

Unannounced Finance Inspection Report 24 January 2019



Thackeray Place

Type of Service: Residential Care Home
Address: 12 Ballyclose Street, Limavady, BT49 0BN
Tel No: 0287776 3011
Inspector: Joseph McRandle

www.rqia.org.uk

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 service from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

This is a residential care home with 32 beds that provides care for residents with old age not falling within any other category of care and residents who have past or present alcohol dependence.

3.0 Service details

Organisation/Registered Provider: Western HSC Trust Responsible Individual(s): Dr Anne Kilgallen	Registered Manager: Jacqueline McCafferty
Person in charge at the time of inspection: Jacqueline McCafferty	Date manager registered: Application received- Registration pending
Categories of care: Residential Care (RC) I - Old age not falling within any other category A- Past or present alcohol dependence	Number of registered places: 32

4.0 Inspection summary

An unannounced inspection took place on 24 January 2019 from 11.15 to 13.15 hours.

This inspection was underpinned by The Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards, August 2011.

The inspection assessed progress with any areas for improvement identified since the last finance inspection and to determine if the home was delivering safe, effective and compassionate care and if the service was well led.

Evidence of good practice was found in relation to: providing a place for residents to deposit items for safekeeping, policies and procedures reflected financial operational areas of the home, members of staff involved in managing residents' finances receiving adult safeguarding training, maintaining signed records of reconciliations of residents' monies, updating the inventory of residents' property following admission to the home and purchases from the home's comfort fund were for the benefit of all residents.

Further evidence of good practice was found in relation to: the recording of residents' monies received from the Western Health and Social Care Trust (WHSCCT), facilitating journeys on behalf of residents, offering support to residents for managing their own finances, listing the services provided to residents as part of their weekly fee, listing services available to residents at an additional cost, hairdresser and podiatrist signing records along with a member of staff and the system for the retention of receipts from transactions.

No areas for improvement were identified during the inspection.

The findings of this report will provide the home with the necessary information to assist them to fulfil their responsibilities, enhance practice and residents experience.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

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

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

4.2 Action/enforcement taken following the most recent care inspection dated 8 November 2018

The most recent inspection of the home was an unannounced care inspection undertaken on 8 November 2018. Other than those actions detailed in the QIP no further actions were required to be taken. Enforcement action did not result from the findings of this inspection.

5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records: recent written and verbal communication received since previous care inspection, notifiable events submitted in relation to finance issues (there were no financial issues identified), the returned QIP from the previous finance inspection and the previous finance inspection report.

During the inspection the inspector met with the manager and the home's administrator.

A poster indicating that the inspection was taking place was displayed at the entrance to the home and invited visitors or relatives to speak to the inspector. No relatives or visitors chose to speak to the inspector. The inspector provided the manager with "Have we missed you cards" which were then placed in a prominent position to allow residents or their relatives who were not present on the day of the inspection, the opportunity to give feedback to RQIA regarding the quality of service provision.

The following records were examined during the inspection:

- Three residents' finance files
- Three residents' written agreements
- Records of the financial arrangements for three residents
- Monies held on behalf of residents
- A sample of records of reconciliations of residents' monies
- The residents' guide
- A sample of records of safe contents
- A sample of receipts from hairdressing service
- A sample of receipts from purchases undertaken by residents
- A sample of records of residents' monies forwarded from the WHSCT
- A sample of records of personal allowance monies handed over to residents
- A sample of records from monies deposited at the home on behalf of two residents

- A copy of the WHSCT cash handling procedures
- A sample of records from residents' comfort fund
- Financial policies and procedures
- Records of personal property for one resident.

Areas for improvement identified at the last finance inspection were reviewed and assessment of compliance recorded as met, not met or partially met.

The findings of the inspection were provided to the manager at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 8 November 2018

The most recent inspection of the home was an unannounced care inspection. The completed QIP was yet to be returned at the time of issuing this finance report. The returned QIP will be validated by the care inspector at the next care inspection.

6.2 Review of areas for improvement from the last finance inspection dated 12 October 2017

Areas for improvement from the last finance inspection		
Action required to ensure compliance with The Residential Care Homes Regulations (Northern Ireland) 2005		Validation of compliance
Area for improvement 1 Ref: Regulation 14 (4) Stated: First time To be completed by: 13 October 2017	The registered person shall cease with immediate effect the practice of members of staff receiving monies directly from residents to make purchases on the residents' behalf.	Met
	Action taken as confirmed during the inspection: Discussion with the manager confirmed that since the previous finance inspection on 12 October 2017 this practice has ceased. It is the policy at the home for residents to manage their own monies. No purchases are undertaken on behalf of residents. The inspector was informed by the manager that residents or their representatives purchased essential items e.g. toiletries when required.	

