

Inspection Report

11 December 2023



Knockagh Rise

Type of service: Nursing Home
Address: 236 Upper Road, Greenisland, BT38 8RP
Telephone number: 02890 855 930

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: Knockagh Rise Ltd Responsible Individual: Mrs Ruth Elizabeth Logan	Registered Manager: Mrs Joeleen Logan – not registered
Person in charge/Person met at the time of inspection: Mrs Joeleen Logan	Number of registered places: 29
Categories of care: NH-PH(E), NH-PH, NH-I	Number of accommodated in the on the day of this inspection: 27
Brief description of the accommodation/how the service operates: Knockagh Rise is a nursing home registered to provide nursing care for up to 29 patients. Patients have access to a communal lounge, dining room and gardens on the ground floor. Bedrooms are situated over three floors.	

2.0 Inspection summary

An announced inspection took place on 11 December 2023, between 10:30 am and 11:30 am by a care and estates inspector.

This inspection was undertaken to view the works associated with variation VA044841, for one new bedroom with en-suite facilities and a relocated sluice room. The inspection focused solely on the matters summarised above and did not include review of any previous inspection activity at this service.

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.

4.0 The inspection findings

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

Areas for improvement from the last combined inspection on 7 November 2023		
Action required to ensure compliance with The Nursing Homes Regulations (Northern Ireland) 2005		Validation of compliance
Area for improvement 1 Ref: Regulation 13 (4) Stated: Second time	The registered person shall implement a robust audit to ensure that all medicines are administered as prescribed.	Carried forward to the next inspection
	Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.	
Area for improvement 2 Ref: Regulation 20 (1) (a) Stated: Second time	The registered person shall ensure that there are sufficient domestic staff on duty.	Carried forward to the next inspection
	Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.	
Area for improvement 3 Ref: Regulation 16 (2) (b) Stated: Second time	The registered person shall ensure patients' care plans and risk assessments are kept up to date and regularly reviewed to accurately reflect the assessed needs of the patient.	Carried forward to the next inspection
	Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.	
Area for improvement 4 Ref: Regulation 27 (2) (c) and (d) Stated: Second time	The registered person shall ensure that the environmental deficits issues identified during this inspection are addressed.	Carried forward to the next inspection
	Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.	

Area for improvement 5 Ref: Regulation 19 (3) (b) Stated: First time	The registered person shall ensure that records are available as outlined in Schedule 4 of The Nursing Homes Regulations (Northern Ireland) 2005, at all times for inspection in the home by any person authorised by the Regulation and Quality Improvement Authority to enter and inspect the nursing home.	Carried forward to the next inspection
	Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.	
Area for improvement 6 Ref: Regulation 32 (h) Stated: First time	The registered person shall not commence any alterations to the home prior to approval of a formal variation application to RQIA; this is in regard to the identified alterations as outlined in this report.	Carried forward to the next inspection
	Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.	
Area for improvement 7 Ref: Regulation 10 (1) Stated: First time	The registered person shall ensure that the management and governance arrangements are reviewed to ensure they are effective in identifying deficits in regard to the cleanliness of the home.	Carried forward to the next inspection
	Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.	

<p>Area for improvement 8</p> <p>Ref: Regulation 14 (2) (a) (c)</p> <p>Stated: First time</p>	<p>The registered person shall ensure as far as reasonably practical that all parts of the home to which patients have access are free from hazards to their safety.</p> <p>This is stated in relation to:</p> <ul style="list-style-type: none"> • Locking the hairdressing room or ensuring hair products are securely stored within the hairdressing room. • Ensuring storage areas and communal areas do not contain any items that potentially could be hazardous to patients, staff or visitors to the home. <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>	<p>Carried forward to the next inspection</p>
<p>Area for improvement 9</p> <p>Ref: Regulation 27 (4) (c) (d)</p> <p>Stated: First time</p>	<p>The registered person shall ensure that the practice of propping or wedging open of fire doors ceases immediately.</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>	<p>Carried forward to the next inspection</p>
<p>Area for improvement 10</p> <p>Ref: Regulation 29</p> <p>Stated: First time</p>	<p>The registered person shall submit the Regulation 29 reports to RQIA. The reports are to include specific reference and information on the progress of the home with the areas identified in this Quality Improvement Plan.</p> <p>These reports shall be submitted to RQIA on the 5th day of each month until directed otherwise.</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>	<p>Carried forward to the next inspection</p>

Action required to ensure compliance with the Care Standards for Nursing Homes (April 2015)		Validation of compliance
Area for improvement 1 Ref: Standard 31 Stated: First time	The registered person shall ensure that stock balances of controlled drugs are reconciled appropriately on each occasion when the handover for responsibility is transferred.	Carried forward to the next inspection
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.	
Area for improvement 2 Ref: Standard 41 Stated: First time Stated:	The registered person shall ensure that the staff duty rota accurately reflects all staff working in the home on a daily basis.	Carried forward to the next inspection
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.	
Area for improvement 3 Ref: Standard 40 Stated: First time	The registered person shall ensure that all staff receive supervision and appraisal.	Carried forward to the next inspection
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.	
Area for improvement 4 Ref: Standard 12 Stated: First time	The registered person shall ensure the following: <ul style="list-style-type: none"> • The patient dining experience is reviewed with regards to the availability and choice of crockery for the serving of hot drinks. Plastic mugs/cups that are badly stained should be effectively cleaned or replaced. • The daily menu is displayed to accurately reflect the food served. • Appropriate snack choices are made available for patients on a modified diet. 	Carried forward to the next inspection

