

Inspection Report

18 June 2021



Action on Hearing Loss

Type of service: Residential Care Home
Address: 1-2 Harkness Gardens, Londonderry, BT47 6GG
Telephone number: 028 7134 1005

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

Organisation/Registered Provider: Royal National Institute for Deaf People t/a Action on Hearing Loss Responsible Individual(s): Mrs Sharon Ford	Registered Manager: Mrs Maria Taylor - Acting Manager
Person in charge at the time of inspection: Mrs Maria Taylor	Number of registered places: 6
Categories of care: Residential Care (RC): MP – mental disorder excluding learning disability or dementia LD – learning disability SI – sensory impairment	Number of residents accommodated in the nursing home on the day of this inspection: 4
Brief description of the accommodation/how the service operates: This is a residential care home registered to provide residential care for up to 6 residents.	

2.0 Inspection summary

An announced inspection took place on 18 June 2021 from 11am to 3.15pm. The inspection was conducted by a finance inspector and focused on the management of residents' finances within the home.

Short notice of the inspection was provided to the manager on the day before the inspection in order to ensure that arrangements could be made to safely facilitate the inspection in the home.

Review of the management of residents' finances found that robust audit arrangements were in place for the retention of residents' personal items however, improvements were needed in the recording of the financial arrangements in place for residents.

3.0 How we inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how they were performing at the time of our inspection, highlighting both good practice and any areas for improvement.

It is the responsibility of the service provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

To prepare for this inspection information held by RQIA about this home was reviewed. This included previous inspection findings, incidents and correspondence.

To complete the inspection a sample of records relating to residents' finances and the storage arrangements for residents monies and valuables were reviewed. Staff training and the auditing systems used to ensure the safe management of residents' finances and personal property were also reviewed.

4.0 What people told us about the service

The inspector met with the manager, the deputy manager and another member of staff. All staff were wearing face masks and other personal protective equipment (PPE) as needed. PPE signage was displayed.

Staff were warm and friendly and it was evident from their interactions that they knew the residents well. Residents were observed to be relaxing in lounges throughout the home.

Residents and visitors views were sought during the care inspection on 15 June 2021 and feedback is included within that report.

5.0 The inspection

5.1 What has this service done to meet any areas for improvement identified at or since last inspection?

A care inspection was undertaken on 15 June 2021. The report had not yet been issued at the time of this inspection. The areas for improvement identified during that inspection will be reviewed by the care inspector at the next inspection.

5.2 Inspection findings

5.2.1 What arrangements are in place to ensure that residents' monies and valuables are appropriately stored, recorded and monitored?

A safe place should be available for residents to deposit and withdraw their money and valuables when required. Up to date records of the monies and valuables held should be in place (including monies held in bank accounts). Checks on monies and valuables held should be undertaken at least quarterly and recorded.

A safe place was provided within the home for the retention of residents' monies and valuables. At the time of the inspection there were satisfactory controls around the physical location of the safe place and the members of staff with access to it.

A review of records of monies held on behalf of residents showed that the amounts held in sterling were up to date at the time of the inspection. A small amount of euros was held for two residents, the euros were not included in the reconciliations (checks) of monies held on behalf of residents. This was discussed with the manager and identified as an area for improvement.

Detailed records of personal items held in the safe place on behalf of residents were in place at the time of the inspection. Good practice was observed as a separate record was available for each item. The records were updated when the items were removed from and returned to the safe place. Two signatures were recorded against each entry in the records.

5.2.2 What arrangements are in place to ensure that residents' monies, valuables and personal property are appropriately managed and safeguarded?

Each resident should be provided with an individual written agreement that sets out the terms of their residency, the amount of the weekly fee (including any third party top-up charge) and an accurate itemised list of all agreed services and facilities over and above the general services and facilities provided. The individual charges for all the agreed itemised services and facilities should also be included. The agreements should be signed by the resident, or their representative, and a representative from the home.

Copies of two residents' written agreements were reviewed. The agreements set out the terms and conditions for residing at the home. The agreements did not show the current weekly fee paid by, or on behalf of, the residents. A review of a sample of records of fees received on behalf of residents confirmed that the amounts received were not reflected in the written agreements. This was discussed with the manager and identified as an area for improvement.

The manager confirmed that no resident was paying an additional amount towards their fee over and above the amount agreed with the health and social care trusts.

The written agreements should include details of any financial arrangements in place for residents such as, appointee for social security benefits or controller of a bank account. Written authorisation from relevant agencies to act as an appointee or controller should be retained at the care home.

The manager told us that the previous manager was the named controller for one resident's bank account. Copies of correspondence between the home and the Office of Care and Protection (OCP) were retained within the resident's file. The correspondence reflected that the named controller had left the home. The last correspondence held in the file was dated January 2021. Monies were withdrawn from the resident's bank account when required however, as the account was not managed by the authorised controller, the manager was advised to contact the Health and Social Care Trust in order to request a review of the current financial arrangements for the resident.

The review should include the options considered for the appointment of a controller. The current financial policies and procedures only allow members of staff to become a resident's controller on a temporary basis. A record of the outcome of the review, including the outcome of discussions with family members and representatives from the Health and Social Care Trust, should be retained in the resident's file. This was identified as an area for improvement.

