



Unannounced Care Inspection Report 22 January 2019



Gnangara

Type of Service: Residential Care Home

Address: 163 Sligo Road, Drumawill, Enniskillen BT74 7JZ

Tel No: 028 6632 5134

Inspector: Laura O'Hanlon and Nicola McCann

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

This is a residential care home with 15 beds that provides care for residents living with dementia.

3.0 Service details

Organisation/Registered Provider: Radius Housing Association Responsible Individual: Fiona McAnespie	Registered Manager: Margaret Irwin
Person in charge at the time of inspection: Paula McCarron, senior care assistant	Date manager registered: 14 June 2018
Categories of care: Residential Care (RC) DE – Dementia	Number of registered places: 15

4.0 Inspection summary

An unannounced care inspection took place on 22 January 2019 from 10.00 to 15.45.

This inspection was underpinned by The Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards, August 2011.

The inspection assessed progress with any areas for improvement identified during and since the last care inspection and sought to determine if the home was delivering safe, effective and compassionate care and if the service was well led.

Evidence of good practice was found in relation to communication between the staff and the residents, staff training, management of incidents and the culture and ethos of the home.

Areas requiring improvement were identified in relation to the environment and one identified care plan.

Residents and one representative spoken with commented positively on the care provision in the home and the kindness shown to them by staff.

The findings of this report will provide the home with the necessary information to assist them to fulfil their responsibilities, enhance practice and resident experience.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	2

Details of the Quality Improvement Plan (QIP) were discussed with Paula McCarron, senior care assistant, as part of the inspection process. The timescales for completion commence from the date of inspection.

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

4.2 Action/enforcement taken following the most recent care inspection

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 19 July 2018.

5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records: the previous inspection report, the returned QIP, notifiable events, and written and verbal communication received since the previous care inspection.

During the inspection the inspector met with the 11 residents, five staff of various grades and one relative.

A total of six questionnaires was provided for distribution to residents and/or their representatives to enable them to share their views with RQIA. A poster was provided for staff detailing how they could complete an electronic questionnaire. Five questionnaires were returned by relatives within the agreed timescale.

During the inspection a sample of records was examined which included:

- Staff duty rota
- Staff competency and capability assessments
- Staff training schedule and training records
- Three residents' care files
- The home's Statement of Purpose
- Minutes of staff meetings
- Complaints and compliments records
- Accident, incident, notifiable event records
- Annual Quality Review report
- Minutes of recent residents' meetings
- Reports of visits by the registered provider
- Fire safety risk assessment
- Fire drill records
- Maintenance of fire-fighting equipment, alarm system, emergency lighting, fire doors, etc.

Areas for improvements identified at the last care inspection were reviewed and assessment of compliance recorded as met, partially met, or not met.

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 19 July 2018

The most recent inspection of the home was an unannounced care inspection. The completed QIP was returned and approved by the care inspector.

6.2 Review of areas for improvement from the last care inspection dated 19 July 2018

Areas for improvement from the last care inspection		
Action required to ensure compliance with the DHSSPS Residential Care Homes Minimum Standards, August 2011		Validation of compliance
Area for improvement 1 Ref: Standard 9.3 Stated: First time	The registered person shall ensure referral is made to the dietician regarding one resident.	Met
	Action taken as confirmed during the inspection: Discussion with the senior care assistant confirmed that this referral was completed and this resident has subsequently moved to a nursing home. A review of three care records confirmed that referrals to allied health professionals were completed without delay.	
Area for improvement 2 Ref: Standard 21.1 Stated: First time	The registered person shall ensure that a policy on choking/dysphasia is developed and made available to staff.	Met
	Action taken as confirmed during the inspection: A policy was in place regarding the prevention of choking and this was available for staff.	
Area for improvement 3 Ref: Standard 22.1 Stated: First time	The registered person shall ensure that staff update training in General Data Protection Regulation (GDPR) is provided.	Met
	Action taken as confirmed during the inspection: The registered manager advised staff update training in General Data Protection Regulation (GDPR) was completed.	

Area for improvement 4 Ref: Standard 20.11 Stated: First time	The registered person shall develop an action plan to address areas of low scores within the resident satisfaction survey, include this within the report and make available to residents and other interested parties.	Met
	Action taken as confirmed during the inspection: A review of the satisfaction survey displayed on the main notice board for the year 2018 recorded the feedback as 100%.	

6.3 Inspection findings

6.4 Is care safe?

Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.

The senior care assistant advised that the staffing levels for the home were subject to regular review to ensure the assessed needs of the residents were met. Temporary staff were used in the home. The senior care assistant stated that the use of temporary staff did not prevent residents from receiving continuity of care. Any turnover of staff was kept to minimum, where possible, and was monitored by the management of the home.

