

Finance Inspection Report 7 July 2016



Carmoyne

Residential (RC):
38 Church Street, Ahoghill, BT42 2PA
Tel No: 028 2587 1439
Inspector: Joseph McRandle

1.0 Summary

An announced inspection of Carnmoyné took place on 7 July 2016 from 10.30 to 13.30. Less than twenty four hours' notice was given prior to the inspection.

The inspection sought to assess progress with any issues raised during and since the previous inspection and to determine if the home was delivering safe, effective and compassionate care and if the service was well led.

Is care safe?

Evidence was reviewed which confirmed that the home does not manage or hold any monies on behalf of residents. Records examined showed that staff had received training in relation to the safeguarding of residents' monies. One recommendation has been made in relation to updating the policies and procedures operated at the home to include the escort policy and procedure for accompanying vulnerable residents to appointments outside of the home; this should include the procedure for those residents with no next of kin.

A further recommendation has been made for the registered manager to contact the Northern Health and Social Care Trust (NHSCT) in relation to the rates charged to residents for members of staff accompanying them to medical appointments.

Is care effective?

Evidence was reviewed which confirmed that residents' or their representatives were informed in writing four weeks in advance of any increase in fees. There was no evidence to show that copies of the correspondence were retained in residents' files. A recommendation was made in relation to retaining copies of correspondence forwarded to residents or their representatives informing them of an increase in fee.

Evidence was reviewed which confirmed that an inventory of residents' property was maintained at the home.

Is care compassionate?

Evidence was reviewed which confirmed that although no transport scheme was operated at the home, support was given to residents wishing to undertake journeys. There was evidence that arrangements were in place to offer support for residents' managing their own monies. No areas for improvement were identified during the inspection.

Is the service well led?

Evidence was reviewed which confirmed that residents were charged the correct fees. Review of records also confirmed that written agreements were in place for residents. Three recommendations were made during the inspection. These related to updating the resident's guide to include a list of charges for additional services; the updating of residents' agreements and the inclusion of a provision within the agreements informing residents that no transactions are undertaken on their behalf by members of staff.

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

1.1 Inspection outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	6

Details of the Quality Improvement Plan (QIP) within this report were discussed with Mrs Emma Logan, registered manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

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

1.2 Actions/enforcement taken following the most recent finance inspection

There has been no previous RQIA finance inspection of Carnmoyne.

2.0 Service details

Registered organisation/registered provider: Carmoyne/Mrs. Emma Logan	Registered manager: Mrs. Emma Logan
Person in charge of the home at the time of inspection: Mrs. Emma Logan	Date manager registered: 30 October 2014
Categories of care: RC-SI, RC-I, RC-MP(E), RC-PH(E), RC-DE	Number of registered places: 16

3.0 Methods/processes

Prior to the inspection, it was ascertained that no incidents involving services users' finances had been reported to RQIA in the last twelve months.

During the inspection the inspector met with the registered manager. No relatives or visitors chose to meet with the inspector.

The following records were examined during the inspection:

- Four residents' finance files.
- The residents' guide.
- Four residents' signed agreements.
- Records of fees paid by four residents.
- Financial policies and procedures.
- Property records for two residents.

4.0 The inspection

4.1 Review of requirements and recommendations from the most recent inspection dated 16 June 2016

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

4.2 Review of requirements and recommendations from the last finance inspection

There has been no previous RQIA finance inspection of this home.

4.3 Is care safe?

Discussion with the registered manager and review of records confirmed that it was policy at the home for residents to manage their own finances. No monies or valuables were held on behalf of residents at the time of the inspection.

A safe place was provided at the home if residents required monies or valuables to be held for safekeeping. At the time of the inspection there were satisfactory controls around the physical location of the safe place and the staff members with access.

Discussion with the registered manager confirmed that staff had received training in relation to safeguarding residents' monies. The registered manager and one other member of staff were able to demonstrate knowledge of their specific roles and responsibilities in relation to any concerns raised in relation to residents' finances.

Residents’ agreements included a provision for charging residents for staff accompanying them to medical appointments. The policies and procedures operated at the home at the time of the inspection did not include the procedure for charging residents for this service.

