

**Announced Finance Inspection
of
Wheatfield House**

27 August 2015

1. Summary of Inspection

An announced finance inspection took place on 27 August 2015 from 10:15 to 14:45. Less than twenty four hours' notice was given prior to the inspection. Overall on the day of the inspection the home was found to be delivering safe, effective and compassionate care in relation to the management of patients' finances. Areas for improvement were identified and are set out in the Quality Improvement Plan (QIP) appended to this report. This inspection was underpinned by The Nursing Homes Regulations (Northern Ireland) 2005.

Recommendations made as a result of this inspection relate to the DHSSPS Care Standards for Nursing Homes, April 2015. Recommendations made prior to April 2015, relate to DHSSPS Nursing Homes Minimum Standards, February 2008. RQIA will continue to monitor any recommendations made under the 2008 Standards until compliance is achieved.

1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

1.2 Actions/Enforcement Resulting from this Inspection

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

1.3 Inspection Outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	3	9

The details of the QIP within this report were discussed with Mr Edward John McLoughlin, registered person, as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Mr Edward John McLoughlin	Registered Manager: Mr Edward John McLoughlin
Person in Charge of the Home at the Time of Inspection: Mr Edward John McLoughlin	Date Manager Registered: 01/04/2005
Categories of Care: (Care homes ONLY) NH-LD, NH-LD(E)	Number of Registered Places: 22
Number of Patients accommodated on the day of Inspection: 18	Weekly Tariff at Time of Inspection: £637 - £1083

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following themes have been met:

Statement 1

The home maintains complete and up to date records in respect of the terms and conditions of the provision of accommodation and personal care.

Statement 2

Arrangements for receiving and spending patients' monies on their behalf are transparent, have been authorised and the appropriate records are maintained.

Statement 3

A safe place is provided within the home premises for the storage of money and valuables deposited for safekeeping; clear, up to date and accurate records are maintained.

Statement 4

Arrangements for providing transport to patients are transparent and agreed in writing with the patient/their representative.

4. Methods/Process

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

- Discussion with registered person
- Audit traces carried out on a sample of patients' records
- Audit of patients' individual files
- Spot check on patients' monies and valuables
- Audit of policies and procedures
- Evaluation and feedback.

Prior to inspection the following records were analysed:

- Records of incidents notified to RQIA in the last twelve months
- Previous finance inspection report dated 22 August 2012.

The following records were examined during the inspection:

- The patient's guide
- Four patients' individual files
- Records of Trust remittances showing fees paid by Trust on behalf of patients
- Records of payment of fees for three patients
- Records of lodgements made on behalf of patients
- Records of purchases made on behalf of three patients
- Records of safe contents
- Consent forms for staff to make purchases on behalf of patients
- Policy and Procedure on patients' finances
- Transport policy and procedure

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the home was an unannounced care inspection dated 12 August 2015. The completed QIP from this inspection was not due for return at the time of issuing this report.

5.2 Review of Requirements and Recommendations from the last Finance Inspection

The previous finance inspection of the home was on 22 August 2012.

Previous Inspection Statutory Requirements		Validation of Compliance
Requirement 1 Ref: Regulation 4.- (1)	<p>A patient's guide should be in place which meets the requirements of the Nursing Homes Regulations (Northern Ireland) 2005 and the Nursing Homes Minimum Standards. The guide should be issued to all patients or their representatives.</p> <p>A copy of the guide should be forwarded to RQIA when completed.</p> <p>Action taken as confirmed during the inspection:</p> <p>A Patients Guide was in place at the time of the inspection on 27 August 2015.</p>	Met
Requirement 2 Ref: Regulation 14 (4)	<p>The registered person must ensure that the monies owed to the identified patient, in relation to the transport scheme, are reimbursed.</p> <p>The registered person must forward to the RQIA and the local Trust written confirmation of the monies reimbursed to the identified patient and the period of time it relates to.</p> <p>Action taken as confirmed during the inspection:</p> <p>Review of records showed that the monies owed were paid back to the patient's relatives. Local Health and Social Care Trust was informed of the refund.</p>	Met
Requirement 3 Ref: Regulation 19 (2)	<p>A record of the benefits received on behalf of patients should be maintained at the home. The record should show the amount of benefits and personal allowance monies received for each patient as well as the amount deducted by the home towards the payment of fees, including any additional charges. The amount of personal allowance monies forwarded to the patients should</p>	Met