	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.	
Area for improvement 5 Ref: Standard 23 Stated: First time	The registered person shall ensure that patients are repositioned in keeping with their prescribed care.	Carried forward to the next inspection
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.	
Area for improvement 6 Ref: Standard 4 Stated: First time	The registered person shall ensure that wheelchairs are fit for purpose and clean.	Carried forward to the next inspection
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.	
Area for improvement 7 Ref: Standard 46 Stated: First time	The registered person shall ensure that a system is in place for decontamination of the manual handling equipment between each patient use.	Carried forward to the next inspection
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.	
Area for improvement 8 Ref: Standard 12 Stated: First time	The registered person shall ensure that confidential information regarding patient's dietary needs is not displayed in bedrooms or communal areas.	Carried forward to the next inspection
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.	

Area for improvement 9 Ref: Standard 47.1 Stated: First time	The registered person shall meet and maintain a record of the discussion with all staff in regard to their role and responsibilities to ensure the health, safety and welfare of staff, patients and visitors to the home.	Carried forward to the next inspection
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.	

4.2 The inspection findings

4.2.1 Estates Inspector

Alterations were made to the existing premises to provide one additional bedroom with en-suite facilities providing an accessible shower, toilet and wash hand basin. The bedroom and the associated en-suite exceed the current DoH Care Standards with regards to area and critical dimensions, and were found to have been constructed and decorated to a high standard. The en-suite facilities also have suitable controls in place to ensure safe hot water is provided. It is important that once this bedroom is occupied, that the patient is suitably assessed to ensure that any additional accessibility aids that they may require in their en-suite accommodation are installed. At the time of the inspection it was noted that the wardrobe was not secured in place and that a lockable storage place had not been provided. However, subsequent to the inspection, evidence was provided confirming that both these issues had been suitably resolved.

A new sluice room had been created on the first floor in an existing linen store. It was agreed at the time of the inspection, that the premises existing sluice facilities were sufficient, and that there was a greater need for linen storage within the premises. It was therefore further agreed that the previous linen store be reinstated. Evidence was submitted by the manager subsequent to the inspection confirmed that the linen store had been reinstated.

Documentation presented prior to the inspection and forwarded following the inspection, indicated that the premises and the engineering services and equipment are installed and commissioned in line with relevant legislation, ACOPs and best practice guidance. All relevant risk assessments, including for fire and water safety, had been updated to take account of the alterations and additions made to the home.

4.2.2 Care Inspector

The maximum number of registered patients will increase from 29 to 30 as a result of this variation application.

The new bedroom was clean, spacious, well decorated, suitably furnished, and had ample natural light. The fixtures, fittings, and furnishings within the bedroom was compliant with the Care Standards for Nursing Homes (2022).

5.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no new areas for improvement being identified. Findings of the inspection were discussed with the Manager as part of the inspection process and can be found in the main body of the report.

	Regulations	Standards
Total number of Areas for Improvement	10*	9*

*the total number of areas for improvement includes 19 which are carried forward for review at the next inspection.

Quality Improvement Plan	
Action required to ensure compliance with The Nursing Homes Regulations (Northern Ireland) 2005	
Area for improvement 1 Ref: Regulation 13 (4) Stated: Second time To be completed by: 6 December 2023	The registered person shall implement a robust audit to ensure that all medicines are administered as prescribed. Ref: 4.1
	Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.
Area for improvement 2 Ref: Regulation 20 (1) (a) Stated: Second time To be completed by: With immediate effect	The registered person shall ensure that there are sufficient domestic staff on duty. Ref: 4.1
	Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.
Area for improvement 3 Ref: Regulation 16 (2) (b) Stated: Second time To be completed by: With immediate effect	The registered person shall ensure patients' care plans and risk assessments are kept up to date and regularly reviewed to accurately reflect the assessed needs of the patient. Ref: 4.1
	Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.
Area for improvement 4 Ref: Regulation 27 (2) (c) and (d) Stated: Second time To be completed by: With immediate effect	The registered person shall ensure that the environmental deficits issues identified during this inspection are addressed. Ref: 4.1
	Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.