<p>Area for improvement 2</p> <p>Ref: Regulation 14 (4)</p> <p>Stated: First time</p> <p>To be completed by: 17 November 2017</p>	<p>The registered person shall develop and implement a robust system for members of staff undertaking purchases on behalf of residents.</p> <p>The registered person shall forward a copy to RQIA of the approved system once implemented.</p>	<p style="text-align: center;">Met</p>
<p>Action taken as confirmed during the inspection:</p> <p>Discussion with the manager confirmed that since the previous finance inspection on 12 October 2017 it is the policy at the home for residents to manage their own monies. No purchases are undertaken on behalf of residents.</p> <p>A review of records evidenced that since the previous finance inspection residents' agreements have been updated with a provision which informs residents of the procedure for members of staff to make purchases on behalf of residents (if required).</p>		
<p>Action required to ensure compliance with DHSSPS Residential Care Homes Minimum Standards, August 2011.</p>		<p style="text-align: center;">Validation of compliance</p>
<p>Area for improvement 1</p> <p>Ref: Standard 8.7</p> <p>Stated: First time</p> <p>To be completed by: 17 November 2017</p>	<p>The registered person shall ensure that the inventory of residents' possessions and items of furniture is reviewed and brought up to date. Any additional items brought into the home or items that have been disposed of (for which staff have been informed of) should be recorded. The records should be signed and dated by two members of staff; the records should be reconciled at least quarterly.</p>	<p style="text-align: center;">Met</p>
<p>Action taken as confirmed during the inspection:</p> <p>Discussion with the manager and a review of a sample of records evidenced that the residents' property book had been brought up to date since the previous finance inspection in October 2017.</p> <p>Discussion with the manager also confirmed that records were updated with items acquired and disposed of after admission for which staff had been made aware of.</p>		

<p>Area for improvement 2</p> <p>Ref: Standard 20.10</p> <p>Stated: First time</p> <p>To be completed by: 24 November 2017</p>	<p>The registered person shall ensure that the financial policies and procedures operated at the home are updated to include all of the financial procedures undertaken by staff on behalf of residents e.g. the procedure for staff to purchase items on behalf of residents.</p> <p>A record should be retained showing that staff have read and understood the revised policies and procedures.</p> <hr/> <p>Action taken as confirmed during the inspection:</p> <p>A review of the policies and procedures evidenced that the policies were updated since the previous finance inspection on 12 October 2017. The financial procedures undertaken by staff on behalf of residents were included within the revised policies. A record of the names of the members of staff who had read and understood the revised policies and procedures was retained in the home at the time of the inspection.</p> <p>The resident's agreement has been updated since the previous finance inspection to include a provision informing residents of the procedure for making purchases on their behalf (if required).</p>	<p>Met</p>
<p>Area for improvement 3</p> <p>Ref: Standard 3.2</p> <p>Stated: First time</p> <p>To be completed by: 17 November 2017</p>	<p>The registered person shall update the residents' guide with the list of the services provided to residents as part of their weekly fee. The guide should also be updated to show the costs for additional services provided to residents e.g. hairdressing.</p> <hr/> <p>Response by registered person detailing the actions taken:</p> <p>A review of records evidenced that since the previous finance inspection on 12 October 2017 the Resident's Guide has been updated to show the services provided as part of the weekly fee and the costs of additional services provided to residents i.e. hairdressing and podiatry.</p>	<p>Met</p>

<p>Area for improvement 4</p> <p>Ref: Standard 4.2</p> <p>Stated: First time</p> <p>To be completed by: 24 November 2017</p>	<p>The registered person shall update residents' written agreements in order to be in line with standard 4.2 of the DHSSPS Residential Care Homes Minimum Standards, August 2011.</p> <p>The agreements should show the current amount paid by the Health and Social Care Trust and the current contribution paid by residents (if applicable).</p> <p>Ref: 6.7</p>	<p>Met</p>
<p>Response by registered person detailing the actions taken:</p> <p>A review of three residents' files evidenced that copies of signed written agreements were retained within all three files. The agreements included the details of the services provided to residents as part of their weekly fee and a list of services provided to residents at an additional cost.</p> <p>The agreements reviewed included a provision which informed residents that the details of the fees, including the amount contributed by residents, were forwarded directly to residents or their representatives from the WHSCT. The agreements reviewed were signed by the resident, or their representative, and a representative from the home.</p>		

6.3 Inspection findings

6.4 Is care safe?

Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.

A safe place was provided within the home for the retention of residents' monies and valuables. At the time of the inspection there were satisfactory controls around the physical location of the safe place and the members of staff with access to it. Monies held on behalf residents were counted, the amount retained agreed to the balance of monies recorded at the home.

Review of records and discussion with staff confirmed that no valuables were held on behalf of residents. A safe contents book was in place and up to date at the time of the inspection.

Policies and procedures for the management and control of residents' finances were in place at the time of the inspection. The policies and procedures reflected the financial operational areas of the home.

Discussion with the manager confirmed that members of staff involved in managing residents' finances had received training in relation to adult safeguarding. Discussion with staff also confirmed that there were no finance related restrictive practices in place for any resident.

Areas of good practice

There were examples of good practice found in relation to: providing a place for residents to deposit items for safekeeping, policies and procedures reflected financial operational areas of the home and members of staff involved in managing residents' finances had received adult safeguarding training.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.5 Is care effective?