	<p>also be recorded. A reconciliation of the benefits received should be undertaken at least quarterly.</p> <p>Action taken as confirmed during the inspection: Review of records showed that the registered person's accountant recorded the benefits received on behalf of patients on a quarterly basis. The registered person also retained a copy of the financial assessment from the local Health and Social Care Trust which showed the amount of benefits received by each patient. The record also showed the amount of benefits paid towards patients' fees.</p>	
<p>Requirement 4</p> <p>Ref: Regulation 19 (2)</p>	<p>A record should be maintained at the home showing the amounts paid by, or in respect of, each patient for the weekly fee charged.</p> <p>The record should show the amount owed by each patient, the amount received for each patient, or on patient's behalf.</p> <p>Action taken as confirmed during the inspection: Review of records showed that the registered person retained a copy of the financial assessment from the local Health and Social Care Trust which showed the amount of benefits received by each patient and the fee charged to patients. The record also showed the amount of benefits paid towards patients' fees.</p>	<p>Met</p>
<p>Requirement 5</p> <p>Ref: Regulation 12 (1) (a) & (b)</p>	<p>The annual running costs for the minibus should be maintained at the home. Records should indicate that the costs were used to obtain a reasonable amount to be charged to the patients for their individual use of the vehicle.</p> <p>A reconciliation of the patients' usage and amounts charged to patients should be performed on a regular basis and any monies owed to patients or home should be clearly shown.</p> <p>All patients availing of the minibus should be charged the agreed rate.</p>	<p>Met</p>

	<p>Action taken as confirmed during the inspection:</p> <p>Review of records showed that the registered person's accountant had provided a record of the running costs for the minibus for the period of the previous finance inspection in 2012. Since the inspection on 22 August 2012 the registered person ceased charging patients for the use of the minibus. The registered person assured the inspector that if a decision is made to reinstate charges a record will be maintained of the current running costs.</p>	
--	--	--

5.3 Statement 1 - The home maintains complete and up to date records in respect of the terms and conditions of the provision of accommodation and personal care

Is Care Safe?

A patient's guide was in place at the time of inspection. The guide included a written agreement which was issued to patients when admitted to the home. Review of four patients' files evidenced that a written agreement was in place for three of the patients. No agreement was available at the time of the inspection for the remaining patient.

We noticed that the three agreements in place did not show the current weekly fee paid by, or on behalf of, patients. The method of payment for the fee and the details of the person by whom the fee was payable were not included in the agreements. The agreements were signed by the patient's representative and a representative from the home. We could not identify the relationship of one of the representatives who had signed the agreement.

Discussion with the registered person confirmed that an updated agreement was in place which will be issued to newly admitted patients. We noticed that the updated agreement included the details required under DHSSPS Care Standards for Nursing Homes, April 2015.

A requirement is listed within the QIP to this report in relation to these findings.

Is Care Effective?

Discussion with the registered person confirmed that the registered person was the appointee for thirteen patients i.e. a person authorised by the Social Security Agency (SSA) to receive and manage the social security benefits on behalf of an individual. This included the four patients whose files we had selected for review. We noticed that the required records from SSA confirming the registered person was the appointee were retained in the four patients' files.

Discussion with the registered person also confirmed that no member of staff acted as an agent for any patient, i.e. a person authorised by a patient or their representative to collect social security benefits on the patient's behalf.

Review of records confirmed that policies and procedures for the management and control of patients' finances were in place at the time of the inspection.

Is Care Compassionate?

Review of records confirmed that patients or their representatives had received written notification prior to previous increases in fees. We noticed that there were no records of patients or their representatives being informed of the increase for 2015/16.

A requirement is listed within the QIP to this report for patients to be notified within the legislative time period each time there is a change in fees.

