



Announced Variation to Registration Inspection

Name of establishment:	Scrabo Isles
RQIA number :	1292
Date of inspection:	23 January 2015
Inspector's name:	Karen Scarlett
Inspection number:	21153

**The Regulation And Quality Improvement Authority
9th floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
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1.0 General information

Name of establishment:	Scrabo Isles
Address:	61 Manse Road Newtownards BT23 4TP
Telephone number:	02891812231
Email address:	nursemanager@scraboisles-pnh.co.uk
Registered organisation/ registered provider:	Tona Enterprises Ltd Mr Robert Maxwell Duncan
Registered manager:	Annalyn Depayso
Person in charge of the home at the time of inspection:	Mr Robert Duncan
Categories of care:	NH-I, NH-PH, NH-PH(E), NH-TI
Number of registered places:	33
Number of patients accommodated on day of inspection:	33
Scale of charges (per week):	£581- £611
Date and type of previous inspection:	25 November 2014
Date and time of inspection:	23 January 2015 10.00 – 12.00
Name of inspector:	Karen Scarlett

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 nursing homes. A minimum of two inspections per year are required.

This is a report of an announced secondary inspection planned to assess the quality of services to be provided following the addition of new rooms to the existing premises. The report details the extent to which the standards measured during inspection are being met.

3.0 Purpose of the inspection

The purpose of this inspection was to consider whether the service to be provided to patients would be in accordance with their assessed needs and preferences and would be in compliance with legislative requirements, minimum standards and other good practice indicators. This was achieved through a process of analysis and 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. For this reason, annual inspection involves in-depth examination of a limited number of aspects of service provision, rather than a less detailed inspection of all aspects of the service.

The aims of the inspection were to examine the policies, practices and monitoring arrangements for the provision of nursing homes, and to determine the Provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Nursing Homes Regulations (Northern Ireland) 2005
- The Department of Health, Social Services and Public Safety's (DHSSPS) Nursing Homes Minimum Standards (2008)
- Other published standards which guide best practice may also be referenced during the Inspection process

4.0 Method/process

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

- discussion with the responsible person
- discussion with the registered manager
- review of statement of purpose
- observation during a tour of the premises
- evaluation and feedback

5.0 Inspection Focus

The inspection sought to establish the readiness of the home to admit patients to four rooms recently added to the existing premises.

6.0 Profile of service

Scrabo Isles Private Nursing Home is located on the outskirts of Newtownards. The original house has been adapted and extended to provide accommodation for 33 persons.

Scrabo Isles is situated in a quiet residential development, and is close to a public transport and local amenities. The nursing home is surrounded by well-maintained gardens and car parking is provided at the front of the home.

Facilities are provided over two floors with bedroom accommodation on both levels. There is a range of single and double rooms some with ensuite facilities. Toilet and bathroom facilities are located throughout the home. The upper floor is serviced by a passenger lift.

An attractive dining room is provided on the ground floor of the home. There are two lounge areas which are tastefully decorated.

The home also provides for catering and laundry services on the ground floor.

The home is registered to provide care for a maximum of 33 persons under the following categories of care:

Nursing care

I	old age not falling into any other category
PH	physical disability other than sensory impairment under 65
PH (E)	physical disability other than sensory impairment over 65 years
TI	terminally ill

The nursing home is owned and operated by Tona Enterprises Ltd. Mr Robert Maxwell Duncan is the responsible person. The current registered manager is Ms Annalyn Depayso. The certificate of registration, issued by RQIA was appropriately displayed.

7.0 Summary

This summary provides an overview of the services examined during an announced variation to registration inspection of Scrabo Isles Nursing Home. The inspection was undertaken by Karen Scarlett, care inspector and Colin Muldoon, estates inspector, on 23 January 2015 from 10.00 to 12.00 hours.

The report of the estates inspection undertaken by Mr Muldoon, Estates Inspector will be reported upon separately.

Mr Robert Duncan, responsible person facilitated the inspection and both Robert and the registered manager, Annalyn Depayso were available for feedback at the conclusion.

The inspection was planned to allow the inspectors to assess the readiness of the home to admit patients to a newly added section of the home which included two new single, en suite bedrooms, an assisted shower room and a quiet room.

During the course of the inspection, the inspector was shown around the ground floor of the building with particular focus on the newly added section. The statement of purpose was also reviewed.

Details of the findings of each area are recorded in section 8 below.

Conclusion

The newly added rooms were well prepared and tastefully decorated. The new section was observed to be well integrated into the existing premises and was found to be warm and comfortable. There was some discussion with the responsible person regarding the size of the furniture fitted in the en suite bathrooms which limited access for patients who required the assistance of carers and /or equipment. A recommendation has been made that prospective patients are made aware of these limitations and the available alternatives. It has been further recommended that the size of the fitted furniture in the en suites in the next phase of the building works be reviewed to take this into account.

A statement of purpose was reviewed and it had not been updated to reflect the changes to the environment. This was required to be updated and submitted to RQIA by the 30 January 2015. This was received within the required timeframe and assessed as satisfactory. The home plans to undertake further phased renovations throughout this year and RQIA will continue to review the statement of purpose as each stage is completed and inspected.

