

Unannounced Care Inspection Report

9 June 2016



Bohill Bungalows

Type of Service: Nursing home
Address: 69 Cloyfin Road Coleraine BT52 2NY
Tel No: 02870 325180
Inspector: Lyn Buckley

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

1.0 Summary

An unannounced inspection of Bohill Bungalows took place on 9 June 2016 from 09:45 to 12:30 hours.

This inspection was carried out to follow up on information received by RQIA from a healthcare professional on 24 May 2016 in relation to the home's registered categories of care and the management of care delivery in respect of these categories. Refer to sections 3.0 and 4.0 for details.

Following this inspection an enforcement decision making meeting was held in RQIA on 10 June 2016. Senior management decided that requirements would be issued to address regulatory breaches in respect of categories of care, notifiable events and staffing arrangements. No enforcement action was taken as a result of this inspection. Refer to section 3.0 and 4.3 for details.

This inspection was underpinned by The Health and Personal Social Services (Quality Improvement and Regulation) (Northern Ireland) Order 2003, The Nursing Homes Regulations (Northern Ireland) 2005 and the Care Standards for Nursing Homes 2015.

1.1 Inspection outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	4	1

Details of the Quality Improvement Plan (QIP) within this report were discussed with Yvonne Diamond, registered manager, as part of the inspection process and again on 13 June 2016, by telephone, to confirm the outcome of RQIA's enforcement decision making meeting held on 10 June 2016.

The timescales for completion commence from the date of inspection.

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

1.2 Actions/enforcement taken following the most recent inspection

There were no further actions required to be taken following the most recent care inspection on 14 March 2016. Enforcement action did not result from the findings of this inspection.

RQIA have also reviewed any evidence available in respect of serious adverse incidents (SAI's), potential adult safeguarding issues, whistle blowing and any other communication received since the previous care inspection.

2.0 Service details

Registered organisation/registered provider: Parkcare Homes No2 Ltd/ Mrs Sarah Hughes	Registered manager: Yvonne Diamond
Person in charge of the home at the time of inspection: Yvonne Diamond	Date manager registered: 26 February 2016
Categories of care: NH – LD, LD(E), PH and PH(E) A maximum of 6 patients in categories NH-PH and PH(E) to be accommodated in Bungalow 1 A maximum of 18 patients in categories NH-LD and LD(E) to be accommodated in Bungalows 2,3,and 4 with a maximum of 6 patients accommodated in each bungalow	Number of registered places: 24

3.0 Methods/processes

Information was received by RQIA on 24 May 2016 from a healthcare professional which raised concerns in relation to the home's registered categories of care and the management of care delivery in respect of these categories.

It is not the remit of RQIA to investigate complaints or safeguarding allegations made by or on behalf of individuals, as this is the responsibility of the providers and commissioners of care. However, if RQIA is notified of a potential breach of regulations or associated standards, it will review the matter and take whatever appropriate action is required; this may include an inspection of the home. Following discussion with senior management, it was agreed that an inspection would be undertaken to review the following areas:

- the management of the home's categories of care
- the management of notifiable events in accordance with Regulation 30 of The Nursing Homes Regulations (Northern Ireland) 2005
- staffing levels

Prior to inspection we analysed the following information:

- the registration status of the home
- written and verbal communication received by RQIA since the previous care inspection
- the previous care inspection report
- the returned QIP from the previous care inspection
- notifications received since January 2016

The following records were examined during the inspection:

- the home's registration certificate
- a random selection of staff duty rotas from 1 April 2016
- the home's statement of purpose
- staff training records
- review of accident and incident records since March 2016.

