



The **Regulation** and
Quality Improvement
Authority

Colinvale Court

**Glen Road, Belfast
BT11 8BU**

Follow Up Inspection – Enforcement Monitoring

13 October 2014

1. General Information

- 1.1 Name of Home:** Colinvale Court
- 1.2 Address:** Glen Road, Belfast, BT11 8BU
- 1.3 Telephone No:** 028 9060 4316
- 1.4 Fax No:** 028 9060 0884
- 1.5 Email:** louisvillegroup@hotmail.co.uk
- 1.6 Name of Person(s)/Partnership / Organisation Registered to Carry on the Home:**
- Mr Raymond Liam Murphy
- 1.7 Name of Person Registered to Manage the Home:**
- Ms Stephanie J Shannon
- 1.8 Type of Home:** Nursing Home
- 1.9 Registration Status and Legislative Framework**

Colinvale Court is registered as a nursing home and provides nursing care and accommodation for a maximum of 50 persons.

The home's registration number is 1074 and the home is registered in accordance with the following:

- 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
- The Department of Health, Social Services and Public Safety's (DHSSPS) Nursing Homes Minimum Standards (2008)

1.10 Inspection Details

a) Type of Inspection:

Follow up inspection – Enforcement Monitoring

b) Date and Time of Inspection:

13 October 2014
09:20 – 10:50

c) Home Representatives:

Mr Raymond Liam Murphy (Registered Person)
Mr Barry Murphy

d) Name of Inspectors:

Briege Ferris
Finance Inspector

Heather Sleator
Care Inspector
(present for feedback only)

2. Background

Colinvale Court is situated on the Glen Road, Belfast. The registered person is Mr Raymond Murphy and Mr Barry Murphy has responsibility for the financial administration in the home.

The current registered manager is Ms Stephanie J Shannon.

An unannounced finance inspection of the home was undertaken on 28 July 2014; during the inspection, a number of concerning matters arose relating to how the registered persons and/or their representatives were managing money and property belonging to patients.

The registered persons were invited to a meeting with RQIA on 15 August 2014, to discuss matters arising from the finance inspection. Following this meeting, the registered persons were issued with two notices of failure to comply with the regulations.

This follow up inspection was undertaken in order to evaluate compliance with the matters documented in Failure to Comply Notice reference FTC/NH/1074/2014-15/16.

The inspector met with Mr Raymond Murphy and Mr Barry Murphy at the home on 13 October 2014, to discuss the actions taken to achieve compliance with the above failure to comply notice.

3. Findings In Relation To The Failure To Comply Notice

FTC/NH/1074/2014-15/16

The Nursing Homes Regulations (Northern Ireland) 2005

Regulation 19 (2)

The registered person shall maintain in the nursing home the records specified in Schedule 4.

Schedule 4 (9)

A record of all money or other valuables deposited by a patient for safekeeping or received on the patient's behalf, which –

- (a) shall state the date on which the money or valuables were deposited or received, the date on which any money or valuables were returned to a patient or used, at the request of the patient, on his behalf and, where applicable, the purpose for which the money or valuables were used; and
- (b) shall include the written acknowledgement of the return of the money or valuables.

Schedule 4 (10)

A record of furniture and personal possessions brought by a patient into the room occupied by him.

Action Required to Comply with Regulations

The registered person is required to ensure that:

When patients' money is used to make purchases, the purchases are verified and original receipts are obtained or copied for the patient's records.

When money belonging to a patient is paid to their representative, there are records (eg.: a duplicate receipt) which confirm the date, details and the amount of cash or cheque received, signed by the person providing the cash or cheque and the person receiving same.

The existing policy and procedure addressing the safeguarding of patient's money and valuables must be reviewed and updated to ensure that it supports compliance with the regulations.

All staff engaged in any tasks involving patients' money and valuables must be trained on the content of the home's policy and procedure. There should be written evidence available to confirm that the relevant staff have received the training.

Inspection Findings

The inspector met with Mr Barry Murphy (Mr Murphy) and explained the purpose and scope of the inspection visit ie: that the inspection visit was limited to identifying whether the actions necessary under failure to comply notice FTC/NH/1074/2014-15/16 had been addressed. The inspector clarified that other matters listed in the Quality Improvement Plan accompanying the inspection report of 28 July 2014 would be examined in a future finance inspection.

Mr Murphy explained the actions which had been taken since the last inspection of 28 July 2014 and produced a number of relevant books and records. The inspector and Mr Murphy reviewed the actions detailed under the failure to comply notice in conjunction with the records provided.