The inspector has concluded from a care perspective that the home is fully prepared for the patients to be admitted.

Two recommendations have been made.

The inspector would like to thank the proprietor, home manager and staff for their assistance and co-operation throughout the inspection process.

8.0 Inspection Findings

8.1 Statement of purpose

A copy of the statement of purpose was reviewed. The statement of purpose had not been amended to reflect the changes to the environment of the home. This was discussed with the responsible person and the registered manager and it was agreed that a revised copy would be submitted to RQIA by 30 January 2015. A revised copy was received within the required timeframe and assessed as satisfactory.

The home plans to undertake further phased renovations throughout this year and RQIA will continue to review the statement of purpose as each stage is completed and inspected.

8.2 General environment

The newly added rooms include two new single bedrooms with en suite facilities, an assisted shower room and a quiet room. These were all examined in detail. The bedrooms were bright and tastefully decorated. There was call bell access in each bedroom. There was very little furniture in the room and the responsible person explained that patients already in residence would be moving in to these rooms and would be bringing their furniture with them. This included a lockable bedside cabinet.

There was an initial concern that the orientation of the bed in one of the bedrooms would offer insufficient space for moving and handling equipment. The responsible person assured the inspectors that this had been tested and the required space was available.

An inspection of the en suite bathrooms was undertaken and the dimensions of the room were within those recommended in the Nursing Homes Minimum Standards (2008). The presence of large vanity units with integrated storage was noted. Whilst these were attractive and offered space for personal possessions they limited the overall space available in the room. This rendered it unsafe for two carers to assist a patient to the toilet should this be required. However, there was a large, communal, assisted shower room between each bedroom with space for the patient, carers and any equipment required, which could be used as an alternative.

Whilst these facilities are compliant with the minimum expected standard a recommendation has been made that the patients' guide is updated to highlight these limitations to any patient being admitted to these rooms and the alternative arrangements available. It is further recommended that when furnishing future en suite bathrooms in the new phase of building that the size of the furniture is considered to ensure there is appropriate access. This was discussed with the responsible person and further emphasised in an email sent by the inspector on 28 January 2015.

The assisted shower room was spacious and tastefully decorated offering the required facilities to patients.

The quiet room was reviewed and was in the process of being decorated and pictures hung. It is anticipated that appropriate furniture will be placed in the room upon completion of the decorating works.

The newly added area was warm, comfortable and integrated well into the existing premises.

9.0 Quality improvement plan

The details of the quality improvement plan appended to this report were discussed with Annalyn Depayso, Registered manager and Mr Robert Duncan, responsible person, as part of the inspection process.

The timescales for completion commence from the date of inspection.

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

Matters to be addressed as a result of this inspection are set in the context of the current registration of your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

Enquiries relating to this report should be addressed to:

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



Quality Improvement Plan

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The areas where the service needs to improve, as identified during this inspection visit, are detailed in the inspection report and Quality Improvement Plan.

The specific actions set out in the Quality Improvement Plan were discussed with Mr Robert Duncan, responsible person and Ms Annalyn Depayso, registered manager during the inspection visit.

Any matters that require completion within 28 days of the inspection visit have also been set out in separate correspondence to the registered persons.

Registered providers / managers should note that failure to comply with regulations may lead to further enforcement and/or prosecution action as set out in The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003.

It is the responsibility of the registered provider / manager to ensure that all requirements and recommendations contained within the Quality Improvement Plan 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 your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

Recommendations					
These recommendations are based on The Nursing Homes Minimum Standards (2008), research or recognised sources. They promote current good practice and if adopted by the Registered Person may enhance service, quality and delivery.					
No.	Minimum Standard Reference	Recommendations	Number Of Times Stated	Details Of Action Taken By Registered Person(S)	Timescale
1.	32.3	The use of fitted furniture in the en suite bathrooms should be reviewed in any future refurbishment/ development to facilitate the maximum available space for patients and their carers and any required equipment. Ref: section 8.2	One	In any future refurbishment or development, space in ensuite bathrooms will be reviewed to facilitate Residents and their carers and any required equipment.	Ongoing from date of inspection
2.	3.2	The patients' guide should be updated to reflect the space limitations in the en suite bathrooms and patients/residents should be made aware of the alternative arrangements if required. Ref: section 8.2	One	Patients' guide updated reflecting the space limitation in the new ensuite bathrooms. Prospective Residents/ Relatives are made aware of this and any available alternatives.	One month from date of inspection

Please complete the following table to demonstrate that this Quality Improvement Plan has been completed by the registered manager and approved by the responsible person / identified responsible person:

NAME OF REGISTERED MANAGER COMPLETING QIP	Annalyn Depayso
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP	Robert Duncan

QIP Position Based on Comments from Registered Persons	Yes	Inspector	Date
Response assessed by inspector as acceptable	Yes	Karen Scarlett	6/2/15
Further information requested from provider			