

Announced Premises Inspection Report 24 October 2016



Dunmurry Manor

Type of Service: Nursing Home

Address: Rowan Drive, Seymour Hill, Dunmurry, BT17 9PX

Tel No: 028 9061 0435

Inspector: K. Monaghan

1.0 Summary

An announced premises inspection of Dunmurry Manor took place on 24 October 2016 from 10:30hrs to 13:15hrs.

This inspection focused on a number of premises issues that had been identified during the most recent unannounced care inspection IN024387 on 17 and 18 October 2016.

Is care safe?

A number of issues were identified for attention by the registered provider. Reference should be made to section 4.3.

Is care effective?

One issue was identified for attention by the registered provider. Reference should be made to section 4.4.

Is care compassionate?

Two issues were identified for attention by the registered provider. Reference should be made to section 4.5.

Is the service well led?

One issue was identified for attention by the registered provider. Reference should be made to section 4.6.

This inspection was underpinned by 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	1	3

Details of the Quality Improvement Plan (QIP) within this report were discussed with Mr. John Rafferty, Regional Manager, Runwood Homes and Mr. Neil Shields, Regional Maintenance Coordinator for Runwood Homes, as part of the inspection process. The timescales for completion commence from the date of inspection.

Enforcement action resulted from the findings of most recent unannounced care inspection IN024387 on 17 and 18 October 2016.

1.2 Actions/enforcement taken following the most recent premises inspection

This was the first premises inspection of this home following the initial registration. Actions/enforcement taken following the most recent premises inspection is not therefore relevant.

2.0 Service Details

Registered Provider / Responsible Individual: Runwood Homes Ltd / Mr. Nadarajah (Logan) Logeswaran	Registered manager: Ms. Joanne Cairns
Person in charge of the home at the time of inspection: Ms. Joanne Cairns, Registered Manager	Date manager registered: Acting
Categories of care: RC-DE, NH-DE	Number of registered places: 76

3.0 Methods/processes

During this premises inspection discussions took place with the following people:

- Mr. John Rafferty, Regional Manager for Runwood Homes
- Mr. Neil Shields, Regional Maintenance Coordinator for Runwood Homes.

During this premises inspection, the following records were reviewed:

- A range of service records and in-house records relating to the maintenance and upkeep of the premises
- The legionella bacteria risk assessment report.

4.0 The Inspection

4.1 Review of requirements and recommendations from the most recent inspection dated 17 & 18 October 2016

The most recent inspection of this nursing home was an unannounced care inspection IN024387 on 17 and 18 October 2016. The report and QIP for this inspection will be issued in due course by RQIA. In the meantime enforcement proceedings are ongoing in relation to the findings during this unannounced care inspection.

4.2 Review of requirements and recommendations from the last premises inspection

This was the first premises inspection of this home following the initial registration. A review of requirements and recommendations from the last premises inspection was not therefore relevant.

4.3 Is care safe?

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

Areas for improvement

1. A legionella risk assessment was carried out on 04 February 2016. A new list for carrying out the water temperature checks had been drawn up. Legionella sampling was completed in April 2016 with legionella bacteria identified at one outlet. This outlet had however been retested in September 2016 with all results being clear. The action plan in the legionella risk assessment should be reviewed and any remaining issues should be addressed and signed off. Reference should be made to recommendation 1 in the attached Quality Improvement Plan. The length of time that any infrequently used outlets are flushed should be increased to two minutes minimum. Subsequent to this premises inspection Mr. Shields confirmed to RQIA that the unused outlets are now flushed twice weekly for at least two minutes.
2. The next routine cleaning and disinfection of the showers was due to be completed before the end of October. Completion of this next routine cleaning and disinfection of the showers throughout the home should be confirmed to RQIA. Subsequent to this premises inspection Mr. Shields confirmed that the showers had been descaled and cleaned and that this would be repeated in mid-January 2017.
3. Copies of the reports for the most recent thorough examinations (LOLER) of the passenger lifts should be forwarded to RQIA. Subsequent to this premises inspection Mr. Shields provided copies of the reports for the most recent thorough examinations of the passenger lifts that were completed on 29 September 2016. Mr. Shields also confirmed that the new maintenance man would be trained on the lift procedures during his induction training in week commencing 07 November 2016.

Areas for improvement continued

4. The certificates for the most recent inspections and servicing of the fire detection and alarm system and the emergency lights were not presented for review during this premises inspection. Subsequent to this inspection these certificates were forwarded to RQIA. In addition to these certificates Mr. Shields also confirmed to RQIA that a monthly function check to the emergency lights had been carried out following this premises inspection and arrangements had been made for the replacement of some emergency lights by 30 November 2016. Completion of this work should be confirmed to RQIA. Reference should be made to recommendation 2 in the attached Quality Improvement Plan.