A recommendation is made for the policies and procedures to be updated to include an escort policy and procedure for accompanying vulnerable residents to appointments outside of the home, this should include the procedure for those residents with no next of kin.

The registered manager reported that no residents had been charged for staff accompanying them to medical appointments and agreed to contact the NHSCT in order to discuss the rates charged to residents for being accompanied to medical appointments. A recommendation is listed within the QIP of this report in relation to this matter.

Areas for improvement

Two areas for improvement were identified during the inspection. These related to updating the home’s policies and procedures to include an escort policy and for the NHSCT to be contacted in relation to the rates charged for accompanying residents on medical appointments.

Number of requirements	0	Number of recommendations:	2
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4.4 Is care effective?

Review of records and discussion with the registered manager confirmed that no member of staff at the home acted as an appointee for any resident, i.e. a person authorised by the Social Security Agency (SSA) to receive and manage the social security benefits on behalf of an individual.

Discussion with the registered manager also confirmed that no member of staff 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.

A provision was included in the residents’ agreements for residents or their representatives to be informed four weeks in advance of any increase in fees. The registered manager showed the inspector a copy of the letter sent to residents or their representatives. Review of residents’ files evidenced that copies of the letters sent to residents were not retained within their files.

A recommendation is listed within the QIP of this report for copies of correspondence relating to increase in fees to be retained within residents’ files.

Discussion with the registered manager and review of records confirmed that no bank accounts were managed on behalf of residents.

Review of records and discussion with staff confirmed that an inventory of residents’ property was maintained at the home. The list was updated when items were brought into the home by or on behalf of residents.

Areas for improvement

One area for improvement was identified during the inspection in relation to retaining copies of correspondence forwarded to residents or their representatives informing them of an increase in fees.

Number of requirements	0	Number of recommendations:	1
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4.5 Is care compassionate?

At the time of the inspection, the home did not provide a transport scheme. Discussion with the registered manager confirmed that alternative arrangements were in place to support residents wishing to undertake journeys; this included the use of taxis which were paid by the residents or their representatives.

Discussion with the registered manager confirmed that arrangements were in place to offer support for residents' managing their own monies.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements	0	Number of recommendations:	0
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4.6 Is the service well led?

Review of records confirmed that copies of payment remittances from Health and Social Care Trusts showing the weekly fee for each care managed resident were retained at the home. The remittances also showed the amount of fees paid by the Trusts on behalf of residents and the amount paid by care managed residents directly to the home. Records were also available showing the amount received from private residents for their fee.

Review of records of payments made by, or on behalf of four residents confirmed that the amounts received agreed to the contribution owed by each resident.

Discussion with the registered manager confirmed that residents were not paying an additional amount towards their fee over and above the amount agreed with the Health and Social Care Trusts.

A resident's guide was in place at the time of inspection which included the details of the services provided to residents as part of the weekly fee. The guide did not include a list of the charges for additional services provided at the home e.g. hairdressing and podiatry.

A recommendation is listed within the QIP of this report in relation to the above findings.

The guide included a written agreement which is issued to residents on admission to the home. Review of four residents' files (two of which were private residents) evidenced that individual written agreements were in place for all four residents.

A weekly third party payment was made on behalf of care managed residents. Discussion with the registered manager confirmed that the additional amount was not for any additional services provided to residents but the difference between the fee charged by the home and the amount paid to the home by the Health and Social Care Trusts.

The agreements reviewed were not in line with minimum standard 4 of the DHSSPS Residential Care Homes Minimum Standards (2011) as they did not show the current weekly fee paid by, or on behalf of, residents. The method of payment of the fee and the details of the person paying the fee (including the third party payment) were also not included in the agreements. The agreements were signed by the resident or their representative and a representative from the home.

A recommendation is listed within the QIP of this report in relation to the above findings.

Discussion with the registered manager confirmed that it was policy at the home for the hairdresser and podiatrist to be paid directly by the resident or their representative. The registered manager informed the inspector that they do not receive any monies towards payment to the hairdresser or podiatrist.

Discussion with the registered manager confirmed that no transactions were undertaken on behalf of residents by members of staff. The inspector was informed by the registered manager that residents or their representatives purchased toiletries and other personal items when required.

