

Announced Finance Inspection Report 27 September 2017



William Street Care Home

Type of Service: Residential
Address: 98 William Street, Londonderry, BT48 9AD
Tel No: 02871264213
Inspector: Joseph McRandle

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

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 27 beds that provides care for residents living with old age.

3.0 Service details

Organisation/Registered Provider: Western Health and Social Care Trust Responsible Individual(s): Dr Anne Kilgallen	Registered Manager: Ms Moia Patricia Irvine
Person in charge at the time of inspection: Ms Moia Patricia Irvine	Date manager registered: 01 April 2005
Categories of care: Residential Care (RC) I - Old age not falling within any other category	Number of registered places: 27

4.0 Inspection summary

An announced inspection took place on 27 September 2017 from 11:30 to 13:30. Less than one hours' notice was given prior to the inspection.

This inspection was underpinned by The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, 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, the controls surrounding the safe place, up to date safe register, members of staff involved in managing residents' finances having adult safeguarding training, maintaining records of reconciliations of residents' monies and valuables, informing residents or their representatives in advance of increases in fees, the financial policies and procedures operated at the home, residents signing records when receiving their personal allowance monies, facilitating journeys on behalf of residents, retaining residents' financial arrangements within their files, offering support to residents for managing their own finances, listing details of the services included within the weekly fee, listing the costs of additional services provided to residents, retaining records of the fees received on behalf of residents and retaining a list of signatures of staff authorised to make transactions on behalf of residents.

One area requiring improvement was identified in relation to providing residents or their representatives with written agreements.

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	1	0

Details of the Quality Improvement Plan (QIP) were discussed with Ms Moia Patricia Irvine, Registered Manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

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

4.2 Action/enforcement taken following the most recent care inspection dated 12 September 2017

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 12 September 2017.

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 to RQIA in relation to finance issues, there were no financial issues identified. The inspector from the previous inspection was contacted who confirmed that there were no issues to follow up.

During the inspection the inspector met with the registered manager.

The following records were examined during the inspection:

- two residents' finance files
- the residents' guide
- monies held on behalf of residents
- records of safe contents
- records of residents' monies forwarded from the Western Health and Social Care Trust (WHSCT)
- a copy of the WHSCT cash handling procedures
- records from comfort fund
- a sample of hairdressing records
- financial policies and procedures
- one resident's records of personal property.

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 12 September 2017

The most recent inspection of the home was an unannounced care inspection. The completed QIP was still to be returned at the time of issuing this report. The 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

The home has not previously received an RQIA finance inspection.

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 staff members with access. Monies held on behalf of residents were counted, the amount retained agreed to the balance 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.

Discussion with the registered manager confirmed that members of staff involved in managing residents finances had received training in relation to the safeguarding of vulnerable adults. The registered manager was able to demonstrate knowledge of their specific role and responsibilities in relation to any concerns raised regarding residents' finances.

Discussion with staff 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, the controls surrounding the safe place, an up to date safe register and members of staff involved in managing residents' finances having 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 registered 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 the registered manager 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 review of records confirmed that as in line with standard 15.12 of the DHSSPS Residential Care Homes Minimum Standards (2011), reconciliations of monies and valuables held on behalf of residents were carried out regularly. As in line with good practice the records of the reconciliations were signed by the person undertaking the reconciliation and countersigned by a senior member of staff.

Discussion with staff and review of records confirmed that an inventory of residents' property was maintained when residents were admitted to the home. The registered manager informed the inspector that forms were located within residents' rooms for the person bringing personal items into the home on behalf of residents to complete.

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 the registered manager 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.

Discussion with staff confirmed that the WHSCT managed Patient Private Property (PPP) accounts on behalf of five residents. Staff also confirmed that no bank accounts were managed on behalf of residents.

Policies and procedures for the management and control of residents' finances were in place at the time of the inspection. The policies reflected the procedures currently operated at the home in relation to managing residents' finances.

Areas of good practice

There were examples of good practice in relation to the records of reconciliations of residents' monies and valuables, informing residents or their representatives in advance of increases in fees and the financial policies and procedures operated at the home.

