



Announced Care Inspection Report 12 September 2019



Wood Lodge

Type of Service: Nursing Home
Address: 50 Mill Hill, Castlewellan, BT31 9NB
Tel No: 028 4377 8511
Inspector: Dermot Walsh

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.

This inspection was underpinned by The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Nursing Homes Regulations (Northern Ireland) 2005 and the DHSSPS Care Standards for Nursing Homes. 2015.

1.0 What we look for



2.0 Profile of service

This is a nursing home registered to provide nursing and residential care for up to 49 persons.

3.0 Service details

<p>Organisation/Registered Provider: G & M Lodge Care Ltd</p> <p>Responsible Individual(s): Liam Lavery</p>	<p>Registered Manager and date registered: Ann Marie Frost – registration pending</p>
<p>Person in charge at the time of inspection: Liam Lavery – Responsible Individual Ann Marie Frost - Manager</p>	<p>Number of registered places: 49</p> <p>A maximum of 26 residents in residential categories RC-I and RC-PH. RQIA should be notified of all admissions within the residential categories.</p>
<p>Categories of care: Nursing Home (NH) I – Old age not falling within any other category. PH – Physical disability other than sensory impairment. PH(E) - Physical disability other than sensory impairment – over 65 years. TI – Terminally ill.</p> <p>Residential Care (RC) I – Old age not falling within any other category. PH – Physical disability other than sensory impairment.</p>	<p>Number of patients accommodated in the nursing home on the day of this inspection: 49</p>

4.0 Inspection summary

An announced care inspection took place on 12 September 2019 from 10.05 to 12.30 hours.

This inspection was underpinned by The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Nursing Homes Regulations (Northern Ireland) 2005; the DHSSPS Care Standards for Nursing Homes 2015; The Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards, August 2011.

The inspection had been arranged to register a separate residential care home at Wood Lodge. This was in response to an application received from the responsible individual in order to comply with the relevant legislation. During the inspection we found that nursing patients were accommodated in the proposed residential care home. The responsible individual indicated to the RQIA Inspector that they did not intend to re-accommodate these nursing patients in a timely manner to enable the registration to be progressed. As a result, the residential care home could not be registered.

RQIA issued a Notice of Proposal to impose conditions on the registration of the home on 13 September 2019. Following information received from the responsible individual on 9 October 2019, RQIA decided not to adopt the proposal or proceed to notice of decision. The home will continue to operate as a nursing home with the existing residents named on the registration for the duration of their stay.

The following areas were examined during the inspection:

- environment
- management arrangements.

The findings of this report will provide the home with the necessary information to assist them to fulfil their responsibilities, enhance practice and patients' experience.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	*2	*10

*The total number of areas for improvement includes two under regulation and 10 under standards which have been carried forward for review at the next care inspection.

Enforcement action resulted from the findings of this inspection. Findings of the inspection were discussed with Liam Lavery, Responsible Individual and Ann Marie Frost, Manager, as part of the inspection process and can be found in the main body of the report. Details can be found in Section 6.2

The enforcement policies and procedures are available on the RQIA website.

[https://www.rqia.org.uk/who-we-are/corporate-documents-\(1\)/rqia-policies-and-procedures/](https://www.rqia.org.uk/who-we-are/corporate-documents-(1)/rqia-policies-and-procedures/)

Enforcement notices for registered establishments and agencies are published on RQIA's website at <https://www.rqia.org.uk/inspections/enforcement-activity/current-enforcement-activity> with the exception of children's services.

4.2 Action/enforcement taken following the most recent inspection dated 21 March 2019

The most recent inspection of the home was an unannounced finance inspection undertaken on 21 March 2019. Other than those actions detailed in the QIP no further actions were required to be taken.

5.0 How we inspect

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

- application for the registration of the residential care home
- the registration status of the home
- written and verbal communication received since the last care inspection.

The following records were examined during the inspection:

- fire safety checks
- statement of purpose
- resident's guide.

Areas for improvement identified at previous inspections were not reviewed as part of this inspection and are carried forward to the next care inspection.

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 previous inspections

Areas for improvement from the last care inspection		
Action required to ensure compliance with The Nursing Homes Regulations (Northern Ireland) 2005		Validation of compliance
Area for improvement 1 Ref: Regulation 3 (1) a, b & c Stated: First time	The registered person shall submit a plan to RQIA detailing the plans for the future delivery of residential care in Wood Lodge in accordance with the options available.	Carried forward to the next care inspection
	Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.	

