



The Regulation and
Quality Improvement
Authority

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**Unannounced Care Inspection
of
Colorado**

05 January 2016

The Regulation and Quality Improvement Authority
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3. Inspection focus

The inspection sought to determine if the following standard had been met:

Standard 1: Residents' views and comments shape the quality of services and facilities provided by the home.

4. Methods/processes

Prior to inspection we analysed the following records: the previous inspection report and the notification of accidents and incidents.

We met with seven residents, one relative, two members of the care staff, the deputy manager and the registered manager.

We inspected the following records: three care records, accident /incident reports, registered provider visits, fire safety records, complaints/compliments records and the record of residents meetings.

5. The inspection

5.1 Review of requirements and recommendations from previous inspection

The previous inspection of the home was an unannounced care inspection dated 3 September 2015. No QIP was issued at this inspection.

5.2 Review of requirements and recommendations from the last care inspection

No requirements or recommendations were made at the last care inspection.

5.3 Standard 1: Residents' views and comments shape the quality of services and facilities provided by the home.

Is care safe? (Quality of life)

The deputy manager confirmed that residents' views are taken into account in all matters affecting them, in so far as practically possible.

Through discussion with the residents they reported to us that their views were actively sought and incorporated into practice. An example of this was in regard to a new iPad and television which had been purchased in the home following discussion with residents. This was used in the home during the inspection and the residents were enjoying watching music on their new television.

The deputy manager confirmed that the last residents' meeting was convened on 4 October 2015. The residents' views and wishes were actively sought and recorded in regard to facilities and services, menu planning and activity provision. A record of this meeting was available during the inspection. At the most recent residents' meeting discussion took place to plan for Christmas.

In accordance with their capabilities, residents expressed that they were happy and content with their life in the home. They expressed their satisfaction with the facilities and services provided and their relationship with staff. Residents were praising of the staff and advised that their wishes were respected in so far as possible. One comment made was:

“I am happy in here. The staff are good. If you are not happy with the food there is something wrong. A choice of food is offered. The staff are very attentive when I am unwell and I decide when to call the doctor.”

5.4.2 Relatives Views

We met with one relative. This relative commented on the good standard of care provided to his relative. He stated that the residents were always offered plenty of food. He commented on the homely environment in Colorado. He confirmed that any issues or concerns would be promptly addressed.

5.4.3 Staff views

We spoke with two members of care staff, the deputy manager and the registered manager. While the deputy manager was not on duty at the time of the inspection, she came to the home and was available throughout the inspection process.

Staff advised us that they felt supported in their respective roles. The staff related that they had been provided with the relevant resources to undertake their duties. Staff demonstrated to us that they were knowledgeable of the needs of individual residents.

The staff stated that they felt supported by the registered manager and deputy manager and advised that they were very approachable. The staff explained how the residents were offered choices on a daily basis. The staff advised us that if a resident has a particular interest for example in music, outings would be arranged to facilitate this.

Some comments made were:

- “Working here is good, I have no complaints.”
- “This is home from home, the highest standard of care is provided for the residents.”

5.4.4 Environment

We found that the home presented as clean, organised and adequately heated. We observed residents’ bedrooms to be homely and personalised. Décor and furnishings were found to be of a good standard. Spiritual emblems were noted within residents’ bedrooms.

5.4.5 Care practices

We found the atmosphere in the home was friendly and welcoming. We observed staff to be interacting with residents in a respectful, polite, warm and supportive manner. Residents were well dressed with good attention to personal detail noted.

6. Quality Improvement Plan

The issues identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Trudie Ritchie, deputy manager. The timescales commence from the date of inspection.

The registered person/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered person/manager to ensure that all requirements and recommendations contained 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 your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

6.1 Statutory requirements

This section outlines the actions which must be taken so that the registered person/s meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Residential Care Homes Regulations (Northern Ireland) 2005.

6.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and The DHSSPS Residential Care Homes Minimum Standards (2011). They promote current good practice and if adopted by the registered person may enhance service, quality and delivery.

6.3 Actions taken by the Registered Manager/Registered Person

The QIP should be completed by the registered person/registered manager and detail the actions taken to meet the legislative requirements stated. The registered person will review and approve the QIP to confirm that these actions have been completed. Once fully completed, the QIP will be returned to care.team@rqia.org.uk or RQIA's office (non- paperlite) and assessed by the inspector.

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 in this report do not absolve the registered provider/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 provider/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the home.