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.

Review of records and discussion with the registered manager confirmed that the WHSCT forwarded monies to the home on behalf of five residents. A sample of monies forwarded by the Trust was examined; the records showed that the monies recorded as received by the home agreed to the records of the amounts forwarded by the Trust. Records were also retained which showed that the five residents were handed over their weekly personal allowance from the monies forwarded by the Trust. Good practice was observed as the records of the monies handed over to the residents were signed by the resident receiving the monies and a member of staff. Records also showed that the registered manager countersigned the records to confirm the transactions took place.

Review of records for two residents showed that details of the residents' financial arrangements were retained within their files.

The home did not provide a transport scheme at the time of the inspection. Discussion with the registered manager confirmed that alternative arrangements were in place to support residents wishing to undertake journeys; this included the use of taxis which were paid by the residents or their representatives.

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

Areas of good practice

There were examples of good practice in relation to: residents signing records when receiving their personal allowance monies, facilitating journeys on behalf of residents, retaining residents' financial arrangements within their files 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.

Discussion with staff and review of records confirmed that a number of residents paid their contribution towards their weekly fee directly to the home. A sample of payments made by the residents was examined, the amounts received agreed to the contribution owed by each resident. Records of fees paid by, or on behalf of, the remaining residents were maintained at the WHSCT. Staff 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 the details of the services provided to residents as part of their weekly fee. The guide also listed the costs of additional services provided at the home e.g. hairdressing.

Discussion with the registered manager confirmed that signed written agreements between residents and the registered person(s) were not in place. This was identified as an area for improvement.

Discussion with the registered manager confirmed that it was policy at the home for the hairdresser and podiatrist to be paid directly by the resident or their representative. Discussions with the registered manager also confirmed that no purchases were undertaken on behalf of residents by members of staff. The inspector was informed by the manager that residents or their representatives purchased essential items e.g. toiletries when required.

Review of records showed that as in line with good practice a list of signatures of staff authorised to sign the transactions undertaken on behalf of residents was maintained at the home.

Areas of good practice

There were examples of good practice in relation to: listing the services included in the weekly fee, listing the costs of additional services provided to residents, retaining records of the fees received on behalf of residents and retaining a list of signatures of staff authorised to make transactions on behalf of residents.

Areas for improvement

One area for improvement was identified during the inspection. This related to providing residents or their representatives with written agreements.

	Regulations	Standards
Total number of areas for improvement	1	0

7.0 Quality improvement plan

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Ms Moia Patricia Irvine, registered manager, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all areas for improvement identified 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 residential care 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.

7.1 Areas for improvement

Areas for improvement have been identified where action is required to ensure compliance with The Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards, August 2011.

7.2 Actions to be taken by the service

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP Web Portal for assessment by the inspector.

Quality Improvement Plan

Action required to ensure compliance with The Residential Care Homes Regulations (Northern Ireland) 2005

<p>Area for improvement 1</p> <p>Ref: Regulation 5 (1) (a) & (b)</p> <p>Stated: First time</p> <p>To be completed by: 10 November 2017</p>	<p>The registered person shall ensure that written agreements are provided to all residents or their representatives (if residents lack capacity to make decisions in relation to the agreement). The agreements should be signed by the resident or their representative and a representative from the home. Where a resident or their representative is unable or chooses not to sign this must be recorded.</p> <p>The agreements should show the current weekly fee paid by the health and social care trust and the current contribution paid by residents (if applicable).</p> <p>Copies of the signed agreements should be retained within residents' files.</p> <p>Ref: 6.7</p>
	<p>Response by registered person detailing the actions taken:</p> <p>All statutory home managers are liaising with Western Health & Social Care Trust Finance Department to agree documentation which can be held in the home in order to meet this regulation. Since this a subgroup was set up by the OICs to compile resident financial agreement. The agreement has been approved by Trust finance governance and viewed by RQIA Inspector. The document will be ready for distribution on Friday 9th February 2018.</p>

**Please ensure this document is completed in full and returned via Web Portal.*



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