5. There were some painting materials at the bottom of right hand stairs. These stairs should be kept clear. Mr. Rafferty confirmed that arrangements had been made to have these materials removed before the end of the day (24 October 2016). Subsequent to this premises inspection Mr. Shields confirmed to RQIA that these materials had been removed.
6. A list for all of the electrical equipment in the home should be drawn up and this list should be used to provide a record of the ongoing inspections, tests and any maintenance of same. Subsequent to this premises inspection Mr. Shields confirmed to RQIA that a list for all of the electrical equipment would be completed by 30 November 2016. Mr. Jim Fowler, Group Facilities and Safety Manager, Runwood Homes also confirmed to RQIA that all electrical equipment had been inspected and that there were arrangements in place for the ongoing inspection and testing of electrical equipment.
7. The report for the most recent service of the thermostatic mixing valves was not signed by the person who completed this service. Subsequent to this premises inspection Mr. Shields forwarded a new report for this work that included the company details.
8. During the RQIA unannounced care inspection on 17 and 18 October 2016 there was an issue with one of the heated food trolleys. Mr. Rafferty confirmed that this food trolley had however been repaired. Mr. Shields agreed to forward the documentation in relation to this issue to RQIA. Subsequent to this premises inspection RQIA received this documentation.
9. The nurse call system was serviced on 27 June 2016. The report for this service confirmed that all tests were good with the exception of the call point in toilet 5. This call point was checked during this premises inspection and it was found to be working.
10. The reports for the most recent thorough examinations of the lifting equipment were presented for review during this premises inspection. These reports confirmed that all of this equipment was safe to use. Three observations were however made in the reports. The current position in relation to these observations should be confirmed to RQIA. Subsequent to this premises inspection Mr. Jim Fowler, Group Facilities and Safety Manager, Runwood Homes confirmed to RQIA that arrangements had been made to fit a new actuator to one of the hoists on 15 November 2016.
11. The window openings are fitted with controls. It was noted that the keys for some of the window opening controls in the stairs were in place. Although access to the stairs is controlled the keys should not be left in place. These keys were removed immediately during this premises inspection.

Number of requirements	0	Number of recommendations:	2
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4.4 Is care effective?

One issue was identified for attention during this premises inspection. This is detailed in the 'areas for improvement' section below.

Areas for improvement

1. There was an issue in the home in relation to the temperature of the blended hot water and the water pressure at some outlets. The works to address this issue have been identified and quotations for same have been obtained. Subsequent to this premises inspection Mr. Jim Fowler, Group Facilities and Safety Manager, Runwood Homes confirmed to RQIA that arrangements had been made to complete these works by 23 November 2016. Completion of these planned works to the water systems in the home to address the temperature and pressure issues should be confirmed to RQIA. Reference should be made to requirement 1 in the attached Quality Improvement Plan.

Number of requirements	1	Number of recommendations:	0
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4.5 Is care compassionate?

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

Areas for improvement

1. New floor covering should be provided in the ensuite facility for bedroom 64 and in bedroom 53. Subsequent to this premises inspection Mr. Shields confirmed to RQIA that this work was being completed on 02 November 2016.
2. The pipe casing at the back of the wc in toilet 5 should be repaired or replaced. Subsequent to this premises inspection Mr. Shields confirmed to RQIA that this work would be completed in November 2016 during planned painting works.

Number of requirements	0	Number of recommendations:	0
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4.6 Is the service well led?

One issue was identified for attention during this premises inspection. This is detailed in the 'areas for improvement' section below.

Areas for improvement

1. The arrangements for the ongoing management of the premises should be reviewed and updated to ensure that there is continuity during times when the maintenance person is absent and to ensure that issues identified for attention such as the water temperature/pressure issue are addressed in a timely manner. Reference should be made to recommendation 3 in the attached Quality Improvement Plan.

Number of requirements	0	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 Mr. John Rafferty, Regional Manager, Runwood Homes and Mr. Neil Shields, Regional Maintenance Coordinator for Runwood Homes, 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 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 completed QIP to Estates.Mailbox@rqia.org.uk for assessment 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

Requirements

Requirement 1 Ref: Regulation 27 (2) (q) Stated: First time To be completed by: 2 December 2016	<p>Completion of the works to address the issue in the home in relation to the temperature of the blended hot water and the water pressure at some outlets should be confirmed to RQIA.</p> <p>Response by registered provider detailing the actions taken: Works have been completed and the hot water system is as per the original specifications. This has been tested and fully operational and requested information forwarded on.</p>
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Recommendations

Recommendation 1 Ref: Standard 47 Stated: First time To be completed by: 16 December 2016	<p>The action plan in the legionella risk assessment should be reviewed and any remaining issues should be addressed and signed off.</p> <p>Response by registered provider detailing the actions taken: The legionella risk assessment has been reviewed and the water temperature and pressure issues have been rectified. Water pressure and temperature records are held onsite.</p>
Recommendation 2 Ref: Standard 48 Stated: First time To be completed by: 16 December 2016	<p>Completion of the remedial works to the emergency lights should be confirmed to RQIA.</p> <p>Response by registered provider detailing the actions taken: Emergency lighting works have been completed. Certification of these works has been forwarded to the RQIA.</p>
Recommendation 3 Ref: Standard 35 Stated: First time To be completed by: 16 December 2016	<p>The arrangements for the ongoing management of the premises should be reviewed and updated to ensure that there is continuity during times when the maintenance person is absent and to ensure that issues identified for attention such as the water temperature/pressure issue are addressed in a timely manner.</p> <p>Response by registered provider detailing the actions taken: Maintenance Manager is onsite within business hours and readily available for emergency call out. A new Regional Facilities Manager has been appointed and will oversee all operations throughout the Home and the NI Region.</p>

Please ensure this document is completed in full and returned to Estates.Mailbox@rqia.org.uk from the authorised email address



The Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
BELFAST
BT1 3BT

Tel 028 9051 7500
Fax 028 9051 7501
Email info@rqia.org.uk
Web www.rqia.org.uk
🐦 @RQIANews

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