



The Regulation and
Quality Improvement
Authority

**THE REGULATION AND QUALITY IMPROVEMENT
AUTHORITY**

9th floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501

ANNOUNCED ESTATES INSPECTION

Inspection No: IN016744
Establishment ID No: 1229
Name of Establishment: Golan View
Date of Inspection: 6 January 2015
Inspector's Name: Raymond Sayers

1.0 GENERAL INFORMATION

Name of Home:	Golan View
Address:	72 Farmhill Rd Arvalee Omagh BT79 0NW
Telephone Number:	(028) 82246684
Registered Organisation/Provider:	Mrs Ann McGrath
Registered Manager:	Mrs Ann McGrath
Person in Charge of the Home at the time of Inspection:	Mrs Ann McGrath
Other person(s) consulted during inspection:	Ms Florence Maguire
Type of establishment:	Residential Home
Number of Registered Places:	3
Date and time of inspection:	6 January 2015 from 10.00 – 12.00hrs
Date of previous estates inspection:	10 May 2011
Name of Inspector:	Raymond Sayers

2.0 INTRODUCTION

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect residential care homes.

This is a report of an announced inspection to assess the quality of the premises and grounds in which the service is being provided including the upkeep of the building and engineering services and equipment. The report details the extent to which the standards measured during inspection were met.

3.0 PURPOSE OF THE INSPECTION

The purpose of this inspection was to consider whether the premises and grounds were safe, well maintained and remain suitable for their stated purpose in compliance with legislative requirements and current minimum standards. This was achieved through a process of evaluation of available evidence.

The Regulation and Quality Improvement Authority aims to use inspection to support providers in improving the quality of services, rather than only seeking compliance with regulations and standards.

The aims of the inspection were to examine the estates related policies, practices and monitoring arrangements for the provision of Residential Care homes, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003;
- The Residential Care Homes Regulations (Northern Ireland) 2005;
- Residential Care Homes Minimum Standards (DHSSPS, 2011).

Other published standards which guide best practice may also be referenced during the Inspection process.

4.0 METHODS/PROCESS

Specific methods/processes used in this inspection include the following:

- Discussion with Mrs McGrath & Ms Maguire;
- Examination of records;
- Inspection of the home internally and externally. Residents' private bedrooms were only inspected when unoccupied and permission was granted;
- Evaluation and feedback.

Any other information received by RQIA about this regulated establishment has also been considered by the Inspector in preparing for this inspection.

5.0 CONSULTATION PROCESS

During the course of the inspection, the Inspector spoke to Mrs Ann McGrath & Ms Florence Maguire.

6.0 INSPECTION FOCUS

The inspection sought to establish the level of compliance achieved with respect to the following DHSSPS Residential Care Homes Minimum Standards and to assess progress with the issues raised during and since the previous inspection:

Standards inspected:

- Standard 27 - Premises and grounds;
- Standard 28 - Safe and healthy working practices;
- Standard 29 - Fire Safety.

7.0 PROFILE OF SERVICE

Golan View is situated in a rural setting approximately 1 mile from Omagh. Facilities include three single bedrooms, sitting room, kitchen/dining room & shower/WC room.

8.0 SUMMARY

Following the Estates Inspection of Golan View on 6 January 2015 improvements are required to comply with the Residential Care Homes Regulations (Northern Ireland) 2005 and the criteria outlined in the following standard:

- Standard 28 - Safe and healthy working practices.

The inspection resulted in two requirements listed in the quality improvement plan appended to this report.

The interior finishes and building services are maintained to a satisfactory standard. Safe hot water and legionella risk assessment documents are required to reflect hazards, risks and control measures implemented.

The Estates Inspector would like to acknowledge the assistance of Mrs Ann McGrath & Ms Florence Maguire during the inspection process.

9.0 INSPECTOR'S FINDINGS

9.1 Recommendations and requirements from previous inspection

The issues raised in the report of the previous estates inspection on 10 May 2011 have been addressed.