Areas for Improvement

A number of issues were identified during the finance inspection in relation to the delivery of safe, effective and compassionate care. The issues identified include:

- Updated written agreements issued to all patients.
- Notifying patients or their representatives of any increase in fee.

Number of Requirements:	2	Number of Recommendations:	0
--------------------------------	----------	-----------------------------------	----------

5.4 Statement 2 - Arrangements for receiving and spending patients' monies on their behalf are transparent, have been authorised and the appropriate records are maintained

Is Care Safe?

Review of records confirmed that copies of payment remittances from local Health and Social Care Trusts were retained at the home. The remittances showed the amount of fees paid by the Trust on behalf of patients and the amount contributed by the patient (if any).

Review of records and discussion with the registered person showed that benefits (including the mobility component of Disability Living Allowance) received on behalf of patients were paid into a bank account in the name of the registered person. Records also showed that the registered person transferred the personal allowance element of the benefits every four weeks into a bank account in the name of each patient the benefits were received. A review of three patients' records confirmed that the amount remaining in the registered person's bank account, after transferring personal monies, agreed to the contribution owed by each patient towards their fee.

Discussion with the registered person confirmed that no patient was paying an additional amount towards their fee over and above the amount agreed with the Health and Social Care Trusts.

We reviewed records of the personal allowance monies paid over to three patients. Records showed that the amounts paid agreed with the amount of personal allowance listed in the financial assessment records provided by the local Health and Social Care Trust for each patient.

Is Care Effective?

We reviewed records of seven purchases made by staff on behalf of two patients. Individual transaction sheets were maintained for each patient. The records provided details of the purchases undertaken along with the date and amount of the purchase. Two signatures were recorded against each entry. We noticed that receipts from the purchases reviewed were retained at the home. The inspector had difficulty in reconciling the receipts to the corresponding purchases due to the system used to retain the receipts.

A recommendation is listed within the QIP for the system used to retain receipts to be reviewed by the registered person in order to assist the audit process.

Review of records showed that there was inconsistency when recording monies withdrawn to make a purchase on behalf of a patient and recording the monies returned following the purchase. In some instances only the expenditure was recorded in the transaction sheets. A recommendation is listed within the QIP in relation to this finding.

We noticed that as in line with good practice a list of signatories of the members of staff involved in recording purchases on behalf of patients was retained at the home.

We noticed that a book was used to record the service provided by the hairdresser. The names of the patients receiving the service, the details of the service provided and the amount charged to each patient were included in the book. The book was signed by the hairdresser and a member of staff to confirm the service took place. We noticed that a list of the charges for the hairdresser was retained at the front of the book.

We reviewed records of payments to the hairdresser, the details recorded in the patients transaction sheets corresponded with the details recorded in the hairdressing book for the same date. We noticed that as well as the hairdressing book, the hairdresser and a member of staff also signed the patients' transaction sheets to confirm payment.

Review of records showed that a bed was purchased from one patient's personal allowance monies. Discussion with the registered person confirmed that the bed needed to be replaced as it had broken. The inspector informed the registered person that clarification would be sought at RQIA following the inspection. Following a discussion with the care inspector for the home a requirement is listed within the QIP under regulation 18 (2) (c) of The Nursing Homes Regulations (Northern Ireland) 2005 for the patient to be reimbursed the monies used to pay for the bed.

Discussion with staff and review of records confirmed that individual bank accounts were managed by the registered person on behalf of a number of patients. Authorisation from The Office of Care and Protection (OCP) for the registered person to manage the bank accounts was retained at the home.

Is Care Compassionate?

Discussion with the registered person confirmed that no assessed restrictions were in place for any patient receiving their monies.

We discussed the current arrangements for the registered person to act as an appointee for patients at the home. The registered person agreed to contact the local Health and Social Care Trust to request a review of the arrangements currently in place.

A recommendation is listed within the QIP to this report with regard to this matter.

