



**The Regulation and
Quality Improvement
Authority**

**Mountview ARC
RQIA ID: 10784
Flying Horse Road
Downpatrick
BT30 6QP**

**Inspector: Gavin Doherty
Inspection ID: IN021567**

**Tel: 028 4451 3818
Email: seamus.laird@setrust.hscni.net**

**Announced Estates Inspection
of
Mountview Assessment and Resource Centre
incorporating Mountview Workskills, Mountview Social
Group and Mountview Horticultural Unit**

17 December 2015

**The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: www.rqia.org.uk**

1. Summary of Inspection

An announced estates inspection took place on 17 December 2015 from 10:30 to 12:30. Overall on the day of the inspection the premises supported the delivery of safe, effective and compassionate care. Areas for improvement were identified and are set out in the Quality Improvement Plan (QIP) appended to this report. This inspection was underpinned by the;

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Day Care Settings Regulations (Northern Ireland) 2007
- The Day Care Settings Minimum Standards (DHSSPS, 2012)

1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

1.2 Actions/Enforcement Resulting from this Inspection

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

1.3 Inspection Outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	1	0

The details of the QIP within this report were discussed with Mr Seamus Laird, registered manager and Mr John Robinson, estates officer as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Mr H. McCaughey, South Eastern HSC Trust	Registered Manager: Mr Seamus Laird
Person in Charge of the Premises at the Time of Inspection: Mr Seamus Laird	Date Manager Registered: 26 February 2009
Categories of Care: DCS-LD, DCS-LD(E)	Number of Registered Places: 150
Number of Service Users Accommodated on Day of Inspection: Not ascertained during inspection	Weekly Tariff at Time of Inspection: Not ascertained during inspection

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following standards have been met:

Standard 25: Premises and Grounds

Standard 27: Safe and Healthy working Practices

Standard 28: Fire safety

4. Methods/Process

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

Prior to inspection the following records were analysed: Previous estates inspection report, statutory notifications over the past 12 months.

During the inspection the inspector met with Mr Seamus Laird, registered manager and Mr John Robinson, estates officer.

The following records were examined during the inspection: Copies of service records and in-house log books relating to the maintenance and upkeep of the building and engineering services, legionellae risk assessment, fire risk assessment.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the service was an unannounced care inspection dated 10 November 2015. The completed QIP will be suitably assessed and addressed by the specialist inspector when returned by the registered manager.

5.2 Review of Requirements and Recommendations from *the last* Estates Inspection undertaken on 25 November 2014.

Previous Inspection Statutory Requirements		Validation of Compliance
Requirement 1 Ref: Regulation 26	Ensure that the significant findings contained in the Fire risk assessment which was reviewed on completion of the current works on 21 November 2014 are implemented and signed-off by the registered manager within the timescales stipulated in the risk assessment.	Met
	Action taken as confirmed during the inspection: Confirmed by the inspector at the time of inspection.	

Requirement 2 Ref: Regulation 26	Forward a copy of the Building Control Completion Certificate to RQIA once received to confirm that the new facilities comply with current building regulations.	Met
	Action taken as confirmed during the inspection: Confirmed by the inspector at the time of inspection.	
Requirement 2 Ref: Regulation 26	Ensure that the current risk assessment in relation to the 'Control of legionella bacteria in the Centre's hot and cold water systems' is reviewed to incorporate the recent changes and additions to these systems. It is essential that any changes to the required control measures required by this assessment are fully implemented and maintained in a timely manner.	Met
	Action taken as confirmed during the inspection: Confirmed by the inspector at the time of inspection.	

5.3 Standard 25: Premises and grounds - *The premises and grounds are safe, well maintained and remain suitable for their stated purpose*

Is Care Safe? (Quality of Life)

A range of documentation in relation to the maintenance and upkeep of the premises was presented for review during this Estates inspection. This documentation included inspection and test reports for various elements of the engineering services and risk assessments. This supports the delivery of safe care.

Is Care Effective? (Quality of Management)

A range of accommodation, facilities and support services is provided in the premises. This supports the delivery of effective care.

Is Care Compassionate? (Quality of Care)

The areas of the premises reviewed during this Estates inspection were well presented, clean and free from malodours. This supports the delivery of compassionate care. One issue was however identified for attention during this Estates inspection. This is detailed in the 'areas for improvement' section below.