No	Minimum Standard Ref.	Recommendations	Action Taken – as confirmed during this inspection	Inspector's Validation of Compliance
1	Standard 27	Complete a condition survey of all interior decorated surfaces and implement a redecoration works programme.	Decorative condition of internal finishes satisfactory.	Compliant
2	Standard 28	Verify that kitchen gas appliance gas safe inspection certificate is currently valid.	Certificate dated 4 November 2014 examined.	Compliant
3	Standard 28	Verify that electrical appliances are subjected to a test and inspection regime compliant with the Electricity at Work Regulations.	Portable Appliance Test certificate & schedule dated 10 September 2014 examined.	Compliant
4	Standard 28	Verify that the space heating boiler has been serviced in compliance with manufacturer's recommendations.	September 2014 service inspection	Compliant

5	Standard 29	Confirm that a HTM84 risk assessment audit has been completed and that any subsequent recommendations listed are implemented or listed in a works action plan for future implementation.	Examined 13 October 2014 fire Risk assessment; fire risk low/trivial.	Compliant
6	Standard 29	Remove combustible materials stored in boiler room, fire stop ceiling penetrations and consider installation fire detection in boiler room.	Boiler room inspected; recommendations implemented	Compliant

9.2 Standard 27 - Premises and grounds - *The premises and grounds are safe, well maintained and remain suitable for their stated purpose*

9.2.1 There was evidence of maintenance activity and the home appeared clean and well decorated. Maintenance procedures for the building and engineering services are implemented. There are no corrective/improvement works listed regarding this standard.

9.3 Standard 28 - Safe and healthy working practices - *The home is maintained in a safe manner*

9.3.1 Safe and healthy working practices are implemented in the home compliant with this standard, although one issue has been identified for attention. The item requiring corrective/improvement action is detailed in report paragraphs 9.3.2-9.3.3, and in the attached Quality Improvement Plan section titled '**Standard 35 - Safe and healthy working practices**'.

9.3.2 The "Mira Event XS" shower located in the WC/Shower room does not have a Thermostatic Mixing Valve installed to control the water temperature within approved safe limits.
(Reference: Quality Improvement Plan Item 1)

9.3.3 The shower head is cleaned and sterilized at monthly intervals; a legionella risk assessment detailing legionella hazards, risks and associated control measures was not presented for examination.
(Reference: Quality Improvement Plan Item 2)

9.4 Standard 29: Fire safety - *Fire safety precautions are in place that reduce the risk of fire and protect residents, staff and visitors in the event of fire.*

9.4.1 Fire Safety procedures are completed in the home and a fire risk assessment review was completed on 13 October 2014 by an accredited fire risk assessor; maintenance engineer service records were available for examination. There were no issues listed as requiring corrective/improvement works action.

10.0 QUALITY IMPROVEMENT PLAN

The details of the Quality Improvement Plan appended to this report were discussed with Mrs Ann McGrath as part of the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Residential Homes Regulations (Northern Ireland) 2005 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the home to improve the quality of life experienced by residents.

The registered provider is required to record comments on the quality improvement plan.

11.0 Enquiries

Enquiries relating to this report should be addressed to:

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



Quality Improvement Plan

Announced Estates Inspection

Golan View Residential Home: ID Number 1229

6 January 2015

QIP Position Based on Comments from Registered Persons (for RQIA use only)			QIP Closed		Estates Officer	Date
			Yes	No		
A.	All items confirmed as addressed.					
B.	All items either confirmed as addressed or arrangements confirmed to address within stated timescales.					
C.	Clarification or follow up required on some items.					

NOTES:

The details of the quality improvement plan were discussed with Mrs Ann McGrath and Ms Florence Maguire during the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Residential Homes Regulations (Northern Ireland) 2005 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the residential home to improve the quality of life experienced by residents.

The registered provider is required to record comments on the quality improvement plan.