The right care, at the right time in the right place with the best outcome.

Discussion with the manager confirmed that no member of staff at the home or at the WHSCT acted as an appointee for any resident, i.e. a person authorised by the Social Security Agency to receive and manage the social security benefits on behalf of an individual.

Discussion with staff also confirmed that no member of staff acted as an agent for any resident, i.e. a person authorised by a resident or their representative to collect social security benefits on the resident's behalf.

Discussion with staff and a review of records confirmed that in line with standard 15.12 of the DHSSPS Residential Care Homes Minimum Standards (2011), reconciliations between the monies held on behalf of residents and the records of monies held were undertaken on a daily basis. In line with good practice two signatures were recorded against the records of the reconciliations.

Discussion with staff and a review of records confirmed that an inventory of residents' property was maintained when residents were admitted to the home. Discussion with staff and a review of records also confirmed that records were updated with items acquired and disposed of after admission for which staff had been made aware of.

Discussion with staff confirmed that the WHSCT managed Patient Private Property (PPP) accounts on behalf of a number of residents and that no bank accounts were managed on behalf of residents.

Review of records and discussion with staff confirmed that a comfort fund was operated on behalf of residents. Monies held for the fund at the time of the inspection were counted and agreed to the balance recorded at the home. Discussion with staff and a review of a sample of records confirmed that purchases from the fund were for the benefit of all residents.

Records confirmed that residents or their representatives were informed in advance of any increase in fees as in line with The Residential Care Homes Regulations (Northern Ireland) 2005.

Areas of good practice

There were examples of good practice found in relation to: maintaining signed records of reconciliations of residents' monies, updating the inventory of residents' property following admission to the home and purchases from the home's comfort fund were for the benefit of all residents.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.6 Is care compassionate?

Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.

Discussion with staff and review of records confirmed that the WHSCT held PPP accounts for a number of residents. A sample of records of two residents' monies forwarded from the WHSCT was examined; the records showed that the corresponding amounts of monies received by the home were credited to the records of monies held on behalf of the residents. Records also confirmed that residents were handed over their weekly personal allowance from the monies forwarded by the Trust. Good practice was observed as the residents receiving their personal allowance monies had signed the records along with a member of staff.

A review of three residents' agreements showed that a provision was included in the agreements explaining the procedure for members of staff to undertake purchases on behalf of residents.

At the time of the inspection the home did not provide a transport scheme. Discussion with staff confirmed that alternative arrangements were in place to support residents wishing to undertake journeys; this included the use of taxis which were paid for by the residents or their representatives. Discussion with staff also confirmed that if residents were unable to obtain transport for a hospital appointment then the WHSCT would provide transport at no cost to the resident. Copies of signed consent forms from residents or their representatives for residents to use the minibus were retained within residents' files.

Discussion with staff confirmed that arrangements were in place to offer support to residents for managing their own monies.

Areas of good practice

There were examples of good practice found in relation to the recording of residents' monies received from the WHSCT, facilitating journeys on behalf of residents and offering support to residents for managing their own finances.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.7 Is the service well led?

Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.

No records of fees paid by residents were available at the time of inspection. Discussion with staff confirmed that residents' fees were managed by the WHSCT. Staff also confirmed that no additional monies were received for fees over and above the amount agreed through the contracting arrangements with the Trust.

A residents' guide was in place at the time of the inspection. The guide included a written agreement which was issued to residents on admission to the home. A review of three residents' files evidenced that copies of signed written agreements were retained within all three files. The agreements included the details of the services provided to residents as part of their weekly fee and a list of services available to residents at an additional cost e.g. hairdressing.

The agreements reviewed included a provision which informed residents that the details of the fees, including the amount contributed by residents, were forwarded directly to residents or their representatives from the WHSCT. The agreements reviewed were signed by the resident, or their representative, and a representative from the home.

Discussion with staff confirmed that residents managed their own monies. Review of records confirmed that monies were handed over to residents to make purchases or to pay for additional services i.e. hairdressing and podiatry. Good practice was observed as the resident had signed the records when they received the monies. A member of staff had also signed the records.

A review of records showed that books were maintained for each resident. The books contained receipts from the purchases undertaken by residents. Receipts were also maintained when residents paid the hairdresser and podiatrist directly. A review of a sample of the receipts showed that the hairdresser and podiatrist had signed the receipts along with a member of staff. Discussion with staff confirmed that residents provided the receipts in order to be maintained on their behalf.

The inspector discussed with the manager, the arrangements in place in relation to the equality of opportunity for residents and the importance of staff being aware of equality legislation and recognising and responding to the diverse needs of residents. The manager informed the inspector that the equality data collected was managed in line with best practice.

Areas of good practice

There were examples of good practice found in relation to: listing the services provided to residents as part of their weekly fee, listing services available to residents at an additional cost, hairdresser and podiatrist signing records along with a member of staff and the system for the retention of receipts from transactions.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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