Areas for Improvement

A number of issues were identified during the finance inspection in relation to the delivery of safe, effective and compassionate care. The issues identified include:

- Reimbursement of personal allowance monies to one patient for purchase of bed
- System used to retain receipts from purchases made on behalf of patients
- Recording of monies withdrawn by staff to make purchases
- Discuss appointee arrangements with local Health and Social Care Trust.

Number of Requirements:	1	Number of Recommendations:	3
--------------------------------	----------	-----------------------------------	----------

5.5 Statement 3 - A safe place is provided within the home premises for the storage of money and valuables deposited for safekeeping; clear, up to date and accurate records are maintained

Is Care Safe?

A safe place was provided within the home for the retention of monies and valuables belonging to patients. We counted the monies held on behalf of patients at the time of inspection; there was a slight difference between the actual amount of monies held and the amount recorded as being held.

A recommendation is listed within the QIP for monies held on behalf of patients to be reconciled immediately; any variances between the amounts held and recorded as held must be clearly shown.

We were satisfied with the controls around the physical location of the safe place and the staff members with access. No valuables were held on behalf of patients at the time of the inspection.

We were told by the registered person that monies held on behalf of patients (including bank accounts) were reconciled on a regular basis. Review of records showed that no record of the reconciliation was in place.

A recommendation is listed within the QIP for a record of the reconciliation to be maintained. The record should be signed by two members of staff.

Is Care Effective?

Discussion with the registered person and review of records confirmed that an inventory of patients' property was maintained at the home. We noticed that the inventory was not always updated when items were brought into the home following admission. The records did not give

a clear description of the item listed, e.g. make and model of television. There was no record of patients' inventory being reconciled on a regular basis (at least quarterly).

A recommendation is listed within the QIP in relation to this finding.

Is Care Compassionate?

A safe place is provided to enable patients to deposit monies and valuables when required. A lockable facility was also provided in each patient's room.

We discussed the arrangements for retaining monies on behalf of patients. A recommendation is listed within the QIP for the registered person to review the current system in place.

Areas for Improvement

A number of issues were identified during the finance inspection in relation to the delivery of safe, effective and compassionate care. The issues identified include:

- Accurate recording of monies held on behalf of patients
- Reconciliation of monies held on behalf of patients
- Recording of patients personal belongings
- Review of current system of retaining patients' monies

Number of Requirements:	0	Number of Recommendations:	4
--------------------------------	----------	-----------------------------------	----------

5.6 Statement 4 - Arrangements for providing transport to patients are transparent and agreed in writing with the patient/their representative

Is Care Safe?

Since the previous finance inspection on 22 August 2012 the registered person has ceased charging patients for the use of the minibus.

Is Care Effective?

A policy and procedure was in place at the time of the inspection for charging patients for using the minibus. Review of records also confirmed that agreements were in place between the registered person and patients detailing the terms and conditions for using the minibus and charging patients for its use.

A recommendation is in place in relation to this finding.

Is Care Compassionate?

Discussion with the registered person and review of records showed that patients were not charged for using the minibus. Review of records confirmed that the registered person paid the total amount of the mobility component of Disability Living Allowance to patients without deducting an amount for using the minibus.

We were told by the registered person that a review of the transport scheme will be undertaken in the near future. We were assured by the registered person that details of the proposed transport scheme will be forwarded to the local Health and Social Care Trust for discussion prior to being implemented.

A recommendation is listed within the QIP with regard to this matter.

Areas for Improvement

A number of issues were identified during the finance inspection in relation to the delivery of safe, effective and compassionate care. The issues identified include:

- Agreements in place with patients for transport scheme
- Implementation of a new transport scheme in the near future

Number of Requirements:	0	Number of Recommendations:	2
--------------------------------	----------	-----------------------------------	----------

5.7 Additional Areas Examined

No additional areas were examined during this inspection.

6 Quality Improvement Plan

The issue(s) identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Mr Edward John McLoughlin, registered person, as part of the inspection process. The timescales commence from the date of inspection.

The registered person/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 person/manager 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 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.

6.1 Statutory Requirements

This section outlines the actions which must be taken so that the registered person/s meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Nursing Homes Regulations (Northern Ireland) 2005.

