



The **Regulation** and
Quality Improvement
Authority

Rose Martha Court
RQIA ID: 11107
30 Westbourne Ave
Ballymena
BT43 5LW

Inspector: **Lyn Buckley**
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**Enforcement Compliance Care Inspection
of
Rose Martha**

11 May 2015

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
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1. Summary of Inspection

An enforcement compliance care inspection took place on 11 May 2015 from 10:05 to 15:00 hours.

The purpose of the inspection was to assess the level of compliance with the three failure to comply notices (FTC) issued on 27 March 2015. The date by which compliance must be achieved was 11 May 2015.

While the inspection evidenced that some improvement had been achieved, the inspectors were unable to validate full compliance with the following notices:

FTC/NH/11107/2014-15/01 – management arrangements

FTC/NH/11107/2014-15/02 – staffing arrangements

FTC/NH/11107/2014-15/03 – record keeping, reporting and care planning

Following this inspection and discussion with RQIA senior management a decision was made to extend the three failure to comply notices to 90 days. Compliance with the extended notices must be achieved by 10 June 2015.

1.1 Actions/Enforcement Taken Following the Last Care Inspection

An unannounced care inspection was undertaken on 18 March 2015 which evidenced ongoing concerns in relation to:

- management arrangements in the home
- absence of experienced permanent registered nurses leading to an overreliance on junior staff and agency staff
- overall lack of continuity of care and leadership
- the ability to meet the needs of patients in a timely manner
- the identification of the nurse in charge of the home in the absence of the registered manager
- the identified nurse in charge of the home being aware of the role and responsibilities involved
- competency and capability assessments to be completed for any registered nurse left in charge of the home in the absence of the registered manager
- perceptorship arrangements for newly qualified registered nurses
- the management and recording of records pertaining to repositioning and the associated care planning

Despite having raised these matters during a care inspection 4 February 2015 and during a serious concerns meeting with the registered persons on 11 February 2015, RQIA were concerned that improvements necessary to ensure full compliance had not been implemented. Therefore, three FTC notices were issued on 27 March 2015, with compliance required by 11 May 2015.

2 Service Details

Registered Organisation/Registered Person: Runwood Homes Ltd Mr Nadarajah (Logan) Logeswaran	Registered Manager: See below
Person in Charge of the Home at the Time of Inspection: Mr Emerson Mustafa – acting manager	Date Manager Registered: Position vacant at present
Categories of Care: NH-I, NH-DE, NH-PH, NH-PH(E) and NH-TI RC-I, RC-DE. A maximum of 29 patients in NH-DE, a maximum of 18 residents in RC-DE and a maximum of 20 residents in RC-I	Number of Registered Places: 100
Number of Patients/Residents Accommodated on Day of Inspection: 77	Weekly Tariff at Time of Inspection: £470-£732

3 Inspection Focus

The inspection sought to assess the level of compliance with the three failure to comply (FTC) notices issued on 27 March 2015. The date by which compliance must be achieved was 11 May 2015.

4 Methods/Process

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

- discussion with the acting manager and management team
- discussion with staff
- discussion with patients and residents – for the purposes of this report service users will be referred to as patients within this report
- review of a sample of duty rotas
- review of a sample of records pertaining to staff induction competency and capability
- review of a sample of nursing care records
- observations of care delivery
- evaluation and feedback.

During the inspection, the inspectors met with six patients individually and with others in groups, three nursing staff, 11 care staff, one visiting professional and one patient's visitor/representative.

5 The Inspection

5.1 FTC/NH/11107/2014-15/01

The Nursing Homes Regulations (Northern Ireland) 2005 Regulations 201(1) (a)

The registered person shall, having regard to the size of the nursing home, the statement of purpose and the number and needs of patients-

- (a) Ensure that at all times suitably qualified, competent and experienced persons are working at the nursing home in such numbers as are appropriate for the health and welfare of patients;**

RQIA received written confirmation in respect of the interim management arrangements and the organisational structure, for the home on 26 March 2015.

Registered nurses in charge of each nursing unit were able to confirm which registered nurse was designated in charge of the home in the absence of the manager.

The identified registered nurse in charge of the home was able to demonstrate awareness of their role and function.

Staff spoken with were able to identify their immediate line manager.

It was evidenced that not all staff, were able to identify who was in charge of the entire home in the absence of the manager.

The RN in charge of each nursing unit clearly demonstrated that they were aware of the assessed needs of patients, had organised their staff team and were aware of any concerns arising throughout the inspection period.

Generally, an overall improvement in the timely delivery of care to patients was evident throughout the inspection. However, inspectors raised concerns regarding the wound management of two patients within the general nursing unit as records examined indicated 'gaps' in treatment. Management agreed to investigate these concerns and address any deficits with staff following the inspection and to update inspectors on the outcome.