The manager told us that care staff supported two residents making withdrawals from their bank accounts. A sample of records of amounts lodged at the home from bank withdrawals showed that receipts were retained from the withdrawals. The amounts on the receipts reflected the amounts recorded as lodged at the home. No record of these arrangements was retained in the residents' files at the time of the inspection. It is important that financial arrangements undertaken on behalf of residents are agreed with the residents' representatives and the Health and Social Care Trust. The agreed arrangements should be documented and retained within the residents' files.

The manager was advised to contact the Health and Social Care Trust to arrange a review of the current financial arrangements for the two residents. The review should include the arrangements for making withdrawals from the bank accounts. A record of the outcome of the review should be retained within the residents' files. This was identified as an area for improvement.

In line with good practice the manager checks the statements from the bank accounts as part of the reconciliation of monies held on behalf of residents. The statements are checked against the records of withdrawals from and deposits to the accounts.

A review of a sample of purchases undertaken on behalf of residents showed that records were up to date. Two signatures were against each entry in the residents' records and receipts were available from each of the purchases reviewed.

An inventory of personal property brought into residents' rooms should be maintained at the care home. The inventory records should be updated when additional items are brought into the rooms or when items are disposed of. The records of personal property should be checked at least quarterly and signed by two members of staff.

Four residents' personal property records were reviewed. The records were up to date at the time of the inspection. The property records were checked at least quarterly and signed by a member of staff. The manager was advised that two signatures should be recorded when completing the checks.

5.2.3 What measures are in place to ensure that staff in the home are trained and supported to manage residents' finances?

To ensure that residents' finances are managed appropriately, staff who manage residents' finances must be appropriately trained. The registered person has a responsibility to check that staff are competent in managing residents' finances and that staff are supported. Policies and procedures should be up to date and readily available for staff use.

Records of staff training in relation to resident's finances were available for inspection. Staff involved with residents' finances had also received adult safeguarding training.

Policies and procedures for the management and control of residents' finances were available for inspection. The policies were readily available for staff use. The policies were up to date and reviewed at least every three years.

6.0 Conclusion

The inspection sought to assess if the home was delivering safe, effective and compassionate care and if the home was well led.

Based on the outcome of this inspection, RQIA was assured that this service is providing safe and effective care in a caring and compassionate manner in relation to residents' finances. However; four areas for improvement were identified in relation to the service being well led with regard to residents' finances. These areas for improvement will be reviewed at a future inspection to ensure they have been addressed.

We would like to thank the residents, manager and staff for their assistance throughout the inspection.

7.0 Quality Improvement Plan/Areas for Improvement

Areas for improvement have been identified where action is required to ensure compliance with the Residential Care Homes' Minimum Standards (August 2011).

	Regulations	Standards
Total number of Areas for Improvement	0	4

Areas for improvement and details of the Quality Improvement Plan were discussed with Mrs Maria Taylor, Manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

Quality Improvement Plan	
Action required to ensure compliance with Residential Care Homes Minimum Standards (2011)	
Area for improvement 1 Ref: Standard 15.12 Stated: First time To be completed by: Immediate and ongoing from the date of inspection	<p>The registered person shall ensure that all monies held on behalf of residents are included in the reconciliations of residents' monies.</p> <p>Ref: 5.2.1</p> <p>Response by registered person detailing the actions taken: Completed. All euros now also recorded on the PWS money ledger.</p>
Area for improvement 2 Ref: Standard 4.2 Stated: First time To be completed by: 31 August 2021	<p>The registered person shall ensure that residents' written agreements are updated to show the current weekly fee paid by, or on behalf of, residents.</p> <p>Ref: 5.2.2</p> <p>Response by registered person detailing the actions taken: Completed and filed in Finance folder</p>
Area for improvement 3 Ref: Standard 15.2 Stated: First time To be completed by: 31 August 2021	<p>The registered person shall ensure that the Health and Social Care Trust is contacted in order to arrange a review of the current financial arrangements for the resident identified during the inspection, for which the previous manager was the named controller.</p> <p>The review should include the options considered for the appointment of a controller (The home's current policy for staff becoming a controller on a temporary basis should be reflected in the discussions).</p> <p>A record of the outcome of the review, including the outcome of discussions with family members and representatives from the Health and Social Care Trust, should be retained in the resident's file.</p> <p>Ref: 5.2.2</p> <p>Response by registered person detailing the actions taken: Relevant Trust contacted in relation to Controller situation for identified individual. All relevant documentation forwarded and waiting outcome decision.</p>

	<p>Annual reviews kept on file outline family / Trust agreement on current financial measures</p> <p>All process currently remain under review to ensure best practice</p>
<p>Area for improvement 4</p> <p>Ref: Standard 15.2</p> <p>Stated: First time</p> <p>To be completed by: 31 August 2021</p>	<p>The registered person shall ensure that the Health and Social Care Trust is contacted in order to arrange a review of the current financial arrangements for the two residents, identified during the inspection, for which care staff supported the residents making withdrawals from their bank accounts.</p> <p>A record of the outcome of the review, which includes the arrangements for making the withdrawals, should be retained in the residents' files.</p> <p>Ref: 5.2.2</p> <p>Response by registered person detailing the actions taken: Relevant Trust contacted and review in process In house review of practice also under a continued review process</p>

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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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