6.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and Care Standards for Nursing Homes (April 2015) etc. They promote current good practice and if adopted by the registered person may enhance service, quality and delivery.

6.3 Actions Taken by the Registered Manager/Registered Person

The QIP should be completed by the registered person/registered manager and detail the actions taken to meet the legislative requirements stated. The registered person will review and approve the QIP to confirm that these actions have been completed. Once fully completed, the QIP will be returned to finance.team@rqia.org.uk and assessed by the inspector.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the home. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations. It is expected that the requirements and recommendations set out in this report will provide the registered person/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the home.

Quality Improvement Plan

Statutory Requirements

Requirement 1

Ref: Regulation 5 (1)
(a) (b)

Stated: First time

To be Completed by:
9 October 2015

The registered person must provide an updated individual written agreement to each patient (or their representative) accommodated at the home.

The agreement must comply with the requirements under regulation 5 of The Nursing Homes Regulations (Northern Ireland) 2005 and meet standard 2.2 of the DHSSPS Care Standards for Nursing Homes (2015).

The agreements must detail the current amount paid by the Health and Social Care Trust and the contribution paid by the patient (if any). The method of payment of fees and the person by whom the fee is paid should also be included in the agreement.

The agreement should clearly identify the relationship of the representative signing the agreement on behalf of the patient.

A copy of the signed agreement must be retained in the patient's records. Where the patient or their representative is unable to, or chooses not to sign the agreement, this must be recorded.

Where a HSC trust managed patient does not have a family member or friend to act as their representative, the patient's individual agreement should be shared with the HSC trust care manager.

Response by Registered Person(s) Detailing the Actions Taken:

Wheatfield House will provide on an annual basis an updated individual written agreement to each patient or their representative accommodated at the home. The home will comply with the requirements under regulation 5 of The Nursing Homes Regulations (Northern Ireland) 2005 and will meet standard 2.2 of the DHSSPS Care Standards for Nursing Homes (2015). A copy of the signed agreement stating the relationship to the patient will be retained in the client records.

Requirement 2

Ref: Regulation 5 (2)
(a)

Stated: First time

To be Completed by:

The registered person must ensure that patients or their representatives are informed in writing at least 28 days in advance of any increase in fees. A copy of the correspondence should be retained in the patients' files.

Response by Registered Person(s) Detailing the Actions Taken:

The registered person will ensure that patients or their representatives are informed 28 days in advance of any increase of fees. A copy of the

From the date of the next increase in fees	correspondence will be kept in the patients files/records.
Requirement 3 Ref: Regulation 18 (2) (c) Stated: First time To be Completed by: 30 September 2015	<p>The registered person must ensure that the patient identified during the inspection is reimbursed the monies used to pay for their bed.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: The registered person has reimbursed this person in full.</p>
Recommendations	
Recommendation 1 Ref: Standard 14 Criteria (9) Stated: First time To be Completed by: From the date of inspection	<p>It is recommended that the registered person reviews the system used to retain receipts from purchases made on behalf of patients in order to assist the audit process.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: The registered person is in the process of reviewing the system used to retain receipts from purchases made on behalf of patients in order to assist the audit process.</p>
Recommendation 2 Ref: Standard 14 Criteria (9) Stated: First time To be Completed by: From the date of inspection	<p>It is recommended that the amount withdrawn to make a purchase on behalf of patients and the amount returned from the purchase is recorded at all times. Two members of staff, including the staff member receiving and returning the monies, should sign the record.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: The amount withdrawn to make a purchase on behalf of a resident and the amount returned from the purchase is recorded at all times. Two members of staff, including the staff member receiving and returning the monies will sign the record.</p>
Recommendation 3 Ref: Standard 14 Criteria (22)	<p>It is recommended that the registered person contacts the local Health and Social Care Trust to request a review of the arrangements currently in place for the registered person to act as an appointee for patients.</p> <p>RQIA should be informed in writing of the outcome of the review.</p>