A review of training records, discussion with staff and discussion during feedback with management evidenced that staff were deemed capable and competent for the role in which they were employed. Plans for future training sessions for all grades of staff were shared with inspectors.

Outcome: RQIA acknowledged the efforts made since the previous inspection on 18 March 2015, and that the delivery of care was generally improved. However, full compliance was not evidenced in relation to the following actions required within the notice:

- staff must be able to identify the line management arrangements in place in the home
- daily care must be delivered in a timely manner to ensure that individual patient's needs are met.

Following this inspection senior management within RQIA decided to extend this FTC notice to 90 days with full compliance required by 10 June 2015.

5.2 FTC/NH/11107/2014-15/02

The Nursing Homes Regulations (Northern Ireland) 2005 Regulation 20 (3)

The registered person shall ensure that at all times a nurse is working at the nursing home and that the registered manager carries out a competency and capability assessment with any nurse who is given the responsibility of being in charge of the home for any period of time in his absence.

A review of duty rotas confirmed that generally the registered nurses (RN) in charge of the home in the absence of the manager was identified clearly. However, on the rota for week commencing 5 April 2015 there were two occasions when the identified nurse in charge was on leave and the record had not been updated. In addition, the support manager was unable to identify the RN in charge of the home, from the duty rota, on the morning of the inspection.

Discussion with the RN identified as being in charge of the home, confirmed that they were aware of this responsibility prior to commencing their shift and of the role and responsibility involved. Regarding the other units in the home, the nurse in charge knew the staff in charge of each unit and that they would be advised by them of any concerns. At the time of inspection, there were no concerns.

A folder had been developed and was in place for the nurse in charge. The folder contained essential information which included emergency protocols and contact numbers.

A review of competency and capability assessments for any RN delegated to take charge of the home in the absence of the manager; evidenced that senior management had completed these assessments.

It was evidenced that not all staff, were able to identify who was in charge of the entire home in the absence of the manager

A notice had been placed in the foyer of the home to inform visitors of who the nurse in charge of the home was on the day of the inspection

Outcome: RQIA acknowledged the efforts made since the previous inspection on 18 March 2015. However, full compliance was not evidenced in relation to the following actions required within the notice:

- the nurse in charge must be clearly identified on the duty rota
- staff on duty must be able to identify the nurse in charge of the home in the absence of the manager

Following this inspection, senior management within RQIA decided to extend this FTC notice to 90 days with full compliance required by 10 June 2015.

5.3 FTC/NH/11107/2014-15/03

The Nursing Homes Regulations (Northern Ireland) 2005

Regulation 19(1) (a) Schedule 3 (3) (k)

(1) The registered person shall –

- #### **(a) Maintain in respect of each patient a record which includes the information, documents and other records specified in Schedule 3 relating to the patient;**

Schedule 3

(3) A record of the following matters in respect of each patient

- #### **(k) a contemporaneous note of all nursing provided to the patient, including a record of his condition and any treatment or surgical intervention;**

Patients identified as being at risk of developing pressure ulcers had repositioning charts in place. Charts examined evidenced that they were generally completed at the time of care delivery.

Issues relating to the condition of the patients' skin were recorded. However, the information was not robust in that a 'tick' indicated the skin was 'good' rather than indicating the status of the skin using the national guidelines for recording pressure damage (NPUAP and EPUAP).

Staff spoken with were unsure as to the meaning of the pressure grading descriptions listed on the chart. Some of the care staff spoken with confirmed that they would only report to the RN if the patients' skin was 'broken'. They were unaware that 'broken' skin over a pressure point was a grade 2 pressure ulcer; nor did they know the importance or difference between blanching and non-blanching erythema which is a grade 1 pressure ulcer.

Generally, repositioning charts did indicate the frequency of repositioning required. However, this was not reflective of the prescribed care within the care plans reviewed. It was also evident that care plans had not been reviewed appropriately.

Outcome: RQIA acknowledged the efforts made since the previous inspection on 18 March 2015. However, full compliance was not evidenced in relation to the following actions required within the notice:

- any issues identified with the condition of the patients' skin being recorded on the repositioning chart, reported to the registered nurse and addressed in a plan of care for the patient.

Following this inspection, senior management within RQIA decided to extend this FTC notice to 90 days with full compliance required by 10 June 2015.

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 home. 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 home.

I agree with the content of the report.			
Registered Manager	Elaine Allen	Date Completed	16 th July 2015
Registered Person	Logan N Logeswaran	Date Approved	19 th July 2015
RQIA Inspector Assessing Response	Lyn Buckley	Date Approved	21/07/15

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

**Please complete in full and returned to RQIA nursing.team@rqia.org.uk **