



Unannounced Care Inspection Report

31 January 2019



Innisfree

Type of Service: Residential Care Home
Address: 110 Buckna Road, Broughshane, BT42 4NR
Tel No: 028 2568 4497
Inspector: John McAuley

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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 registered to provide care and accommodation for 28 persons in the categories of care cited on the home's certificate of registration and section 3.0 of this report.

3.0 Service details

Organisation/Registered Provider: Innisfree Responsible Individual: Shauna Stanford	Registered Manager: Shauna Stanford
Person in charge at the time of inspection: Shauna Stanford	Date manager registered: 1 April 2005
Categories of care: Residential Care (RC) I - Old age not falling within any other category DE – Dementia maximum of 11 residents LD - Learning Disability PH - Physical disability other than sensory impairment PH (E) - Physical disability other than sensory impairment – over 65 years - maximum of 5 residents in LD, PH and PH (E)	Number of registered places: 28

4.0 Inspection summary

An unannounced care inspection took place on 31 January 2019 from 10.15 to 14.00 hours.

This inspection was underpinned by The Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards, August 2011.

This was a focused inspection to review the provision of meals and mealtimes and also reviewed and assessed compliance with the one area of improvement identified following the last care inspection.

Evidence of good practice was found in relation to observations of care practices and how residents' needs were being met and in particular with regard to meals and mealtimes. Good practices were also found in relation to care documentation pertaining to meals and the environment.

No areas requiring improvement were identified during this inspection.

Feedback from residents and one visiting relative was all positive. Many residents were keen to express their praise and gratitude for the provision of care, the kindness and support received from staff and the provision of meals.

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

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Shauna Stanford, registered manager, as part of the inspection process and can be found in the main body of the report.

4.2 Action/enforcement taken following the most recent care inspection

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 31 August 2018.

5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records: the previous inspection report, the returned QIP, notifiable events, and written and verbal communication received since the previous care inspection.

During the inspection the inspector met with 17 residents, one visiting relative, six members of staff, the deputy manager and the registered manager.

During the inspection a sample of records was examined which included:

- Records of residents' meals
- Menus
- Three residents' care files
- Complaints and compliments records
- Audits of catering
- Accident, incident, notifiable event records
- Reports of visits by the registered provider
- Individual written agreements
- Policies and procedures

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 31 August 2018

The most recent inspection of the home was an unannounced care inspection.

The completed QIP was returned and approved by the care inspector.

6.2 Review of areas for improvement from the last care inspection dated 31 August 2018

Areas for improvement from the last care inspection		
Action required to ensure compliance with the DHSSPS Residential Care Homes Minimum Standards, August 2011		Validation of compliance
Area for improvement 1 Ref: Standard 20.11 Stated: First time	The registered person shall record details of the times of visit and confirmation on whether these were announced or unannounced in the monthly monitoring reports.	Met
	Action taken as confirmed during the inspection: An inspection of these reports confirmed that this has been addressed.	

6.3 Inspection findings

6.3.1 Meals and mealtimes

A varied and nutritious diet was provided which met the individual and recorded dietary needs and preferences of the residents. The menu is rotated over a three weekly cycle. It was advised that this is revised on a six monthly basis to take account seasonal availability of foods and residents' views. The menu offered a choice of meal each mealtime.

Residents are involved in the planning of menus. This is a standing item on the agenda of residents' meetings.

Systems were in place to regularly record residents' weights and any significant changes in weight were responded to appropriately. There were arrangements in place to refer residents to dietitians and speech and language therapists (SALT) as required. Guidance and recommendations provided by dieticians and SALT were reflected within the individual resident's care plans and associated risk assessments.

Two menus were displayed in suitable formats in prominent positions in the home, so that residents and their representatives knew what was available at each mealtime. Discussions with residents found that they were knowledgeable about the planned meals.

Meals were provided at conventional times throughout the day with drinks and snacks available in between. Residents can also have a snack or drink on request. Fresh drinking water was readily available.

Meals are available for special occasions. Home cooking of apple tarts and scones were in place at the time of this inspection.

The dinner time meal was appetising, wholesome and hearty. The dining room was nicely facilitated as were the tables with choice of condiments. There was a nice ambience in place for residents to enjoy their meal. Staff assisted residents in an organised, unhurried manner. There were adequate numbers of staff present to assist with residents' needs. The meal was served in suitable portion sizes.

Discussions with residents throughout this inspection confirmed that they were very satisfied with this area of care. Some of the comments made included statements such as;

- "The food is A1."
- "The meals are delicious."
- "There is always a choice of what you would like to eat."

Discussions with staff confirmed that they were aware of matters concerning residents' eating and drinking as detailed in residents' care plans. An inspection of a sample of three residents' care records pertaining to eating and drinking was undertaken. These records were maintained in informative detail with good account of prescribed needs and evaluations of care.

A record also was kept of the meals provided in sufficient detail of each resident's dietary intake.

The catering facility was tidy and well organised.

6.3.2 The environment

The home was clean and tidy with a good standard of décor and furnishings being maintained. Residents' bedrooms were comfortable and personalised. Communal areas were comfortable and suitably facilitated.

The home was appropriately heated and fresh smelling.

The grounds of the home were well maintained.

There were no obvious health and safety risks observed in the internal and external environment.

6.3.3 Residents' views

The inspector met with 17 residents at the time of this inspection. All confirmed/indicated that they were very happy with their life in the home, their relationship with staff, the provision of meals and the overall general atmosphere in the home.

Some of the comments made included statements such as;

- “I am really happy here. I cannot praise the staff enough.”
- “It is a lovely home in every way.”
- “You couldn’t complain about a thing here. The staff are always at hand if I need them.”
- “I feel very safe here. Especially at night which is why I came here. I am very content.”
- “The care here is very good.”

The inspector also met with one visiting relative. This relative spoke in complimentary terms about the provision of care in the home and the kindness and support received from staff.

6.3.4 Care practices

Discreet observations of care practices evidenced residents being treated with dignity and respect. Care duties and tasks were organised and unhurried. Staff interactions with residents were polite, friendly, warm and supportive.

Residents appeared comfortable, content and at ease in their environment and interactions with staff.

Staff spoken with were satisfied that there was sufficient staff on duty to meet the needs of the residents. Staff spoke positively about their roles and duties, training and managerial support. Staff also advised that they believed a good standard of care was provided for and if there were any concerns they would have no hesitation in reporting these to management. Some of the comments made by staff included statements such as;

- “I am very glad to be back here. It is a lovely homely home.”
- “The training and supervision is excellent. I missed working here when I left.”

Catering and housekeeping were on duty daily to meet the needs of the residents and to support the care staff.

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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