<p>Area for improvement 5</p> <p>Ref: Regulation 19 (3) (b)</p> <p>Stated: First time</p> <p>To be completed by: With immediate effect</p>	<p>The registered person shall ensure that records are available as outlined in Schedule 4 of The Nursing Homes Regulations (Northern Ireland) 2005, at all times for inspection in the home by any person authorised by the Regulation and Quality Improvement Authority to enter and inspect the nursing home.</p> <p>Ref: 4.1</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>
<p>Area for improvement 6</p> <p>Ref: Regulation 32 (h)</p> <p>Stated: First time</p> <p>To be completed by: 8 November 2023</p>	<p>The registered person shall not commence any alterations to the home prior to approval of a formal variation application to RQIA; this is in regard to the identified alterations as outlined in this report.</p> <p>Ref: 4.1</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>
<p>Area for improvement 7</p> <p>Ref: Regulation 10 (1)</p> <p>Stated: First time</p> <p>To be completed by: 30 November 2023</p>	<p>The registered person shall ensure that the management and governance arrangements are reviewed to ensure they are effective in identifying deficits in regard to the cleanliness of the home.</p> <p>Ref: 4.1</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>
<p>Area for improvement 8</p> <p>Ref: Regulation 14 (2) (a) (c)</p> <p>Stated: First time</p> <p>To be completed by: 8 November 2023</p>	<p>The registered person shall ensure as far as reasonably practical that all parts of the home to which patients have access are free from hazards to their safety.</p> <p>This is stated in relation to:</p> <ul style="list-style-type: none"> • Locking the hairdressing room or ensuring hair products are securely stored within the hairdressing room. • Ensuring storage areas and communal areas do not contain any items that potentially could be hazardous to patients, staff or visitors to the home. <p>Ref: 4.1</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>

<p>Area for improvement 9</p> <p>Ref: Regulation 27 (4) (c) (d)</p> <p>Stated: First time</p> <p>To be completed by: From the date of the inspection onwards (7 November 2023)</p>	<p>The registered person shall ensure that the practice of propping or wedging open of fire doors ceases immediately.</p> <p>Ref: 4.1</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>
<p>Area for improvement 10</p> <p>Ref: Regulation 29</p> <p>Stated: First time</p> <p>To be completed by: 5 December 2023</p>	<p>The registered person shall submit the Regulation 29 reports to RQIA. The reports are to include specific reference and information on the progress of the home with the areas identified in this Quality Improvement Plan.</p> <p>These reports shall be submitted to RQIA on the 5th day of each month until directed otherwise.</p> <p>Ref: 4.1</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>
<p>Action required to ensure compliance with the Care Standards for Nursing Homes (December 2022)</p>	
<p>Area for improvement 1</p> <p>Ref: Standard 31</p> <p>Stated: First time</p> <p>To be completed by: From the date of the inspection onwards (7 November 2023)</p>	<p>The registered person shall ensure that stock balances of controlled drugs are reconciled appropriately on each occasion when the handover for responsibility is transferred.</p> <p>Ref: 4.1</p> <p>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>
<p>Area for improvement 2</p> <p>Ref: Standard 41</p> <p>Stated: First time</p> <p>To be completed by: From the date of the inspection onwards (7 November 2023)</p>	<p>The registered person shall ensure that the staff duty rota accurately reflects all staff working in the home on a daily basis.</p> <p>Ref: 4.1</p> <p>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>

Area for improvement 3 Ref: Standard 40 Stated: First time To be completed by: 31 December 2023	The registered person shall ensure that all staff receive supervision and appraisal. Ref: 4.1 Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.
Area for improvement 4 Ref: Standard 12 Stated: First time To be completed by: 21 November 2023	The registered person shall ensure the following: <ul style="list-style-type: none"> • The patient dining experience is reviewed with regards to the availability and choice of crockery for the serving of hot drinks. Plastic mugs/cups that are badly stained should be effectively cleaned or replaced. • The daily menu is displayed to accurately reflect the food served. • Appropriate snack choices are made available for patients on a modified diet. Ref: 4.1 Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.
Area for improvement 5 Ref: Standard 23 Stated: First time To be completed by: From the date of the inspection onwards (7 November 2023)	The registered person shall ensure that patients are repositioned in keeping with their prescribed care. Ref: 4.1 Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.
Area for improvement 6 Ref: Standard 4 Stated: First time To be completed by: From the date of the inspection onwards (7 November 2023)	The registered person shall ensure that wheelchairs are fit for purpose and clean. Ref: 4.1 Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.

<p>Area for improvement 7</p> <p>Ref: Standard 46</p> <p>Stated: First time</p> <p>To be completed by: From the date of the inspection onwards (7 November 2023)</p>	<p>The registered person shall ensure that a system is in place for decontamination of the manual handling equipment between each patient use.</p> <p>Ref: 4.1</p> <p>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>
<p>Area for improvement 8</p> <p>Ref: Standard 12</p> <p>Stated: First time</p> <p>To be completed by: From the date of the inspection onwards (7 November 2023)</p>	<p>The registered person shall ensure that confidential information regarding patient's dietary needs is not displayed in bedrooms or communal areas.</p> <p>Ref: 4.1</p> <p>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>
<p>Area for improvement 9</p> <p>Ref: Standard 47.1</p> <p>Stated: First time</p> <p>To be completed by: 30 November 2023</p>	<p>The registered person shall meet and maintain a record of the discussion with all staff in regard to their role and responsibilities to ensure the health, safety and welfare of staff, patients and visitors to the home.</p> <p>Ref: 4.1</p> <p>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</p>



The Regulation and Quality Improvement Authority
James House
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA

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

Assurance, Challenge and Improvement in Health and Social Care