



The **Regulation** and  
**Quality Improvement**  
**Authority**

**Colinvale Court**

**Glen Road, Belfast  
BT11 8BU**

**Follow-Up Inspection – Enforcement Monitoring**

**15 January 2015**

**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:**

15 January 2015  
10:00 – 12:30

**c) Home Representatives:**

Mr Raymond Liam Murphy (Registered Person)  
Mr Barry Murphy

**d) Name of Inspector:**

Briege Ferris  
Finance Inspector

## 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 carried out on 28 July 2014. A review of a sample of the records identified that the home had arranged for three service users to pay for items from their personal monies including pressure relieving mattresses, hip protectors, a mobility monitor and a sensor mat. There was no evidence provided during or following the inspection to identify that there had been discussion or agreement with service users or their representatives regarding the decision for service users to pay for these items from their own money.

RQIA met with the registered person on 15 August 2014 to discuss these concerns; following which a notice of failure to comply with Regulation 18 (2) (c) of the Nursing Homes Regulations (Northern Ireland) 2005 was issued to the registered person, with compliance to be achieved by 13 October 2014. The failure to comply notice required that the registered person review all records of expenditure incurred on behalf of service users, to identify any inappropriate payments from service users' money and submit an acceptable proposal to RQIA in respect of repayment of identified amounts to service users.

In late August 2014, a statutory body removed records from the home which impacted on the registered person's ability to comply with the notice of failure to comply. As a result of this development, RQIA obtained a written commitment from the registered person, to address the actions in the failure to comply notice as soon as the records were returned. The registered person was required to inform RQIA in writing as soon as an inspection could be carried out to assess whether the actions required under the notice had been addressed.

On 18 December 2014, RQIA received a letter from the registered person which advised that the statutory body had returned the records to the home and sought that an inspection be carried out to resolve all outstanding issues. An inspection of the home was subsequently arranged for 15 January 2015.

### 3. Inspection Findings

On 15 January 2015, the inspector visited the home and subsequently met with the registered person Mr Raymond Liam Murphy and Mr Barry Murphy at the home's administration office. The inspector explained the purpose and scope of the inspection visit.

Barry Murphy invited the inspector to take a tour of the home, where rooms available for residency by service users were viewed, as well as some rooms which existing service users in the home had personalised to their taste. Barry Murphy explained the items of furniture and furnishings which the home provide as a minimum prior to a service user moving into a room in the home, these items were evident in the rooms awaiting occupation.

The inspector and Barry Murphy subsequently returned to the home's administrative offices to review the relevant records.

Computerised records of expenditure recorded on behalf of service users were provided for the inspector to review. No additional expenditure on items falling under Regulation 18 (2) (c) were noted beyond those identified during the inspection of the home on 28 July 2014.

The inspector noted that records had still not been produced which detailed the reason why the home had arranged for service users to pay for the identified items from their personal money; including any discussion and agreement with service users' representatives.

In accordance with RQIA's Enforcement Policy, RQIA wrote to the registered person and outlined the intention to serve one notice of failure to comply with Regulation 18 (2) (c) of the Nursing Homes Regulations (Northern Ireland) 2005.

#### **The Nursing Homes Regulations (Northern Ireland) 2005:**

##### **Regulation 18**

- (2) The registered person shall having regard to the size of the nursing home and the number and needs of patients –
  - (c) provide in rooms occupied by patients adequate furniture, bedding and other furnishings, including curtains and floor coverings, and equipment suitable to the needs of patients and screens where necessary;

#### **4. Conclusion**

The registered person attended a meeting with RQIA on 4 February 2015. At the meeting, the registered person provided a full account of the actions which would be taken to ensure the improvements necessary to achieve full compliance with the required regulation.

In light of the discussions held with the registered person on 4 February 2015, RQIA did not issue a notice of failure to comply with Regulation 18 (2) (c) of the Nursing Homes Regulations (Northern Ireland) 2005.

RQIA will continue to monitor the quality of service provided in Colinvale Court and will carry out an inspection to assess compliance with this regulation and will keep you informed of the outcome.

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**



The Regulation and  
Quality Improvement  
Authority

No requirements or recommendations resulted from the follow-up inspection of **Colinvale Court** which was undertaken on **15 January 2015** and I agree with the content of the report.

Please provide any additional comments or observations you may wish to make below:

SIGNED: R. Murphy

NAME: Raymond Murphy  
Registered Provider

DATE 12<sup>th</sup> MARCH 2015.

SIGNED: S. Shannon

NAME: Stephanie J Shannon  
Registered Manager

DATE 12/3/15

Approved by:	Date

**CLONTARA LTD.  
INC. LOUISVILLE AND COLINVALE  
COURT NURSING HOMES**

Glen Road  
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BT11 8BU  
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Fax: 02890 600884  
3rd March 2015

Miss Briega Ferris  
RQIA  
9th Floor Riverside Tower  
5 Lanyon Place  
Belfast  
BT1 3BT

Dear Miss Ferris,

Further to the announced follow up finance inspection on the 15th January 2015, there are a number of areas where the Home would question the factual accuracy of the report.

We would respond as follows:

It is the position of the Home that there is and always has been a robust, fair and accurate handling of personal monies retained on behalf of all service users.

We disagree that there was no evidence during or following the inspection to identify with service users or their representatives for service users to pay for specialist items from their own monies. For example, the Home submitted to the Inspector and the RQIA receipts for all related purchases.

Furthermore, an email relating to service user JG's next of kin detailed that she was fully aware and agreed with the purchase of hip protectors, alarm mat and mobility monitor. A copy of this email is in the possession of the Inspector and RQIA.

Another service user for whom a pressure relieving cushion was purchased has since left the Home with the service user taking the item referred to with them. This was acceptable to the RQIA at a subsequent meeting.

Subsequently, bearing in mind that this was the first finance inspection undertaken at the Home since it opened in 1995, we feel that the issuing of financial failure to comply notices were not appropriate.

Finally, we would reassure all of our service users and indeed the RQIA that the systems utilised by Colinvale Court are totally accurate and are managed appropriately at all times. The Home would welcome any further inspection from RQIA or indeed service users or their representatives should this be deemed either necessary or appropriate.

Yours sincerely,

Raymond Murphy

Registered Person

Approved by:	Date
 Briega Ferris	24 March 2015