No concerns were raised regarding staffing levels during discussion with residents, residents' representatives and staff. Discussion with the staff evidenced that the team was stable at present. A review of the duty rota confirmed that it accurately reflected the staff working within the home.

Discussion with the staff evidenced that an induction programme was in place for all staff, relevant to their specific roles and responsibilities.

Discussion with staff confirmed that mandatory training, supervision and annual appraisal of staff was regularly provided. Schedules of training, staff appraisals and supervision were reviewed during the inspection.

Discussion with the staff confirmed that competency and capability assessments were undertaken for any person who is given the responsibility of being in charge of the home for any period in the absence of the manager. Two staff competency and capability assessments were reviewed and found to be satisfactory.

Arrangements were in place to monitor the registration status of staff with their professional body (where applicable). Care staff spoken with advised that they were registered with the Northern Ireland Social Care Council (NISCC).

Staff were knowledgeable and had a good understanding of adult safeguarding principles. They were also aware of their obligations in relation to raising concerns about poor practice and

whistleblowing. A review of staff training records confirmed that mandatory adult safeguarding training was provided for all staff.

Discussion with the senior care assistant, review of accident and incidents notifications, care records and complaints records confirmed that all suspected, alleged or actual incidents of abuse were fully and promptly referred to the relevant persons and agencies for investigation in accordance with procedures and legislation; written records were retained.

The senior care assistant stated there were risk management procedures in place relating to the safety of individual residents and the home did not accommodate any individuals whose assessed needs could not be met. A review of care records identified that residents' care needs and risk assessments were obtained from the trust prior to admission.

Discussion with staff established that they were knowledgeable and had understanding of infection prevention and control (IPC) policies and procedures.

Inspection of the premises confirmed that there were wash hand basins, adequate supplies of liquid soap, alcohol hand gels and disposable towels wherever care was delivered. Personal Protective Equipment (PPE), e.g. disposable gloves and aprons, was available throughout the home. Observation of staff practice identified that staff adhered to IPC procedures.

Notices promoting good hand hygiene were displayed throughout the home in both written and pictorial formats.

The senior care assistant reported that there had been no outbreaks of infection within the last year. Any outbreak would be managed in accordance with the home's policy and procedures, reported to the Public Health Agency, the trust and RQIA with appropriate records retained.

The senior care assistant reported that they were aware of the "Falls Prevention Toolkit" and were using this guidance to improve post falls management within the home. Audits of accidents/falls were undertaken on a monthly basis and analysed for themes and trends; an action plan was developed to minimise the risk where possible. Referral was made to the trust falls team in line with best practice guidance.

A general inspection of the home was undertaken and the residents' bedrooms were found to be individualised with photographs, memorabilia and personal items. The home was clean and appropriately heated. An odour was identified in one bedroom. This was discussed with staff on duty and the issue was immediately addressed.

It was noted that there was significant rust on a handrail in an ensuite bathroom and an area of plaster was missing from a wall in another en suite bathroom. These issues were identified as areas for improvement to ensure compliance with the standards.

Inspection of the internal and external environment identified that the home were kept tidy, safe, suitable for and accessible to residents, staff and visitors. There were no obvious hazards to the health and safety of residents, visitors or staff.

The home had an up to date fire risk assessment in place dated 2 May 2018 and all recommendations had been actioned.

Review of staff training records confirmed that staff completed fire safety training twice annually. Fire drills were completed on a regular basis and records reviewed confirmed these were up to date. The records also included the staff who participated and any learning outcomes. Fire safety records identified that fire-fighting equipment, fire alarm systems, emergency lighting and means of escape were checked weekly and monthly and were regularly maintained. Individual residents had a completed Personal Emergency Evacuation Plan (PEEP) in place.

Residents, staff and relatives spoken with during the inspection made the following comments:

- “I feel safe in here.” (resident)
- “The staffing levels are satisfactory. We looked around lots of homes but this one stood out by a country mile.” (relative)
- “The staff team is very stable at present.” (staff)
- “The staffing levels are good.” (staff)

Five completed questionnaires were returned to RQIA from relatives. Respondents described their level of satisfaction with this aspect of care as very satisfied.

Comments received were as follows:

- “We are very pleased with the standard of care and cleanliness.”

Areas of good practice

There were examples of good practice found throughout the inspection in relation to staff induction, training, supervision and appraisal, adult safeguarding, infection prevention and control and risk management.

Areas for improvement

One area for improvement was identified in relation to the environment.

	Regulations	Standards
Total number of areas for improvement	0	1

6.5 Is care effective?

The right care, at the right time in the right place with the best outcome

A review of the care records of three residents confirmed that these were maintained in line with the legislation and standards. They included an up to date assessment of needs, life history, risk assessments, care plans and a daily statement of health and well-being of the resident. Care needs assessment and risk assessments (e.g. manual handling, nutrition, falls, where appropriate) were reviewed and updated on a regular basis or as changes occurred.