4.0 The inspection

4.1 Review of requirements and recommendations from the most recent inspection dated 14 March 2016

The most recent inspection of the home was an unannounced care inspection. The completed QIP was returned and approved by the care inspector. The QIP was validated at this inspection

4.2 Review of requirements and recommendations from the last care inspection dated 14 March 2016

Last care inspection recommendations		Validation of compliance
Recommendation 1 Ref: Standard 41 Stated: First time	The use of 'sleep overs' should be phased out, as soon as possible, to ensure that at all times the needs of patients are met, taking into account the size and layout of the home, the Statement of Purpose and the fire safety requirements.	Not Met
	Action taken as confirmed during the inspection: Review of duty rotas and discussion with the registered manager confirmed that the use of sleep overs had been reduced but not phased out by 31 May 2016 as agreed. It was acknowledged that recruitment for registered nursing staff in particular was difficult, but this recommendation had not been met.	
	Following discussion with senior management at an enforcement decision making meeting on 10 June 2016 the decision was made to escalate this recommendation to a requirement. The registered manager was informed of this decision by telephone on 13 June 2016.	

4.3 Inspection Findings

4.3.1 The management of the home's categories of care

In March 2016 RQIA approved a variation to the categories of care in relation to one bungalow. The change enabled the providers to provide nursing care for up to six patients, under and over 65 years of age, with a physical disability within the named bungalow.

Discussion with the registered manager and a review of the patients accommodated in the home confirmed that, following the approval of the variation in March 2016, patients had not be reassessed to ensure their needs were being met in the appropriate environment.

In addition, during the previous care inspection on 14 March 2016, the registered manager had stated that one of the bungalows had been identified as potentially requiring a change in category of care from nursing (NH) to residential (RC). The advice given was that further discussion should be undertaken with the registered manager's line managers and the commissioning Trust; and if required an application to register the bungalow as a residential unit should be submitted to RQIA. At the time of this inspection an application had not been submitted.

The registered manager confirmed that the bungalow was considered as residential care and duty rotas confirmed that a senior care assistant was directing and managing the care delivery. This was concerning as the bungalow was still registered as part of the nursing home and The Nursing Homes Regulations (Northern Ireland) 2005 and Care Standards for Nursing Homes (DHSSPS, 2015) applied. This was also confirmed from review of the staff duty rotas.

Following discussion with senior management, during an enforcement decision making meeting on 10 June 2016, two requirements were made.

Areas for Improvement

A requirement was made that the registered provider ensure that the needs of patients are kept under review to ensure that the accommodation provided meets the assessed needs of any new patient and those of the existing patients already accommodated in the home.

A requirement was made that the registered provider must determine in conjunction with the commissioning Trust/s, if the named bungalow is to be registered as a residential unit. RQIA must be informed of this decision and an application to register as a residential unit submitted.

Number of Requirements:	2	Number of Recommendations:	0
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4.3.2 The management of notifiable events

Review of accident and incident records evidenced that the registered manager had failed to notify RQIA of a specific event in accordance with Regulation 30 of the Nursing Homes Regulations (Northern Ireland) 2005. The registered manager agreed to notify RQIA of this event retrospectively. A requirement was made.

Areas for Improvement

A requirement was made in relation to notifiable events and ensuring that relevant staff are aware of the requirements for notifying RQIA. Any notifiable event not reported should be reported retrospectively.

Number of Requirements:	1	Number of Recommendations:	0
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4.3.3 Staffing levels

Discussion with the registered manager and review of selected staff duty rotas, evidenced that staffing levels, particularly the night duty shift, were only achieved by staff 'sleeping over' (S/O). This meant that a registered nurse would work 'on the floor' until it was deemed 'patients had settled for the night'; then leave a care assistant/s on duty and retire to bed in the bungalow. The registered nurse would be wakened if required.

The duty rotas reviewed also evidenced that registered nurses had worked a 12 hour day shift and continue working overnight as a 'sleep over'. This was recorded as a day duty plus 'sleep over' (8-8 + S/O) on the duty rotas.

As discussed in section 4.2 this issue had been identified during the last care inspection and a recommendation made. This recommendation had not been met. Following discussion with senior management during an enforcement decision making meeting on 10 June 2016 the decision was made to escalate this recommendation to a requirement.

Review of duty rotas also evidenced that the records were not always recorded accurately to reflect where staff worked and when; and records were not maintained in accordance with professional guidelines and care standards. For example, full names and staff designations were not recorded and some entries were made in pencil. RQIA did acknowledge that the registered manager had implemented a process of recording the 'worked' duty rota in a clear typed format although it was acknowledged, by the registered manager, that not all staff recorded on the working copy had been included in the typed version. A recommendation was made.

