



The Regulation and
Quality Improvement
Authority

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**Announced Estates Inspection
of
Hillside Residential Care Home**

09 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 estates inspection took place on 09 June 2015 from 10.00am to 12.30pm. Overall on the day of the inspection the premises supported the delivery of safe, effective and compassionate care. Areas for improvement were identified and are set out in the Quality Improvement Plan (QIP) appended to this report. This inspection was underpinned by the Residential Care Homes Minimum Standards 2011.

1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those items detailed in the previous QIP there were no further actions required to be taken following the last inspection.

1.2 Actions/Enforcement Resulting from this Inspection

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

1.3 Inspection Outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	2	1

The details of the QIP within this report were discussed with Mr Ciaran Donaghy (Maintenance Supervisor) and Ms Edel Shalbinski (Assistant Manager) as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Mrs Bernadette Kiernan O`Donnell	Registered Manager: Karen Shields
Person in Charge of the Home at the Time of Inspection: Edel Shalbinski	Date Manager Registered: 8 May 2015
Categories of Care: RC-MP, RC-MP(E)	Number of Registered Places: 13
Number of Residents Accommodated on Day of Inspection: 12	Weekly Tariff at Time of Inspection: £470

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following standards have been met:

Standard 27: Premises and Grounds

Standard 28: Safe and Healthy working Practices

Standard 29: Fire safety

4. Methods/Process

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

Prior to inspection the following records were analysed: Previous estates inspection report and statutory notifications submitted over the previous 12 month period.

During the inspection the inspector met with Mr Ciaran Donaghy (Maintenance Supervisor) and Mrs Edel Shalbinski (Assistant Manager).

The following records were examined during the inspection: Copies of building service records, building user maintenance log books relating to the building and building engineering services, legionellae risk assessment and fire risk assessment.

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 7 May 2015, reference IN016717. The completed QIP has not yet been returned, and approved by the care inspector.

QIP item responses will be evaluated by the care inspector.

5.2 Review of Requirements and Recommendations from the last Estates Inspection

Previous Inspection Recommendations		Validation of Compliance
Recommendation 1 Ref: Standard 32.1	Complete a condition survey of all interior accommodation and implement a planned redecoration works.	Met
	Action taken as confirmed during the inspection: Redecoration improvement works implemented.	
Recommendation 2 Ref: Standard 36.1	Implement the recommended improvement works listed in the fire risk assessment works action plan.	Met
	Action taken as confirmed during the inspection: An external sheltered smoker area has been provided at the rear of facility.	

5.3 Standard 27: Premises and Grounds Is Care Safe? (Quality of Life)

A range of documents related to the maintenance of the premises was presented for review during this Estates inspection. This documentation included inspection and test reports for building engineering services and associated risk assessments. This supports the delivery of safe care.

There were no issues identified for attention during this estates inspection.

Is Care Effective? (Quality of Management)

A range of accommodation, facilities and support services is provided in the premises. This supports the delivery of effective care.

An issue was identified for attention during this Estates inspection and is detailed in the 'areas for improvement' section below.

Is Care Compassionate? (Quality of Care)

The areas of the premises inspected were well presented, clean and free from malodours. This supports the delivery of compassionate care.

There were no issues identified for attention during this estates inspection.

Areas for Improvement

A number of decorated surfaces had sustained damage from impact with wheelchairs/hoists, etc: GF Bed Room12 and Kitchen.

Refer to Quality Improvement Plan (QIP) Recommendation 1.

Number of Requirements	0	Number Recommendations:	1
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5.4 Standard 28: Safe and Healthy Working Practices

Is Care Safe? (Quality of Life)

A range of documents related to the safe operation of the premises, installations and engineering services was presented for review during this Estates inspection. This supports the delivery of safe care.

A number of issues were identified for attention during this Estates inspection; these are detailed in the 'areas for improvement' section below.

Is Care Effective? (Quality of Management)

The dependency and needs of the residents are considered as part of the risk assessment processes; this is reflected in the management of the home. This supports the delivery of effective care.

Two issues were identified for attention during this Estates inspection and are detailed in the 'areas for improvement' section below.

Is Care Compassionate? (Quality of Care)

There are health and safety procedures and control measures in place which support the delivery of compassionate care.

Areas for Improvement

Gas Safe Register engineer inspection/test certificate for laundry gas appliance was not presented for review.

Refer to Quality Improvement Plan (QIP) Requirement 1.

Passenger lift Lifting Operations and Lifting Equipment Regulations (LOLER) Regulation 9 thorough examinations were not completed at six monthly intervals. 22 May 2015 and 20 January 2014 were consecutive thorough examinations.

Refer to Quality Improvement Plan (QIP) Requirement 2.

Number of Requirements	2	Number Recommendations:	0
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5.5 Standard 29: Fire Safety

Is Care Safe? (Quality of Life)

A range of fire protection measures are in place for the premises, this includes: a fire detection and alarm system, emergency lighting, first aid fire-fighting equipment, structural fire separation and protection to the means of escape. This supports the delivery of safe care.

There were no issues identified for attention during this estates inspection.

Is Care Effective? (Quality of Management)

The standard used by the registered person to determine the overall level of fire safety within the premises takes account of: the interaction between the physical fire precautions, the fire hazards, the number of patients, the management policies and the availability of adequately. There were no issues identified for attention during this estates inspection.

Is Care Compassionate? (Quality of Care)

The standard used by the registered persons to determine the extent of fire safety protection measures that are appropriate for the premises recognises the need to maintain a homely, non-institutionalised environment. This supports the delivery of compassionate care. There were no issues identified for attention during this Estates inspection.

Areas for Improvement

Number of Requirements	0	Number Recommendations:	0
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5.6 Additional Areas Examined

Not applicable.

6. Quality Improvement Plan

The issues identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Mr Ciaran Donaghy (Maintenance Supervisor) and Ms Edel Shalbinski (Assistant Manager) as part of the inspection process. 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, The Residential Care Homes Regulations (Northern Ireland) 2005.

6.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and 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 manager to 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 by the registered manager. Once fully completed, the QIP will be returned to estates.mailbox@rqia.org.uk 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 within this report do not absolve the registered person/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 person/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the home.

Quality Improvement Plan

Statutory Requirements			
Requirement 1 Ref: Regulations 14.(2)(a)(b)(c) Stated: First time To be Completed by: 04 August 2015	Submit a copy of gas safe certificate for laundry gas appliance to RQIA, for verification and record.		
	Response by Registered Manager Detailing the Actions Taken: This has been submitted by Ciaran		
Requirement 2 Ref: Regulations 14.(2)(a)(b)(c) Stated: First time To be Completed by: 04 August 2015	Submit verification that passenger lift Lifting Operations and Lifting Equipment Regulation (LOLER) 9 thorough examinations are to be implemented at six monthly intervals.		
	Response by Registered Manager Detailing the Actions Taken: This has been submitted by Ciaran		
Recommendations			
Recommendation 1 Ref: Standard 32.1 Stated: First time To be Completed by: 01 September 2015	Complete a condition survey of all decorated surfaces, implement repair works where deemed necessary to maintain good decorative standards.		
	Response by Registered Manager Detailing the Actions Taken: Additional painting and replacing of flooring has been done		
Registered Manager Completing QIP	T McGarvey	Date Completed	14.10.15
Registered Person Approving QIP	Mrs B.Kiernan O'Donnell	Date Approved	14.10.15
RQIA Inspector Assessing Response	Raymond Sayers	Date Approved	14.10.15

Please ensure the QIP is completed in full and returned to estates.mailbox@rqia.org.uk from the authorised email address