3.1 FTC/NH/1066/2015-16/01

Notice of Failure to Comply with the Nursing Homes Regulations (Northern Ireland) 2005

#### Regulation 3(3)

- (3) Nothing in regulation 18(1) or 27(1) shall require or authorise the registered person to contravene, or not to comply with –
- (a) any other provision of these Regulations;

#### Regulation 27(1)

Subject to regulation 3(3), the registered person shall not use these premises for the purposes of a nursing home unless the premises are suitable for the purpose of achieving the aims and objectives set out in the statement of purpose.

A pre-registration inspection was undertaken on 1 April 2016. The previous outstanding matters had been addressed and registration of the two bedrooms was approved. A certificate of registration, detailing the increase in registered places to 59 beds was issued by RQIA and was observed to be appropriately displayed in the home during this inspection.

The Statement of Purpose, dated April 2016 was reviewed. The Statement of Purpose provided detail of the services offered in Brooklands including accommodation and activities, staffing, based on full occupancy, admission criteria, and categories of care, fire safety and how to make a complaint. A copy of the Statement of Purpose was available in the reception area.

Discussion with the acting registered person and registered manager confirmed that they were knowledgeable regarding the content of the Statement of Purpose. The registered manager explained how they assessed staffing needs when the home was not at full occupancy. A review of the staff roster for week commencing 1 April 2016 confirmed that planned staffing was adhered to.

The registered manager explained the pre admission procedure and how they determine, through the pre admission assessment, if the home could meet the needs of the patient.

The acting registered person and registered manager discussed legislation, primarily The Nursing Homes Regulations (Northern Ireland) 2005, and how these regulations impacted on the day to day operation of the home. The registered manager explained that a copy of these regulations were available in their office for easy reference. A copy of the DHSSPS Care Standards for Nursing Homes, April 2015, was also observed to be available.

The acting registered person and registered manager were aware of the duty inspector system in RQIA and that, in the absence of the aligned inspectors for the home, advice could be accessed via the duty system which was available Monday to Friday 09 00 to 17 00 hours.

The acting registered person and registered manager were knowledgeable regarding the variation to registration process and provided examples of situations which would require an application to RQIA; they also made reference to the guidance document available on RQIA website and the availability of the duty inspector for advice.

The acting registered person confirmed that the learning from this enforcement had been shared with senior staff within the organisation and would be reviewed and shared with any senior management staff who were on leave.

### **Outcome**

RQIA were satisfied that evidence was provided to validate full compliance with the requirements of the Failure to Comply Notice.

### **Areas for improvement**

No areas for improvement were identified during the inspection.

<b>Number of requirements:</b>	<b>0</b>	<b>Number of recommendations:</b>	<b>0</b>
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## 5.0 Quality improvement plan

This enforcement compliance inspection did not raise any requirements or recommendations and the inspection findings were discussed with Ms Therese Conway, acting registered person and Ms Maureen Munster, registered manager, as part of the inspection process.

The issues identified during the inspection of 17 September 2015 are detailed in the QIP below. Validation of compliance with these matters will be undertaken at the next unannounced care inspection.

The registered person/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered person/manager to ensure that all requirements and recommendations contained within the QIP are addressed within the specified timescales.

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

## 5.1 Statutory requirements

This section outlines the actions which must be taken so that the registered person/s meets legislative requirements based on The Nursing Homes Regulations (Northern Ireland) 2005.

## 5.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and The DHSSPS Care Standards for Nursing Homes 2015. They promote current good practice and if adopted by the registered person(s) may enhance service, quality and delivery.

## 5.3 Actions taken by the registered manager/registered person

The QIP will be completed by the registered manager to detail the actions taken to meet the legislative requirements stated. The registered person will review and approve the QIP to confirm that these actions have been completed by the registered manager. Once fully completed, the QIP will be returned to [nursing.team@rqia.or.uk](mailto:nursing.team@rqia.or.uk) and assessed by the inspector.

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 registered person/manager from their responsibility for maintaining compliance with the regulations and standards. It is expected that the requirements and recommendations outlined in this report will provide the registered person/manager with the necessary information to assist them to fulfil their responsibilities and enhance practice within the service.

## Quality Improvement Plan

### Statutory recommendations

<p><b>Recommendation 1</b></p> <p><b>Ref:</b> Standard 20.2</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 27 October 2015</p>	<p><b>Carried forward for review at a future care inspection.</b></p> <p>It was recommended that further opportunities, to discuss end of life care, are created by the registered nurses. Any expressed wishes of patients and/or their representatives should be formulated into a care plan. This should include any wishes with regard to the religious, spiritual or cultural need of patients'.</p>
	<p><b>Response by registered person detailing the actions taken:</b></p> <p>Following discussions with all Nurses, everyone is aware to avail of any arising opportunity to address end of life care as and when the timing is appropriate to speak with family. This has been clearly documented in the individuals care plan.</p>
<p><b>Recommendation 2</b></p> <p><b>Ref:</b> Standard 7.3</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 15 September 2015</p>	<p><b>Carried forward for review at a future care inspection.</b></p> <p>It is recommended that prior to leaving patients in their bedroom staff check that the nurse call lead is within easy reach.</p>
	<p><b>Response by registered person detailing the actions taken:</b></p> <p>Having undertaken several audits and spot checks, observations have been made and it is evident that nurse call leads are placed within easy reach of any resident in their bedroom. This has also been evidenced during a recent Reg 29 visit.</p>

*\*Please ensure this document is completed in full and returned to [nursing.team@rqia.org.uk](mailto:nursing.team@rqia.org.uk) from the authorised email address\**



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