



The Regulation and
Quality Improvement
Authority

Follow Up Inspection – Enforcement Monitoring

Name of Establishment:	Seven Oaks Housing with Care
Establishment ID No:	1124
Date of Inspection:	23 June 2014
Inspector's Name:	Angela Graham
Inspection No:	IN020039

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY
Hilltop, Tyrone & Fermanagh Hospital, Omagh, BT79 0NS
Tel: 028 8224 5828 Fax: 028 8225 2544

1.0 General Information

Name of Home:	Seven Oaks Housing with Care
Address:	Crescent Link Londonderry BT47 6DN
Telephone Number:	(028) 7131 1278
E mail Address:	Toni.strawbridge@foldgroup.co.uk
Registered Organisation/ Registered Provider:	Fold Housing Association
Registered Manager:	Mrs Toni Strawbridge
Person in Charge of the Home at the Time of Inspection:	Mrs Toni Strawbridge
Categories of Care:	RC-DE
Number of Registered Places:	16
Number of Residents Accommodated on Day of Inspection:	15
Scale of Charges (per week):	£450.00
Date and Type of Previous Inspection:	Unannounced care inspection 04 April 2014
Date and Time of Inspection:	23 June 2014 9:35am – 12:15pm
Name of Inspector:	Angela Graham

2.0 Introduction

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect residential care homes. A minimum of two inspections per year are required.

This is a report of a follow up inspection to assess the level of compliance achieved following the issuing of two failure to comply with regulation notices issued on 17 April 2014. The report details the extent to which compliance had been achieved.

3.0 Purpose of the inspection

An unannounced inspection of the service was undertaken on 04 April 2014 and during the inspection a number of concerns were identified.

Subsequent to the inspection RQIA met with the responsible individual and two notices of failure to comply with The Residential Care Homes Regulations (Northern Ireland) 2005 were issued.

The purpose of this inspection was to review if the home was compliant with regulations following the issue of two failure to comply notices. This was achieved through a process of analysis and evaluation of available evidence.

The aims of the inspection were to examine how the responsible individual had implemented the actions stated in the notices of failure to comply.

4.0 Method/process

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

- Discussion with the registered manager
- Discussion with care staff
- Examination of records
- File audit
- Evaluation and feedback

5.0 Inspection focus

The focus of this inspection was to assess the progress made in moving to compliance with the notices of failure to comply with the following:

The Residential Care Homes Regulations (Northern Ireland) 2005:

Regulation 20.—(1) The registered person shall, having regard to the size of the residential care home, the statement of purpose and the number and needs of residents –

(a) ensure that at all times suitably qualified, competent and experienced persons are working at the home in such numbers as are appropriate for the health and welfare of residents.

Regulation 21.—(1) The registered person shall not employ a person to work at the residential care home unless –

- (a) the person is fit to work at the home;
- (b) subject to paragraph (5), he has obtained in respect of that person the information and documents specified in paragraphs 1 to 7 of Schedule 2;
- (c) he is satisfied on reasonable grounds as to the authenticity of the references referred to in paragraph 3 of Schedule 2 in respect of that person.

(2) Paragraph 1 applies to a person who is employed by a person (“the employer”) other than the registered person.

(3) Paragraph 1 applies to a position in which a person may in the course of his duties have regular contact with residents at the home.

(4) The registered person shall not allow a person to whom paragraph (2) applies to work at the home in a position to which paragraph (3) applies, unless –

- (a) the person is fit to work at the home;
- (b) the employer has obtained in respect of that person the information and documents specified in –

- (i) paragraphs 1 to 7 of Schedule 2; and has confirmed in writing to the registered person that he has done so; and

- (c) the employer is satisfied on reasonable grounds as to the authenticity of the references referred to in paragraph 3 of Schedule 2 in respect of that person, and has confirmed in writing to the registered person that he is so satisfied.

(5) For the purposes of paragraphs (1) and (4), a person is not fit to work at a home unless –

- (a) he is of integrity and good character;
- (b) he has qualifications or training suitable to the work that he is to perform, and the skills and experience necessary for such work;
- (c) he is physically and mentally fit for the purposes of the work he is to perform at the home;
- (d) full and satisfactory information is available in relation to him in respect of the following matters –
 - (i) each of the matters specified in paragraphs 1 to 7 of Schedule 2.

The failure to comply notices were issued on 17 April 2014. Full compliance with the notices was required to be achieved by 23 June 2014.

6.0 Profile of Service

Seven Oaks Housing with Care provides care for up to 16 adults with dementia care needs in residential category of care.

The home is a purpose built facility situated in Seven Oaks, Fold Housing Complex off Crescent Link (Londonderry) convenient to local shops, recreational facilities and within easy reach of the city centre.

Seven Oaks Housing with Care provides 16 single bedrooms (referred to as flat lets), with en-suite facilities; a guest bedroom; four dining areas with fitted kitchens attached; and seven sitting rooms. Other facilities include disability accessible bathrooms with specialist baths/shower and toilet facilities, laundry, kitchen, a smoking area, a prayer room, offices, staff accommodation and storage areas. There are two secure courtyard gardens that are attractively landscaped with water features and flower beds.

7.0 Findings in relation to the failure to comply notice

FTC/RCH/1124/2014-2015/01

The Residential Care Homes Regulations (Northern Ireland) 2005:

Regulation 20.—(1) The registered person shall, having regard to the size of the residential care home, the statement of purpose and the number and needs of residents –

- (a) ensure that at all times suitably qualified, competent and experienced persons are working at the home in such numbers as are appropriate for the health and welfare of residents.