It was noted on the daily records that a resident was experiencing issues in regards to pain management. Whilst appropriate action was taken to address this issue, there was no care plan in place to direct and inform staff in relation to this area of need. This was identified as an area for improvement to ensure a care plan is devised in relation to the management of pain.

The care records also reflected the multi-professional input into the residents' health and social care needs and were found to be updated regularly to reflect the changing needs of the individual residents. Residents and/or their representatives were encouraged and enabled to be involved in the assessment, care planning and review process, where appropriate. Care records reviewed were observed to be signed by the resident and/or their representative.

Discussion with staff confirmed that a person centred approach underpinned practice. Staff were able to describe in detail how the needs, choices and preferences of individual residents were met within the home.

Observation of the serving of lunch confirmed that a varied and nutritious diet was provided which met the individual and recorded dietary needs and preferences of the residents. The dining experience was noted to be calm and organised. Support and assistance was provided to those residents who required it in a timely manner. The residents were able to communicate that they enjoyed their meal.

Systems were in place to regularly record residents' weights and any significant changes in weight were responded to appropriately. There were arrangements in place to refer residents to dieticians and speech and language therapists (SALT) as required. Guidance and recommendations provided by dieticians and SALT were reflected within the individual resident's care plans and associated risk assessments.

Discussion with the staff confirmed that wound care was managed by community nursing services. Staff advised that they were able to recognise and respond to pressure area damage observed on resident's skin.

The senior care assistant advised that systems were in place to ensure effective communication with residents, their representatives and other key stakeholders. These included pre-admission information, multi-professional team reviews, residents' meetings, staff meetings and staff shift handovers. Minutes of staff meetings were reviewed during the inspection.

Observation of practice evidenced that staff were able to communicate effectively with residents. Discussion with the staff confirmed that management operated an open door policy in regard to communication within the home.

A review of care records, along with accident and incident reports, confirmed that referral to other healthcare professionals was timely and responsive to the needs of the residents.

Residents, staff and relatives spoken with during the inspection made the following comments:

- "The food is lovely, we get lots of it and we always get a choice." (resident)
- "The food is lovely and well presented; in fact (my relative) has put on weight." (relative)
- "There is a good staff team here, we all help each other out." (staff)
- "The quality of the meals is good, the residents are always offered a choice or an alternative could be provided. We are a good staff team who all work well together." (staff)

Five completed questionnaires were returned to RQIA from relatives. Respondents described their level of satisfaction with this aspect of care as very satisfied.

Comments received were as follows:

- “We can ask the staff for anything day or night. The staff are always willing to answer any of our questions.”
- “As a relative I am kept informed of everything with the regard to the needs/care of the patient.”

Areas of good practice

There were examples of good practice found throughout the inspection in relation to care records, reviews, communication between residents, staff and other interested parties.

Areas for improvement

One area for improvement was identified in regards to the need for a care plan in relation to the management of pain.

	Regulations	Standards
Total number of areas for improvement	0	1

6.6 Is care compassionate?

Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.

The residents and one representative spoken with advised that consent was sought in relation to care and treatment. Discussion and observation of care practice and social interactions demonstrated that residents were treated with dignity and respect. Staff described their awareness of promoting residents’ rights, independence, dignity and how confidentiality was protected.

Discussion with staff, residents, one representative and observation of practice confirmed that residents’ needs were recognised and responded to in a prompt and courteous manner by staff; residents were listened to, valued and communicated with in an appropriate manner and their views and opinions were taken into account in all matters affecting them. For example, residents were encouraged and supported to actively participate in the annual reviews of their care. Other systems of communication included residents’ meetings, a suggestion box and visits by the registered provider.

Residents were consulted with, at least annually, about the quality of care and environment. The findings from the consultation were collated into a summary report and action plan was made available for residents and other interested parties to read.

Discussion with staff, residents and one representative, observation of practice and review of care records confirmed that residents were enabled and supported to engage and participate in meaningful activities. An activities timetable was displayed on the notice board including photographs of events undertaken by the residents in the home. On the day of the inspection the hairdresser was present in the home. Arrangements were in place for residents to maintain links with their friends, families and wider community.

Residents, staff and relatives spoken with during the inspection made the following comments:

- “The staff are all very kind to me, I am well looked after.” (resident)
- “I am very happy in here, well looked after.” (resident)
- “The staff here are very approachable and the care provided is superb. There is good communication with the family.” (relative)
- “I would be very happy to place any relative of mine in here, the care provided is very good.” (staff)
- “This home is so relaxed; it’s an amazing layout and a very enjoyable place to work. This is a lovely clean, well-kept home. The manager really cares for the residents and she is always there if anything is needed.” (staff)

Five completed questionnaires were returned to RQIA from relatives. Respondents described their level of satisfaction with this aspect of care as very satisfied.

