



The Regulation and
Quality Improvement
Authority

Rose Martha Court
RQIA ID: 11107
30 Westbourne Ave
Ballymena
BY45 5LW

Inspector: Lyn Buckley
Karen Scarlett
Inspection ID: IN022912

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**Announced Enforcement Compliance Inspection
of
Rose Martha Court
10 June 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 enforcement compliance inspection took place on 10 June 2015 from 10:00 to 12:45 hours.

The purpose of the inspection was to assess the level of compliance achieved by the home regarding the three Failure to Comply Notices issued on 27 March 2015.

The areas for improvement and compliance with regulation were in relation to management arrangements (FTC/NH/11107/2014-15/01(E)), staffing arrangements (FTC/NH/11107/2014-15/02(E)) and record keeping, reporting and care planning (FTC/NH/11107/2014-15/03(E)).

The date for compliance with the notices was 10 June 2015.

FTC Ref: FTC/NH/11107/2014-15/01(E)

Evidence was available to validate full compliance with the above Failure to Comply Notice.

FTC Ref: FTC/NH/11107/2014-15/02(E)

Evidence was available to validate full compliance with the above Failure to Comply Notice.

FTC Ref: FTC/NH/11107/2014-15/03(E)

Evidence was available to validate full compliance with the above Failure to Comply Notice.

1.1 Actions/Enforcement Taken Following the Last Care Inspection

Following an unannounced care inspection on 18 March 2015, three Failure to Comply Notices were issued with regards to management arrangements, staffing arrangements and record keeping, reporting and care planning. The notices were extended up to the legislative timeframe of 90 days following an enforcement compliance inspection on 11 May 2015 which identified that five of the required actions within the three notices were not addressed in full.

1.2 Actions/Enforcement Resulting From this Inspection

As indicated above, evidence was available to validate full compliance with the three Failure to Comply Notices issued on 27 March 2015.

No further enforcement was taken as a result of this inspection.

*All enforcement notices for registered agencies/services are published on RQIA's website at: http://www.rqia.org.uk/inspections/enforcement_activity.cfm

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: Mrs Elaine Allen	Date Manager Registered: Mrs Elaine Allen commenced as manager on 13 May 2015 – registration to be applied for.
Categories of Care: NH - I, DE, PH, PH(E) and TI RC – I and DE A maximum of 26 patients in NH-DE A maximum of 18 residents in RC-DE A maximum of 20 residents in RC-I	Number of Registered Places: 100
Number of Patients Accommodated on Day of Inspection: 71	Weekly Tariff at Time of Inspection: £470 - £732

3. Inspection Focus

The inspection sought to assess the level of compliance with the five required actions indicated within the three Failure to Comply Notices issued on 27 March 2015 and which were not fully addressed at a previous enforcement compliance inspection on 11 May 2015.

4. Methods/Process

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

- discussion with the manager and regional manager
- discussion with patients and staff
- review of a sample of care records including care charts
- review of duty rotas from week commencing 18 May 2015 to date
- observation of care practices
- evaluation and feedback.

5. The Inspection

5.1 FTC Ref: FTC/NH/11107/2014-15/01(E)

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

Regulation 20 (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 number as are appropriate for the health and welfare of patients;

Following the enforcement compliance inspection on 11 May 2015, two required actions within this Failure to Comply Notice still required to be fully addressed as follows:

- staff must be able to identify the line management arrangements in place in the home

Discussion with staff confirmed that they were aware of who their line manager was and the identity and role of the registered nurse, designated as being in charge of the home, in the absence of the registered manager.

- daily care must be delivered in a timely manner to ensure that individual patient's needs are met

Review of care records, discussion with patients and staff and observations during this inspection evidenced that care was delivered in a timely manner. Records clearly recorded the delivery of care in relation to wound care including appropriate referrals to specialist healthcare professionals. Nurse call bells were answered promptly. Patients spoken with confirmed that care delivery had improved.

Outcome

Evidence was provided to validate full compliance with the requirements of the Failure to Comply Notice.

5.2 FTC Ref: FTC/NH/11107/2014-15/02(E)

Notice of failure to comply with 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 in his absence.

Following the enforcement compliance inspection on 11 May 2015, two required actions within this Failure to Comply Notice still required to be fully addressed as follows:

- the nurse in charge of the home must be clearly identified on the duty rota.

Review of duty rotas from week commencing 18 May 2015 to date, evidenced that the nurse in charge of the home was 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.

Staff consulted were able to confirm the nurse in charge of the home in the absence of the manager.

Outcome

Evidence was provided to validate full compliance with the requirements of the failure to comply notice.

5.3 FTC Ref: FTC/NH/11107/2014-15/03(E)

Notice of failure to comply with the Nursing Homes Regulations (Northern Ireland) 2005

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

19 (1) The registered person shall –

(a) maintain in respect of each patient a record which includes the information, documents and other records 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;

Following the enforcement compliance inspection on 11 May 2015, one required action within this Failure to Comply Notice still required to be fully addressed as follows:

- Any issues identified with the condition of the patient's skin must be recorded on the repositioning chart, reported to the registered nurse and addressed in a plan of care for the patient.

A review of sample of care records evidenced that care plans were in place to manage the risk of developing a pressure ulcer through repositioning. Care plans specified the frequency of repositioning.

A review of a sample of repositioning charts evidenced that nursing and care staff consistently and accurately completed charts in accordance with the patients' care plans. Records included the status of the patient's skin at the time of each repositioning.

Outcome

Evidence was provided to validate full compliance with the requirements of the Failure to Comply Notice.

I agree with the content of the report.			
Registered Manager	Elaine Allen	Date Completed	9 th July 2015
Registered Person	Logan N logeswaran	Date Approved	09/07/2015
RQIA Inspector Assessing Response	Karen Scarlett	Date Approved	21/7/15

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

Please complete in full and return to nursing.team@rqia.org.uk from the authorised email address