

# Unannounced Finance Inspection Report 29 January 2019



## Fairways - Duncreggan

**Type of Service: Residential Care Home**  
**Address: Duncreggan, 10 Mark Street, Portrush, BT56 8BT**  
**Tel No: 02870824287**  
**Inspector: Joseph McRandle**

[www.rgia.org.uk](http://www.rgia.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.

## 1.0 What we look for



## 2.0 Profile of service

This is a residential care home with 21 beds that provides care for residents living with a learning disability.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Fairways Duncreggan Ltd  <b>Responsible Individual(s):</b> Robert Anthony Dunlop	<b>Registered Manager:</b> Sonia Bradley
<b>Person in charge at the time of inspection:</b> Robert Anthony Dunlop	<b>Date manager registered:</b> 1 April 2005
<b>Categories of care:</b> Residential Care (RC) LD- Learning disability LD(E) – Learning disability- Over 65 years with associated physical disabilities.	<b>Number of registered places:</b> 21

### 4.0 Inspection summary

An unannounced inspection took place on 29 January 2019 from 10.30 to 12.30 hours.

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

The inspection assessed progress with any areas for improvement identified since the last finance inspection and to determine if the home was delivering safe, effective and compassionate care and if the service was well led.

Evidence of good practice was found in relation to: providing a place for residents to deposit items for safekeeping, policies and procedures reflecting the financial operational areas of the home, members of staff involved in managing residents' finances receiving adult safeguarding training, reconciling residents' monies on a regular basis, retaining signed records of the reconciliations and updating the inventory of residents' property following admission to the home.

Further evidence of good practice was found in relation to: signed agreements in place with residents for the use of staff vehicles to undertake journeys and the charging for the journeys, providing alternative arrangements to support residents wishing to undertake journeys, retaining records of charges to residents, retaining records of amounts paid by residents for fees, residents' guide detailing the services included in the weekly fee, written agreements showing costs of additional services provided to residents, system in place for recording transactions undertaken on behalf of residents, retaining receipts from transactions and hairdresser and podiatrist signing records along with a member of staff.

No areas for improvement were identified during the inspection.

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

#### 4.1 Inspection outcome

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Robert Anthony Dunlop, responsible person, as part of the inspection process and can be found in the main body of the report.

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

#### 4.2 Action/enforcement taken following the most recent care inspection dated 8 May 2018

The most recent inspection of the home was an unannounced care inspection undertaken on 8 May 2018. Other than those actions detailed in the QIP no further actions were required to be taken. Enforcement action did not result from the findings of this inspection.

#### 5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records: recent written and verbal communication received since previous care inspection, notifiable events submitted in relation to finance issues (there were no financial issues identified).

During the inspection the inspector met with the responsible person and the home's administrator.

The inspector provided staff with a "Have we missed you card" which was then placed in a prominent position to allow residents or their relatives who were not present on the day of the inspection, the opportunity to give feedback to RQIA regarding the quality of service provision.

The following records were examined during the inspection:

- two residents' finance files
- two residents' written agreements
- two residents' agreements for the use of staff vehicles for journeys and the charging of journeys.
- cash held on behalf of five residents
- records of cash held for five residents
- a sample of records of safe contents
- valuables held for two residents
- records of valuables held on behalf of residents

- a sample of transaction books belonging to three residents
- a sample of records from purchases undertaken on behalf of three residents
- a sample of records from payments to the hairdresser and podiatrist
- a sample of records of fees paid by two residents
- the residents' guide
- one resident's record of personal property.
- financial policies and procedures

The findings of the inspection were provided to the responsible person at the conclusion of the inspection.

## 6.0 The inspection

### 6.1 Review of areas for improvement from the most recent inspection dated 8 May 2018

The most recent inspection of the home was an unannounced care inspection. The completed QIP was returned and approved by the care inspector and will be validated at the next care inspection.

### 6.2 Review of areas for improvement from the last finance inspection

The home has not previously received an RQIA finance inspection.

## 6.3 Inspection findings

### 6.4 Is care safe?

**Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.**

A safe place was provided within the home for the retention of residents' monies and valuables. At the time of the inspection there were satisfactory controls around the physical location of the safe place and the members of staff with access to it. Monies held on behalf of four residents were counted, the amounts retained agreed to the balance of monies recorded at the home.

Discussion with staff confirmed that an additional safe place was used to facilitate members of staff undertaking purchases on behalf of residents. A sample of monies held for two residents agreed to the balance recorded at the home. Satisfactory controls were also in place in relation to the physical location and the members of staff with access to the additional safe place.

A safe contents book was in place and up to date at the time of the inspection. Valuables held on behalf of two residents were examined. Records agreed to the items held in the safe place. Records showed that in line with good practice, the items held were checked on a regular basis. Two signatures were recorded against the records examined.

Policies and procedures for the management and control of residents' finances were in place at the time of the inspection. The policies and procedures reflected the financial operational areas of the home.

Discussion with the responsible person confirmed that members of staff involved in managing residents' finances had received training in relation to adult safeguarding. Discussion with staff also confirmed that there were no finance related restrictive practices in place for any resident.

### Areas of good practice

There were examples of good practice found in relation to: providing a place for residents to deposit items for safekeeping, policies and procedures reflecting the financial operational areas of the home and members of staff involved in managing residents' finances receiving adult safeguarding training.

### Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

### 6.5 Is care effective?

**The right care, at the right time in the right place with the best outcome.**

Discussion with the responsible person confirmed that no member of staff was the appointee for any resident i.e. a person authorised by the Social Security Agency to receive and manage the social security benefits on behalf of an individual. Discussion with staff also confirmed that no member of staff at the home acted as an agent for any resident, i.e. a person authorised by a resident or their representative to collect social security benefits on the resident's behalf.

Discussion with staff and review of records confirmed that reconciliations (checks) between the monies held on behalf of residents and the records of monies held were undertaken on a monthly basis. In line with good practice two signatures were recorded against the records of the reconciliations. Discussion with staff and a review of records also confirmed that residents' monies held in the additional safe place were checked against the records of monies held on a daily basis. Two signatures were recorded against the records of the reconciliations.

Discussion with staff confirmed that no bank accounts were managed on behalf of residents. Discussion with staff also confirmed that no comfort fund monies were maintained on behalf of residents.

Discussion with staff confirmed that an inventory of residents' property was maintained when residents were admitted to the home. Discussion with staff also confirmed that records were updated with items acquired and disposed of after admission for which staff had been made aware of.



### Areas of good practice

There were examples of good practice found in relation to: reconciling residents' monies on a regular basis, retaining signed records of the reconciliations and updating the inventory of residents' property following admission to the home.

### Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

### 6.6 Is care compassionate?

**Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.**

The home did not operate a transport scheme at the time of the inspection. Discussion with the responsible person confirmed that vehicles belonging to members of staff were available to provide journeys for residents. The mileage rate paid to staff members for using their vehicle was subsequently reimbursed from the residents undertaking the journey. A review of records evidenced that when more than one resident was taken in a vehicle the mileage rate was divided evenly among the residents on the journey. The records of the journeys were signed by two members of staff.

A review of two residents' files showed that signed agreements for residents to use staff vehicles were retained within their files. The agreements detailed the terms and conditions for using the vehicles including the procedure for charging residents for their journeys. The agreements were signed by a representative from the home and a representative from the Northern Health and Social Care Trust (NHSCT).

Discussion with staff confirmed that alternative arrangements were in place to support residents wishing to undertake journeys; this included the use of taxis which were paid for by the residents or their representatives.

### Areas of good practice

There were examples of good practice found in relation to: signed agreements in place with residents for the use of staff vehicles to undertake journeys and the charging for the journeys and providing alternative arrangements to support residents wishing to undertake journeys.

### Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

## 6.7 Is the service well led?

**Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.**

A review of records confirmed that copies of payment remittances from the health and social care trust showing the weekly fee charged to each care managed resident were retained at the home. The remittances also showed the amount of fees paid by the trust on behalf of residents and the contribution owed by residents towards their fee.

A review of records showed that details of the amount of fees paid by, or on behalf of, residents were retained at the home. Review of a sample of payments made by two residents showed that the amounts paid agreed to the contribution owed by each resident. Discussion with staff confirmed that residents were not paying an additional amount towards their fee over and above the amount agreed with the health and social care trust.

A residents' guide was in place at the time of the inspection. The guide included the details of the services provided to residents as part of their weekly fee. The residents' guide also included a written agreement which was issued to residents on admission to the home. A review of two residents' files evidenced that copies of written agreements were retained within both files. The agreements gave details of the terms and conditions for staying at the home. A list of the services provided to residents at an additional cost was also included within the agreements.

It was noticed that only one of the agreements reviewed was signed by the resident's representative and a representative from the home. The remaining agreement was signed by a representative from the home however it was not signed by, or on behalf of, the resident. Discussion with staff confirmed that the resident was unable to sign the agreement and that they had no next of kin or other representative to sign the agreement.

The responsible person was advised during the inspection to share a copy of the agreement with the resident's representative at the NHSCT. The responsible person was also advised to retain a record within the resident's file showing the date the agreement was forwarded to the NHSCT.

A review of records and discussion with staff confirmed that a book was maintained for each resident. The books were used to record the details of transactions undertaken on behalf of residents including the purchase of items and payments for additional services e.g. hairdressing. The books were also used to record monies deposited at the home on behalf of residents.

A review of records from four purchases undertaken by staff on behalf of three residents showed that the details and the amount of the purchases were recorded. Good practice was observed as the amounts deducted to make the purchases and the remaining monies returned from the purchases were recorded separately. Two signatures were recorded against all of the transactions reviewed.



Receipts from the purchases reviewed were retained at the home at the time of the inspection. Good practice was observed in relation to the audit process as a number was recorded on the receipts and the corresponding number was recorded against the purchases recorded in the residents' books

A review of records of two payments to the hairdresser and one to the podiatrist evidenced that the hairdresser and podiatrist provided invoices after providing the service to residents. The invoices showed the name of the residents receiving the service, the service provided to the residents and the amount charged to each resident. The amounts deducted from the residents' monies agreed to the amounts listed on the invoices from the hairdresser and podiatrist. In line with good practice the hairdresser and podiatrist had signed the records along with a member of staff.

### Areas of good practice

There were examples of good practice in relation to: retaining records of charges to residents, retaining records of amounts paid by residents for fees, residents' guide detailing the services included in the weekly fee, written agreements showing costs of additional services provided to residents, system in place for recording transactions undertaken on behalf of residents, retaining receipts from transactions and hairdresser and podiatrist signing records along with a member of staff.

### Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

## 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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