Areas for Improvement

Following on from the recently completed extension and improvement works to the premises; the registered manager, in conjunction with the Trust's estate department, should prepare and implement a time bound schedule for the refurbishment and redecoration of the remainder of the premises.

It is essential that proposed timescales for the commencement of these works are clearly stated in the returned QIP. (Item 1 in the attached Quality Improvement Plan)

Number of Requirements	1	Number Recommendations:	0
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5.4 Standard 27: Safe and healthy working practices - *The Centre is maintained in a safe manner, and safe and healthy working practices are promoted in all aspects of its work.*

Is Care Safe? (Quality of Life)

A range of documentation relating to the safe operation of the premises, installations and engineering services was presented for review during this Estates inspection. This supports the delivery of safe care.

Is Care Effective? (Quality of Management)

The nature and needs of the residents are considered as part of the risk assessment processes and this is reflected in the management of the premises. This supports the delivery of effective care.

Is Care Compassionate? (Quality of Care)

There are health & safety procedures and control measures in place which support the delivery of compassionate care.

Areas for Improvement

No areas for improvement were identified as a result of this inspection.

Number of Requirements	0	Number Recommendations:	0
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5.5 Standard 28: Fire safety - *Fire safety precautions are in place that reduce the risk of fire and protect service users, staff and visitors in the event of fire.*

Is Care Safe? (Quality of Life)

A range of fire protection measures are in place for the premises. This includes a fire detection and alarm system, emergency lighting, first aid fire-fighting equipment, structural fire separation and protection to the means of escape. This supports the delivery of safe care.

Is Care Effective? (Quality of Management)

The standard used by the registered person to determine the overall level of fire safety within the premises takes account of the interaction between the physical fire precautions, the fire hazards, the number of residents, the management policies and the availability of adequately trained staff. This standard has been referenced in the fire risk assessment. This supports the delivery of effective care.

Is Care Compassionate? (Quality of Care)

The standard used by the registered persons to determine the extent of fire safety protection measures that are appropriate for the premises recognises the need to maintain a homely, non-institutionalised environment. This supports the delivery of compassionate care.

Areas for Improvement

No areas for improvement were identified as a result of this inspection.

Number of Requirements	0	Number Recommendations:	0
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5.6 Additional Areas Examined

No additional areas were examined as part of this inspection.

6. Quality Improvement Plan

The issue(s) identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Mr Seamus Laird, registered manager as part of the inspection process. The timescales commence from the date of 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 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.

6.1 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 Day Care Settings Regulations (Northern Ireland) 2007

6.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and The Day Care Settings Minimum Standards (DHSSPS, 2012). They promote current good practice and if adopted by the registered person may enhance service, quality and delivery.

6.3 Actions Taken by the Registered Manager/Registered Person

The QIP should 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 Estates.Mailbox@rqia.org.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 weaknesses that exist in the service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations. It is expected that the requirements and recommendations set out in this report will provide the registered person/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the service.

Quality Improvement Plan

Statutory Requirements

Requirement 1
Ref: Regulation 26

Stated: First time

To be Completed by:
10 March 2017

The registered manager, in conjunction with the Trust's estate department, should prepare and implement a time bound schedule for the refurbishment and redecoration of the remainder of the premises.

It is essential that proposed timescales for the commencement of these works are clearly stated in the returned QIP.

Response by Registered Manager Detailing the Actions Taken:

The Estates department have completed work on 14 January 2016 to repair all damaged interior walls. Care staff working alongside service users have created art pieces to help improve the décor in some communal areas of the building and these were fixed to walls on 12 January 2016.

The regulated services manager and acting operations manager met with senior representatives from the trust estates department on 20th January 2016. The assistant director for estates provided assurances to all present, that a condition survey of all Training and Resource Centres would be completed and that consideration would be given to the completion of a business case to secure significant investment to repair, maintain and update where possible identified estates issues and concerns. The regulated services manager has issued to the estates senior managers a copy of findings relating to estates concerns identified during the course of RQIA inspections. The trust is happy to share with RQIA, when completed, the outcome and action plans from the condition survey reports.

Registered Manager Completing QIP	<i>Seamus Linn</i>	Date Completed	19/2/16
Registered Person Approving QIP	<i>B. Morgan</i>	Date Approved	
RQIA Inspector Assessing Response	Gavin Doherty	Date Approved	25/02/2016

Please ensure the QIP is completed in full and returned to Estates.Mailbox@rqia.org.uk from the authorised email address