<p>Stated: First time</p> <p>To be Completed by: 16 October 2015</p>	<p>Response by Registered Person(s)Detailing the Actions Taken: The registered person will contact the local Health and Social Care Trust to request a review of the arrangements currently in place for the registered person to act as appointee for patients. RQIA will be informed in writing of the outcome of the review.</p>
<p>Recommendation 4</p> <p>Ref: Standard 14 Criteria (25)</p> <p>Stated: First time</p> <p>To be Completed by: From the date of inspection</p>	<p>It is recommended that monies held on behalf of patients are reconciled immediately; any variances between the amounts held and recorded as held must be clearly shown and carried forward in the home's records.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: The registered person has ensured that monies held on behalf of patients have been reconciled immediately. Variances between amounts held and recorded as held are clearly shown and carried forward in the homes records</p>
<p>Recommendation 5</p> <p>Ref: Standard 14 Criteria (25)</p> <p>Stated: First time</p> <p>To be Completed by: From the date of inspection</p>	<p>It is recommended that a record is maintained of the reconciliation of monies held on behalf of patients. The record should be signed by the member of staff carrying out the reconciliation and countersigned by a senior member of staff.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: The home maintains a record of the reconcillation of monies held on behalf of patients. The record will be signed by the signed by the member of staff carrying out the reconcillation and countersigned by a senior member of staff.</p>
<p>Recommendation 6</p> <p>Ref: Standard 14 Criteria (26)</p> <p>Stated: First time</p>	<p>It is recommended that the registered person ensures that an up to date inventory is maintained of furniture and personal possessions brought into the home by, or on behalf of, patients. It is also recommended that the registered person ensures that a retrospective record is made of the furniture and personal possessions owned by existing patients accommodated in the home. The record should give clear details of the</p>

<p>To be Completed by: 16 October 2015</p>	<p>items listed.</p> <p>A reconciliation of these records should be undertaken regularly (at least quarterly).</p> <p>Response by Registered Person(s)Detailing the Actions Taken: The registered person has taken action to ensure that an up to date inventory is maintained of furniture and personal belongings brought into the home by or on behalf of patients. A retrospective record will also be made of the furniture and personal possessions owned by existing patients accommodated in the home. The record will list clear details of the items listed. A reconciliation of these will be carried out at least quarterly.</p>
<p>Recommendation 7</p> <p>Ref: Standard 36 Criteria (3)</p> <p>Stated: First time</p> <p>To be Completed by: 16 October 2015</p>	<p>It is recommended that the registered person reviews the system of holding monies on behalf of patients.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: The registered person intends to review the system of holding monies on behalf of residents in the home by looking at the current system and areas where improvement in the system can be made.</p>
<p>Recommendation 8</p> <p>Ref: Standard 36 Criteria (1)</p> <p>Stated: First time</p> <p>To be Completed by: 16 October 2015</p>	<p>It is recommended that the registered person reviews the policies and procedures for transport and the transport agreement in place at the time of the inspection.</p> <p>The policy and written agreement should reflect the current arrangements in place with patients.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: The registered person has policies and procedures in place in respect of the homes transport scheme. The home does not charge any of its residents for the use of the homes minibuss and all next of kin and representatives have been informed.</p>
<p>Recommendation 9</p> <p>Ref: Standard 15</p>	<p>It is recommended that if the registered person decides to implement a new transport scheme, the details of the terms and conditions of the proposed scheme are forwarded to the local Health and Social Care</p>

<p>Criteria (1)</p> <p>Stated: First time</p> <p>To be Completed by: when new scheme being introduced</p>	<p>Trust for discussion prior to being implemented.</p> <hr/> <p>Response by Registered Person(s) Detailing the Actions Taken: The registered person will forward details of the terms and conditions of a transport scheme if the home decides to implement a new transport scheme to the local health and social care trust for discussion prior to being implemented.</p>
---	---

Registered Manager Completing QIP	Edward McLoughlin	Date Completed	23/10/2015
Registered Person Approving QIP	Edward McLoughlin	Date Approved	23/10/2015
RQIA Inspector Assessing Response	Joe McRandle	Date Approved	30/10/15

Please ensure the QIP is completed in full and returned to finance.team@rqia.org.uk from the authorised email address