

Announced Variation to Registration Inspection Report

3 September 2024



William Street Care Home

Type of service: Residential Care Home
Address: 98 William Street, Londonderry BT48 9AD
Tel no: 028 7126 4213

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: Western Health and Social Care Trust (WHSCT)	Registered Manager: Mrs Glenda Anthony
Responsible Individual: Mr Neil Guckian	Date registered: 6 January 2023
Person in charge at the time of inspection: Mrs Glenda Anthony	Number of registered places: 20
Categories of care: Residential Care (RC) I – Old age not falling within any other category.	Number of residents accommodated in the residential care home on the day of this inspection:
Brief description of the accommodation/how the service operates: This home is a registered residential care home which provides health and social care for up to 20 residents. Residents are accommodated in single bedrooms and they have access to communal day spaces, the dining room and a garden area.	

2.0 Inspection summary

An announced inspection took place on 3 September 2024 from 09.50am to 12.00pm. This inspection was conducted by an estates inspector and a care inspector.

The inspection sought to assess the variation to registration to include five new registered beds the provision of intermediate care and the addition of the category of care of physical disability.

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

3.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- the registration status of the home
- written and verbal communication received since the previous care inspection
- the previous care inspection report
- the applications for variation.

Building services maintenance certificates and associated registration documents were reviewed by the designated estates inspector as part of this inspection.

The findings of the inspection were provided to the management team at the conclusion of the inspection.

4.0 The inspection

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

The last inspection to William Street Care Home was undertaken on 8 November 2023 by a care inspector; no areas for improvement were identified.

4.2 Inspection findings

Statement of Purpose

The establishment's Statement of Purpose had been reviewed to include the changes in the number of rooms and change in the category of care and outlined the range of services provided in accordance with Regulation 3 (1) of The Residential Homes Regulations (Northern Ireland) 2005.

Resident's Guide

The establishment's Resident's Guide had been reviewed to include the changes in the number of rooms and change in the category of care and outlined the range of services provided in accordance with DHSSPS Residential Care Homes Minimum Standards (2011) and Regulation 4(1) (b) and 5 (1) (b) of the Residential Homes Regulations (Northern Ireland) 2005.

The Environment

VA012422 - Repurposing of five beds to include the addition of RC-PH category of care

The refurbished five beds were in a self-contained area located on the ground floor of the building. In addition to five bedrooms, this area contained a communal day room and sluice room facilities.

Residents would be accommodated in single bedrooms which were found to be hazard free. The resident's bedrooms were appropriately furnished to a good standard. Wardrobes were appropriately secured.

Communal bathrooms were clean and hygienic.

Dani Centres were all mounted and PPE was readily available. Waste disposal bins were provided throughout the home. Hand wash and hand towels were in place in all bathroom areas.

The areas of the environment viewed during the inspection presented as having good lighting and were spacious. They were found to be organised and adequately heated. The décor and furnishings had been completed to a high standard.

There was outside space designated for the use of the social care residents. There are plans in place to develop this outdoor area.

From a care and estate inspectors' perspective the accommodation to be occupied by service users is suitable for use, once the local authority building control completion of works certificate is received by RQIA.

Operational issues

The Registered Manager of the home is Mrs Glenda Anthony. She is supported in her role by a line management structure with the Western Health & Social Care Trust.

The manager confirmed to the inspector that admissions to the home would be managed in a phased manner so as to enable staff sufficient time to become familiar with newly admitted residents and plan care accordingly. A phased approach to admission would also afford new residents time to settle and to become accustomed to life in William Street.

The manager confirmed that they will complete a pre-admission assessment for all residents prior to admission to the home. It was confirmed by the manager that the care plan would incorporate all information gathered and be developed in accordance with assessed need.

It was confirmed by the manager that a range of risk assessments will be completed upon admission to ensure the resident's suitability for the new unit.

The manager was aware of their responsibilities in regard to the categories of care for which the home will be registered.

During the inspection the manager confirmed that there were arrangements in place to ensure that any new admissions to the home would be registered with a GP practice. However, following the inspection RQIA were advised that arrangements had since changed. RQIA are presently awaiting further clarification in relation to this matter.

Each service is required to have a person, known as the adult safeguarding champion, who has responsibility for implementing the regional protocol and the home's safeguarding policy. The Head of Service was identified as the appointed safeguarding champion for the home. It was established that good systems and processes were in place to manage the safeguarding and protection of vulnerable adults.

Staffing

The inspector was informed that the planned staffing levels for the home would be flexible and responsive to the changing needs and numbers of residents as the home began to admit residents. Catering and domestic services were to be shared with the entire residential home.

The manager confirmed that appropriate staffing levels would be maintained to ensure that the assessed needs of the residents are met. It was reported that a recruitment exercise is underway with the human resources department for staffing with this new unit.

It was confirmed that all staff working in this new unit would be in receipt of mandatory training and updated training would be provided, where required.

Management of building services & environment

All required building engineering service certificates and associated risk assessments were reviewed and noted as compliant with current standards.

The building control final inspection has not been completed and therefore the completion of works certificate is not available.

Once a valid local authority building control department `completion of works certificate` is submitted for RQIA record/review then the variation to registration application VA012422 will satisfy the pre-registration requirements from an estates inspector`s perspective.

5.0 Quality Improvement Plan/Areas for Improvement

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



The **Regulation** and
Quality Improvement
Authority

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