The inspector reviewed the records for recent expenditure for a number of service users. The inspector noted that receipts for purchases made had been retained and that the receipts bore the signatures of at least two persons from the home to verify the purchases made. Expenditure reviewed included that on cigarettes for service users and hairdressing services.

The inspector reviewed a recent record detailing hairdressing treatments provided to service users in the home. The inspector noted that the names of the service users, the cost of the treatment and in some cases, the treatment had been listed. The record examined bore the signature of Mr Murphy and the hairdresser.

The inspector noted that it would be helpful to introduce a pre-typed template which would capture all of the necessary information and avoid the necessity to hand write all of these details on each treatment day.

Recommendation 1 is listed in the Quality Improvement Plan (QIP) in respect of this finding.

Mr Murphy advised that no money belonging to any service user had been provided to a family representative since the inspection on 28 July 2014. Mr Murphy advised that the only amounts which had been paid to anyone from service users' monies was that in relation to treatments which the hairdresser had provided. Mr Murphy showed the inspector the cheque stub in relation to this payment to the hairdresser, together with the related payment receipt signed by the hairdresser, Mr Murphy and a third representative of the home.

Mr Murphy also showed the inspector a file containing records entitled "residents finance/ transaction activity". The inspector noted that the transactions recorded had been signed by two persons. The inspector also noted that these records detailed: the date, the amount received, amount paid, balance and two signatures. The inspector noted that a "details" column should be included to clarify the specifics of the lodgement or withdrawal.

Requirement 1 is listed in the QIP in respect of this finding.

The inspector noted that the registered person had updated the home's existing policy and procedure addressing the safeguarding of patient's money and valuables. In addition, the relevant staff had been updated on the new policy and procedure. Mr Murphy advised that one relevant member of staff was on annual leave and would be updated accordingly on their return to work.

Conclusion

The inspector noted that all of the actions necessary to demonstrate compliance with failure to comply notice FTC/NH/1074/2014-15/16 had been taken by the registered person.

The inspector will continue to monitor the home's compliance with these Regulations and the home is required to ensure continued compliance with legislative requirements and minimum standards.

Enquiries relating to this report should be addressed to:

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

QUALITY IMPROVEMENT PLAN

FOLLOW-UP FINANCE INSPECTION, ENFORCEMENT MONITORING

COLINVALE COURT

13 OCTOBER 2014

The areas where the service needs to improve, as identified during this inspection visit, are detailed in the inspection report and Quality Improvement Plan.

The specific actions set out in the Quality Improvement Plan were discussed with Mr Raymond Murphy and Mr Barry Murphy either during or after the inspection visit.

Any matters that require completion within 28 days of the inspection visit have also been set out in separate correspondence to the registered persons.

Registered providers / managers should note that failure to comply with regulations may lead to further enforcement and/ or prosecution action as set out in The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003.

It is the responsibility of the registered provider / manager to ensure that all requirements and recommendations contained within the Quality Improvement Plan 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 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.

STATUTORY REQUIREMENTS

This section outlines the actions which must be taken so that the Registered Person/s meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, and the Nursing Homes Regulations (NI) 2005

No.	Regulation Reference	Requirements	Number of Times Stated	Details of Action Taken by Registered Person(s)	Timescale
1	19 (2) Schedule 4 (9)	The registered person must ensure that an additional column is added into the residents' finance/ transaction activity sheets to record the details of each transaction.	Once	This requirement has been instigated and is ongoing.	4 November 2014


RECOMMENDATIONS

These recommendations are based on Nursing Homes Minimum Standards (2008), research or recognised sources. They promote current good practice and if adopted by the Registered Person may enhance service, quality and delivery.

No.	Minimum Standard Reference	Recommendations	Number of Times Stated	Details of Action Taken by Registered Person(s)	Timescale
1	25.16	<p>It is recommended that the registered person introduce a template for recording visits by both the hairdresser and private podiatrist.</p> <p>The template should include: the name of the service user; the treatment provided and the associated cost; the date of the treatment; the signature of the hairdresser/podiatrist and the signature of a representative of the home who can confirm that the service user received the treatment. The signatures should also be dated.</p>	Once	This recommendation has been instigated and is ongoing.	4 November 2014

Please complete the following table to demonstrate that this Quality Improvement Plan has been completed by the registered manager and approved by the responsible person / identified responsible person:

NAME OF REGISTERED MANAGER COMPLETING QIP	Barry Murphy
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP	Raymond Murphy

QIP Position Based on Comments from Registered Persons				Inspector	Date
		Yes	No		
A.	Quality Improvement Plan response assessed by inspector as acceptable	✓			09/12/2014
B.	Further information requested from provider				