Action required to ensure compliance with The Care Standards for Nursing Homes (2015)		Validation of compliance
Area for improvement 1 Ref: Standard 38.3 Stated: First time	The registered person shall ensure that recruitment records include the reasons for staff leaving previously held positions which involved working with children or vulnerable adults.	Carried forward to the next care inspection
	Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.	
Area for improvement 2 Ref: Standard 4 Stated: First time	The registered person shall ensure that care plans are updated to reflect patients' changing needs.	Carried forward to the next care inspection
	Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.	
Area for improvement 3 Ref: Standard 4.7 Stated: First time	The registered person shall ensure that patients' daily fluid intake is evaluated at the end of each 24 hour period to determine if they have achieved their daily target.	Carried forward to the next care inspection
	Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.	

Areas for improvement from the last finance inspection		
Action required to ensure compliance with The Nursing Homes Regulations (Northern Ireland) 2005		Validation of compliance
Area for improvement 1 Ref: Regulation 5 Stated: First time	The registered person shall ensure that there is evidence that each patient or their representative has been provided with an individual written agreement setting out the terms and conditions of their residency in the home.	Carried forward to the next care inspection
	Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.	
Action required to ensure compliance with The Care Standards for Nursing Homes (2015)		Validation of compliance
Area for improvement 1 Ref: Standard 14 Stated: First time	The registered person shall ensure that an up to date written safe contents record is available. The safe contents record should be reconciled and be signed and dated by two people at least quarterly.	Carried forward to the next care inspection
	Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.	
Area for improvement 2 Ref: Standard 14.10 Stated: First time	The registered person shall ensure that each transaction in the patients' income and expenditure records are signed by two people.	Carried forward to the next care inspection
	Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.	

<p>Area for improvement 3</p> <p>Ref: Standard 14.9</p> <p>Stated: First time</p>	<p>The registered person shall ensure that (cash) deposit receipts are available in the home. It is best practice for these receipts to be signed by two people.</p>	<p>Carried forward to the next care inspection</p>
<p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>		
<p>Area for improvement 4</p> <p>Ref: Standard 14.9</p> <p>Stated: First time</p>	<p>The registered person shall ensure that expenditure receipts are available to evidence how a patient's money has been spent on their behalf. If monies are withdrawn and provided to individual patients for their own use, the ledgers must detail this specifically.</p>	<p>Carried forward to the next care inspection</p>
<p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>		
<p>Area for improvement 5</p> <p>Ref: Standard 14.25</p> <p>Stated: First time</p>	<p>The registered person shall ensure a reconciliation of patients' personal monies and valuables in the safe place are carried out and signed and dated by two people at least quarterly.</p>	<p>Carried forward to the next care inspection</p>
<p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>		
<p>Area for improvement 6</p> <p>Ref: Standard 14.13</p> <p>Stated: First time</p>	<p>The registered person shall ensure that hairdressing and podiatry treatment records are maintained in the home and detail the information required by standard 14.13.</p>	<p>Carried forward to the next care inspection</p>
<p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>		

<p>Area for improvement 7</p> <p>Ref: Standard 14.26</p> <p>Stated: First time</p>	<p>The registered person shall ensure that records of patients' furniture and personal possessions which they have brought to their rooms are reconciled and signed and dated by a staff member and countersigned by a senior member of staff at least quarterly.</p>	<p>Carried forward to the next care inspection</p>
<p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>		
<p>Area for improvement 8</p> <p>Ref: Standard 14.6</p> <p>Stated: First time</p>	<p>The registered person shall ensure that each patient is provided with a personal monies authorisation record for signature detailing the authority the home had been provided with to spend each individual patient's money on identified goods and services.</p>	<p>Carried forward to the next care inspection</p>
<p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>		

6.2 Inspection findings

A letter was sent to all registered nursing homes in June 2017 indicating that, in accordance with the statutory requirements, if the intention was to continue to provide residential care, a separate application to register a residential care home would be required. If it was considered that it would not be possible for the provider to operate as two separate homes, it was accepted that only those residents who are currently being provided with residential accommodation would be specifically identified. Once they were no longer accommodated, the bed would then revert to a nursing bed. RQIA have been in frequent communication with the responsible individual from June 2017 advising of their need to address the issue of residential beds accommodated within the nursing home and proposed a number of options.

We met with the responsible individual on 26 July 2019 with the intention of issuing a Notice of Proposal to impose conditions on the registration of Wood Lodge. At this meeting the responsible individual agreed to submit an application to register a separate residential care home and a corresponding application to reduce the numbers in the nursing home. The required registration applications were submitted and in response a pre-registration inspection was arranged. However, we found that nursing patients were being accommodated in the proposed residential care home and that the responsible individual did not intend to re-accommodate these nursing patients in a timely manner to enable the registration to be progressed. As a result, the residential care home could not be registered. RQIA decided to issue a Notice of Proposal to impose the following conditions on the registration of the home:

1. All residential categories of care will be removed from your certificate of registration.
2. You will be required to provide RQIA with a list of residents currently accommodated in Wood Lodge with their name, date of birth, unique identifier category of care and date of admission.
3. There will be no further admission in a residential category of care without the approval of RQIA.