Comments received were as follows:

- “I have witnessed the care given in Gngangara at all times of the day and week. It is of an excellent standard.”
- “We are very happy with all the care. Our relative is treated with respect and we can ask for anything day or night. Our relative is very content and we always feel really welcome.”

Areas of good practice

There were examples of good practice found throughout the inspection in relation to the culture and ethos of the home, listening to and valuing residents and taking account of the views of residents.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.7 Is the service well led?

Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care

The senior care assistant confirmed that the needs of residents were met in accordance with the home’s statement of purpose and the categories of care for which the home was registered with RQIA. A range of policies and procedures was in place to guide and inform staff. Policies were stored electronically and were easily accessible by staff.

There was a complaints policy and procedure in place which was in accordance with the legislation and Department of Health (DoH) guidance on complaints handling. Residents and/or their representatives were made aware of how to make a complaint by way of information on display in the home. RQIA’s complaint poster was available and displayed in the home.

Review of the complaints records confirmed that arrangements were in place to effectively manage complaints from residents, their representatives or any other interested party. Records of complaints included details of any investigation undertaken, all communication with complainants, the outcome of the complaint and the complainant's level of satisfaction.

The home retained compliments received, for example, thank you letters and cards and there were systems in place to share these with staff.

A review of the accident, incident and notifiable events confirmed that these were effectively documented and reported to RQIA and other relevant organisations in accordance with the legislation and procedures.

Staff were provided with mandatory training and additional training opportunities relevant to any specific needs of the residents. Examples of additional training completed by staff included management of diabetes, end of life care and Huntington's chorea.

A visit by the registered provider was undertaken as required under Regulation 29 of The Residential Care Homes Regulations (Northern Ireland) 2005; a report was produced and made available for residents, their representatives, staff, RQIA and any other interested parties to read. An action plan was developed to address any issues identified which include timescales and person responsible for completing the action.

There was a clear organisational structure and all staff were aware of their roles, responsibility and accountability. The senior care assistant stated that the registered provider was kept informed regarding the day to day running of the home through telephone calls, emails and visits to the home.

Inspection of the premises confirmed that the RQIA certificate of registration and employer's liability insurance certificate were displayed.

The home had a whistleblowing policy and procedure in place and discussion with staff confirmed that they were knowledgeable regarding this. The senior care assistant advised that staff could also access line management to raise concerns and that staff would be offered support.

Discussion with staff confirmed that there were good working relationships within the home and that management were responsive to suggestions and/or concerns raised. There were open and transparent methods of working and effective working relationships with internal and external stakeholders.

One relative and staff spoken with during the inspection made the following comments:

- "Margaret is the manager in here, she is very approachable, if you had a problem." (relative)
- "Margaret is a great manager, I am confident that if I raised an issue, action would be taken." (staff)
- "There are brilliant structures in place. Margaret is brilliant and not afraid to tackle problems. She is valued by staff and is very professional." (staff)

Five completed questionnaires were returned to RQIA from relatives. Respondents described their level of satisfaction with this aspect of care as very satisfied.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to governance arrangements, management of complaints and incidents and maintaining good working relationships.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Paula McCarron, senior care assistant, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all areas for improvement identified 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 the residential care home. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises RQIA would apply standards current at the time of that application.

7.1 Areas for improvement

Areas for improvement have been identified where action is required to ensure compliance with The Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards, August 2011.

7.2 Actions to be taken by the service

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP via Web Portal for assessment by the inspector.

Quality Improvement Plan	
Action required to ensure compliance with the DHSSPS Residential Care Homes Minimum Standards, August 2011	
Area for improvement 1 Ref: Standard 27.1 Stated: First time To be completed by: 28 February 2019	<p>The registered person shall ensure that the following matters are attended to:</p> <ul style="list-style-type: none"> • Address the rust on an identified handrail • Repair the missing plaster on the wall <p>Ref: 6.4</p>
	<p>Response by registered person detailing the actions taken: These matters have been completed by Radius Maintenance department</p>
Area for improvement 2 Ref: Standard 6.2 Stated: First time To be completed by: 28 February 2019	<p>The registered person shall ensure that a care plan is devised in regard to the management of pain for one identified resident.</p> <p>Ref: 6.5</p>
	<p>Response by registered person detailing the actions taken: A Care plan is now in place to manage the pain of this resident. The care plan reflects their needs</p>

Please ensure this document is completed in full and returned via Web Portal



The **Regulation** and
Quality Improvement
Authority

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

Tel 028 9536 1111
Email info@rqia.org.uk
Web www.rqia.org.uk
 [@RQIANews](https://twitter.com/RQIANews)

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