Action required to comply with regulations:

The responsible individual must ensure, taking into consideration the statement of purpose, size and layout of the home, that the home is staffed at all times with suitably qualified competent and experienced persons, in sufficient numbers to meet the assessed health, safety and welfare needs of the residents accommodated.

Records examined:

- Staff duty rosters

Inspection findings:

The inspector reviewed staff duty rosters from 04 April 2014 to 22 June 2014. The review evidenced that care and ancillary staffing levels were in line with Regulation and Quality Improvement Authority's recommended minimum staffing levels. The registered manager confirmed that staffing levels were considered to be satisfactory to meet the assessed health, safety and welfare needs of residents currently accommodated.

8.0 Findings in relation to the failure to comply notice

FTC/RCH/1124/2014-2015/02

The Residential Care Homes Regulations (Northern Ireland) 2005:

Regulation 21.—(1) The registered person shall not employ a person to work at the residential care home unless –

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(2) Paragraph 1 applies to a person who is employed by a person (“the employer”) other than the registered person.

(3) Paragraph 1 applies to a position in which a person may in the course of his duties have regular contact with residents at the home.

(4) The registered person shall not allow a person to whom paragraph (2) applies to work at the home in a position to which paragraph (3) applies, unless –

- (a) the person is fit to work at the home;
- (b) the employer has obtained in respect of that person the information and documents specified in –

- (i) paragraphs 1 to 7 of Schedule 2; and has confirmed in writing to the registered person that he has done so; and

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(5) For the purposes of paragraphs (1) and (4), a person is not fit to work at a home unless –

- (a) he is of integrity and good character;
- (b) he has qualifications or training suitable to the work that he is to perform, and the skills and experience necessary for such work;
- (c) he is physically and mentally fit for the purposes of the work he is to perform at the home;
- (d) full and satisfactory information is available in relation to him in respect of the following matters –
 - (i) each of the matters specified in paragraphs 1 to 7 of Schedule 2.

Action required to comply with regulations:

The responsible individual is required to develop and implement procedures that ensure that all domiciliary care workers supplied to work in the residential care home are suitably qualified, experienced and fit to undertake their duties.

The responsible individual is required to ensure there are robust arrangements implemented to ensure that full and satisfactory information is obtained about domiciliary care workers prior to service commencement, as outlined in Schedule 2 of The Residential Care Homes Regulations (Northern Ireland) 2005.

The responsible individual must ensure appropriate records are maintained in regard to domiciliary agency staff.

Records examined:

- Staff duty rosters
- Fold Housing Association Use of Agency Staff Policy
- Correspondence dated 19 June 2014
- Induction proforma for staff supplied by domiciliary care agencies

Inspection findings:

In advance of the follow up inspection, a representative of the responsible individual forwarded to RQIA correspondence confirming that staff from domiciliary care agencies had not worked in the residential care home since the failure to comply notice was issued. Discussion with the registered manager on the day of inspection confirmed this arrangement. The inspector reviewed staff duty rosters from 04 April 2014 to 22 June 2014 and found this to be the case.

A policy and procedure for the use of agency staff dated February 2014 was available in the home on the day of inspection. The inspector discussed the implementation of this policy and procedures with the registered manager. The registered manager informed the inspector that she approves the usage of all agency staff and seeks authorisation for this from a senior manager. The registered manager confirmed that senior care staff have been advised of the issues arising from the previous inspection and their role and responsibilities in regard to adhering to the policy and procedures for the use of agency staff. Discussion with the senior care assistant on duty on the day of inspection confirmed that they were knowledgeable in regard to this policy and procedures.

The registered manager confirmed that procedures were in place to ensure that all domiciliary care workers supplied to work in the residential care home are suitably qualified, experienced and fit to undertake their duties. The registered manager informed the inspector that an induction proforma for staff supplied by domiciliary care agencies that included confirmation of proof of registration with an appropriate professional regulatory body and proof of identity had been put in place. Evidence was provided in this regard. The registered manager confirmed that this proforma would be completed with all domiciliary workers supplied to work in the residential care home prior to commencing duty in the care home.

Conclusion

Following review of the evidence presented and discussions during this inspection, the inspector concluded that compliance with the failure to comply notices issued on 17 April 2014 in relation to Regulations 20 (1) (a) and 21 (1) (a) (b) (c), (2), (3), (4) (a) (b)(i) (c), (5) (a) (b) (c) (d)(i) of The Residential Care Homes Regulations (Northern Ireland) 2005 had been achieved.

The inspector would like to thank the residents, the registered manager and staff for their assistance and support throughout the inspection process.

Where the inspection resulted in no recommendations or requirements being made the provider/manger is asked to sign the appropriate page confirming they are assured about the factual accuracy of the content of the report.

Enquiries relating to this report should be addressed to:

Angela Graham
The Regulation and Quality Improvement Authority
Hilltop
Tyrone & Fermanagh Hospital
Omagh
BT79 0NS



No requirements or recommendations resulted from the Follow Up – Enforcement Monitoring inspection of Seven Oaks Housing with Care which was undertaken on 23 June 2014 and I agree with the content of the report. Return this QIP to care.team@rqia.org.uk

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

NAME OF REGISTERED MANAGER COMPLETING	Toni Strawbridge
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING	Fiona McAnespie

Approved by:	Date
Angela Graham	30/07/14