The Responsible Individual then submitted the appropriate application to bring the home back into compliance. RQIA decided not to adopt the proposal and did not proceed to Notice of Decision. An updated certificate of registration will be sent to the home in due course.

Areas for improvement

No new areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

There were no new areas for improvement identified during this inspection and the QIP included in this inspection report will be reviewed at a subsequent care inspection.

Quality Improvement Plan	
Action required to ensure compliance with The Nursing Homes Regulations (Northern Ireland) 2005	
Area for improvement 1 Ref: Regulation 3 (1) a, b and c Stated: First time To be completed by: 23 August 2018	<p>The registered person shall submit a plan to RQIA detailing the plans for the future delivery of residential care in Wood Lodge in accordance with the options available.</p> <p>Ref: 6.1</p> <hr/> <p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
Area for improvement 2 Ref: Regulation 5 Stated: First time To be completed by: 2 May 2019	<p>The registered person shall ensure that there is evidence that each patient or their representative has been provided with an individual written agreement setting out the terms and conditions of their residency in the home.</p> <p>Ref: 6.1</p> <hr/> <p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
Action required to ensure compliance with the Department of Health, Social Services and Public Safety (DHSSPS) Care Standards for Nursing Homes, April 2015	
Area for improvement 1 Ref: Standard 38.3 Stated: First time To be completed by: 11 February 2019	<p>The registered person shall ensure that recruitment records include the reasons for staff leaving previously held positions which involved working with children or vulnerable adults.</p> <p>Ref: 6.1</p> <hr/> <p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
Area for improvement 2 Ref: Standard 4 Stated: First time To be completed by: 11 February 2019	<p>The registered person shall ensure that care plans are updated to reflect patients' changing needs.</p> <p>Ref: 6.1</p> <hr/> <p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>

<p>Area for improvement 3</p> <p>Ref: Standard 14</p> <p>Stated: First time</p> <p>To be completed by: 31 March 2019</p>	<p>The registered person shall ensure that an up to date written safe contents record is available. The safe contents record should be reconciled and be signed and dated by two people at least quarterly.</p> <p>Ref: 6.1</p> <p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
<p>Area for improvement 4</p> <p>Ref: Standard 14.10</p> <p>Stated: First time</p> <p>To be completed by: 22 March 2019</p>	<p>The registered person shall ensure that each transaction in the patients' income and expenditure records are signed by two people.</p> <p>Ref: 6.1</p> <p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
<p>Area for improvement 5</p> <p>Ref: Standard 14.9</p> <p>Stated: First time</p> <p>To be completed by: 22 March 2019</p>	<p>The registered person shall ensure that (cash) deposit receipts are available in the home. It is best practice for these receipts to be signed by two people.</p> <p>Ref: 6.1</p> <p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
<p>Area for improvement 6</p> <p>Ref: Standard 14.9</p> <p>Stated: First time</p> <p>To be completed by: 22 March 2019</p>	<p>The registered person shall ensure that expenditure receipts are available to evidence how a patient's money has been spent on their behalf. If monies are withdrawn and provided to individual patients for their own use, the ledgers must detail this specifically.</p> <p>Ref: 6.1</p> <p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>

<p>Area for improvement 7</p> <p>Ref: Standard 14.25</p> <p>Stated: First time</p> <p>To be completed by: 31 March 2019 and at least quarterly thereafter</p>	<p>The registered person shall ensure a reconciliation of patients' personal monies and valuables in the safe place are carried out and signed and dated by two people at least quarterly.</p> <p>Ref: 6.1</p> <p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
<p>Area for improvement 8</p> <p>Ref: Standard 14.13</p> <p>Stated: First time</p> <p>To be completed by: 22 March 2019</p>	<p>The registered person shall ensure that hairdressing and podiatry treatment records are maintained in the home and detail the information required by standard 14.13.</p> <p>Ref: 6.1</p> <p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
<p>Area for improvement 9</p> <p>Ref: Standard 14.26</p> <p>Stated: First time</p> <p>To be completed by: 2 May 2019</p>	<p>The registered person shall ensure that records of patients' furniture and personal possessions which they have brought to their rooms are reconciled and signed and dated by a staff member and countersigned by a senior member of staff at least quarterly.</p> <p>Ref: 6.1</p> <p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
<p>Area for improvement 10</p> <p>Ref: Standard 14.6</p> <p>Stated: First time</p> <p>To be completed by: 2 May 2019</p>	<p>The registered person shall ensure that each patient is provided with a personal monies authorisation record for signature detailing the authority the home had been provided with to spend each individual patient's money on identified goods and services.</p> <p>Ref: 6.1</p> <p>Action required to ensure compliance with this area for improvement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>



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