Areas for Improvement

A requirement was made that the use of sleep over must cease and that at all times suitably qualified staff are working in such numbers to ensure the needs of patients are met at all times.

A recommendation was made that staff duty rotas are maintained accurately and in accordance with professional standards for record keeping and the DHSSPS Care Standards for Nursing Homes 2015.

Number of Requirements:	1	Number of Recommendations:	1
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5.0 Quality improvement plan

Any issues identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Mrs Yvonne Diamond, registered manager, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/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 provider 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 the nursing home. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises, RQIA would apply standards current at the time of that application.

5.1 Statutory requirements

This section outlines the actions which must be taken so that the registered provider meets legislative requirements based on The Nursing Homes Regulations (Northern Ireland) 2005.

5.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and The Care Standards for Nursing Homes 2015. They promote current good practice and if adopted by the registered provider may enhance service, quality and delivery.

5.3 Actions taken by the Registered Provider

The QIP should be completed and detail the actions taken to meet the legislative requirements stated. The registered provider should confirm that these actions have been completed and return the completed QIP to nursing.team@rqia.org.uk for review by the inspector.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the registered provider from their responsibility for maintaining compliance with the regulations and standards. It is expected that the requirements and recommendations outlined in this report will provide the registered provider with the necessary information to assist them to fulfil their responsibilities and enhance practice within the service.

Quality Improvement Plan

Statutory requirements	
Requirement 1 Ref: Regulation 20(1)(a) Stated: First time To be completed by: Immediate action required	<p>The registered provider must ensure that the practice of registered nurses and/or care assistants covering a night duty shift by means of a 'sleep over' ceases immediately.</p> <p>Ref: Section 4.2 and 4.3.3</p> <p>Response by registered provider detailing the actions taken: We have ceased sleep overs throughout the bungalows, this has been communicated to all staff.</p>
Requirement 2 Ref: Regulation 15 Stated: First time To be completed by: Immediate action required	<p>The registered provider must ensure that the needs of patients are kept under review to ensure that the accommodation provided meets the assessed needs of any new patient and those of the existing patients already accommodated in the home.</p> <p>Ref: Section 4.3.1</p> <p>Response by registered provider detailing the actions taken: When assessing a new service user, we take into consideration their compatibility with other service users within the bungalow as well as their category of care, this is evidenced in pre-admission assessments and risk assessments</p>
Requirement 3 Ref: Regulation 15 Stated: First time To be completed by: By 30 June 2016.	<p>The registered provider must determine in conjunction with the commissioning Trust/s if the named bungalow is to be registered as a residential unit. RQIA must be informed of this decision and an application to register as a residential unit submitted.</p> <p>Ref: Section 4.3.1</p> <p>Response by registered provider detailing the actions taken: Application for registering Strand House as a residential unit was submitted on 05.07.16, RQIA had agreed to this short extension.</p>
Requirement 4 Ref: Regulation 30 Stated: First time To be completed by: Immediate action required	<p>The registered provider must ensure that relevant staff are aware of the requirements for notifying RQIA in accordance with the Nursing Homes Regulations (Northern Ireland) 2005.</p> <p>Any notifiable event not reported should be reported retrospectively.</p> <p>Ref: Section 4.3.2</p> <p>Response by registered provider detailing the actions taken: One notifiable event was reported retrospectively on 09.06.16. All staff aware of requirements for notifying RQIA of notifiable events.</p>

Recommendations	
Recommendation 1 Ref: Standard 37 Stated: First time To be completed by: Immediate action required	The registered provider should ensure that staff duty records are maintained accurately and in accordance with professional standards for record keeping and the DHSSPS Care Standards for Nursing Homes 2015. Ref: Section 4.3.3
	Response by registered provider detailing the actions taken: Staff Supervision undertaking with all house managers in relation to maintaining accurate records of duty rotas, this will be checked and approved by home manager and deputy manager.



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