The quality improvement plan is to be signed below by the registered provider and registered manager and returned to:

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

SIGNED: _____

SIGNED: _____

NAME: _____
(print) REGISTERED PROVIDER

NAME: _____
(print) REGISTERED MANAGER

DATE: _____

DATE: _____

Announced Estates Inspection to Golan View Residential Home on 6 January 2015

Assurance, Challenge and Improvement in Health and Social Care

Standard 28 - Safe and healthy working practices

The following requirements and recommendations should be noted for action in relation to Standard 28 - Safe and healthy working practices

Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (s)
1	Regulations 14 (2)(a),(b) &(c)	Complete a `safe` hot water risk assessment and install a Thermostatic Mixing Valve at the shower hot water outlet to control the water water temperature to within recommended safe limits. (Reference: Report paragraph 9.3.2)	8 weeks	
2	Regulations 14 (2)(a),(b) &(c)	Complete a legionella risk assessment, identifying legionella hazards, risks and subsequent control measures. (Reference: Report paragraph 9.3.3)	8 weeks	

Announced Estates Inspection to Golan View Residential Home on 6 January 2015

Assurance, Challenge and Improvement in Health and Social Care



Quality Improvement Plan sign off sheet for estates inspectors

Name of Home	Golan View RC Omagh
Date of Inspection	5 January 2015
Estates Inspector	R.Sayers

QIP Position Based on Comments from Registered Persons			QIP Closed		Estates Officer	Date
			Yes	No		
A.	All items confirmed as addressed.	X	X		R.Sayers	6 February 2015
B.	All items either confirmed as addressed or arrangements confirmed to address within stated timescales.					
C.	Clarification or follow up required on some items.					

Estates Inspection – QIP sign off sheet

Informing and Improving Health and Social Care

NOTES:

The details of the quality improvement plan were discussed with Mrs Ann McGrath and Ms Florence Maguire during the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Residential Homes Regulations (Northern Ireland) 2005 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the residential home to improve the quality of life experienced by residents.

The registered provider is required to record comments on the quality improvement plan.

The quality improvement plan is to be signed below by the registered provider and registered manager and returned to:

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

SIGNED: Ann McGrath

NAME: ANN M. GRATH
(print) REGISTERED PROVIDER

DATE: 20.1.2015

SIGNED: Ann M. McGrath

NAME: ANN M. GRATH
(print) REGISTERED MANAGER

DATE: 20.1.2015

Announced Estates Inspection to Golan View Residential Home on 6 January 2015

Assurance, Challenge and Improvement in Health and Social Care

Standard 28 - Safe and healthy working practices

The following requirements and recommendations should be noted for action in relation to Standard 28 - Safe and healthy working practices

Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (s)
1	Regulations 14 (2)(a),(b) &(c)	Complete a 'safe' hot water risk assessment and install a Thermostatic Mixing Valve at the shower hot water outlet to control the water temperature to within recommended safe limits. (Reference: Report paragraph 9.3.2)	8 weeks	A Hot Water risk assessment has been completed. Thermostatic Mixing Valve has been installed
2	Regulations 14 (2)(a),(b) &(c)	Complete a legionella risk assessment, identifying legionella hazards, risks and subsequent control measures. (Reference: Report paragraph 9.3.3)	8 weeks	A legionella risk assessment has been completed.

Announced Estates Inspection to Golan View Residential Home on 6 January 2015

Assurance, Challenge and Improvement in Health and Social Care

Registration No	Name of Service	Address of Service	Authorised email address/s
			No ^e Mail Address available

REGULATION AND QUALITY
22 JAN 2015
IMPROVE EM AUTHORITY

I hereby confirm that RQIA can accept completed Quality Improvement Plans (QIPs) and other correspondence relating to RQIA inspection reports from the above email address(es) as being authorised on my behalf. Please accept emailed correspondence from the above email address(es) as an alternative to correspondence with my handwritten signature.

ANN M. GRATH
Name of Responsible Person

Ann M. Grath
Signature of Responsible Person

20.1.2015
Date