Following a discussion in relation to this policy, the registered manager agreed to include a provision within the residents' agreements in order to inform residents and their representatives of this practice prior to signing the agreements.

A recommendation is listed within the QIP of this report in relation to this matter.

Areas for improvement

Three areas for improvement were identified during the inspection. These related to updating the resident's guide to include a list of charges for additional services, the updating of residents' agreements and the inclusion of a provision within the agreements for no transactions undertaken on behalf of residents by members of staff.

Number of requirements	0	Number of recommendations:	3
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5.0 Quality improvement plan

The issues identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Mrs Emma Logan, registered manager, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/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 provider/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 this residential care home. 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.

5.1 Statutory requirements

This section outlines the actions which must be taken so that the registered provider meets legislative requirements based on The Residential Care Homes Regulations (Northern Ireland) 2005.

5.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and Residential Care Homes Minimum Standards 2011. They promote current good practice and if adopted by the registered provider may enhance service, quality and delivery.

5.3 Actions taken by the registered manager/registered provider

The QIP will be completed by the registered manager to detail the actions taken to meet the legislative requirements stated. The registered provider will review and approve the QIP to confirm that these actions have been completed by the registered manager. Once fully completed, the QIP will be returned to agencies.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 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 registered provider/manager from their responsibility for maintaining compliance with the regulations and standards. It is expected that the requirements and recommendations outlined in this report will provide the registered provider/manager with the necessary information to assist them to fulfil their responsibilities and enhance practice within the service.

Quality Improvement Plan

Recommendations

<p>Recommendation 1</p> <p>Ref: Standard 21</p> <p>Stated: First time</p> <p>To be completed by: 23 September 2016</p>	<p>The registered provider should ensure that the policies and procedures operated at the home are updated to include the escort policy and procedure for accompanying vulnerable residents to appointments outside of the home; this should include the procedure for those residents with no next of kin.</p>
	<p>Response by registered provider detailing the actions taken: The policy has been updated to reflect the procedure for residents with no next of kin.</p>
<p>Recommendation 2</p> <p>Ref: Standard 4.8</p> <p>Stated: First time</p> <p>To be completed by: 23 September 2016</p>	<p>The registered provider should contact the Northern Health and Social Care Trust in order to discuss the rates charged to residents for being accompanied to medical appointments.</p> <p>RQIA should be informed in writing of the outcome of these discussions.</p>
	<p>Response by registered provider detailing the actions taken: The local trust has been contacted via email and are currently awaiting a response.</p>
<p>Recommendation 3</p> <p>Ref: Standard 4.7</p> <p>Stated: First time</p> <p>To be completed by: 16 September 2016 and thereafter the date of next increase in fees.</p>	<p>The registered provider should ensure that copies of correspondence forwarded to residents in relation to the increase in fees are retained in residents' files.</p>
	<p>Response by registered provider detailing the actions taken: In future any correspondence between provider and residents will be copied and kept on file.</p>
<p>Recommendation 4</p> <p>Ref: Standard 3.2</p> <p>Stated: First time</p> <p>To be completed by: 23 September 2016</p>	<p>The registered provider should ensure that the residents' guide is updated to include a list of the charges for additional services provided at the home e.g. hairdressing and podiatry.</p>
	<p>Response by registered provider detailing the actions taken: The residents guide has been amended to include the relevant charges such as podiatry and hairdressing.</p>

<p>Recommendation 5</p> <p>Ref: Standard 4.2</p> <p>Stated: First time</p> <p>To be completed by: 30 September 2016</p>	<p>The registered provider should ensure that updated written agreements are in place for all residents accommodated at the home.</p> <p>The agreements should meet standard 4 of the DHSSPS Residential Care Homes Minimum Standards (2011).</p> <p>The agreements should detail the current amount paid by the Health and Social Care Trust, the current contribution paid by residents and the current amount paid on behalf of residents (including additional third party payment).</p> <p>Response by registered provider detailing the actions taken: There are written agreements in place for all residents and a breakdown is now in place of the pricing.</p>
<p>Recommendation 6</p> <p>Ref: Standard 4.2</p> <p>Stated: First time</p> <p>To be completed by: 30 September 2016</p>	<p>The registered provider should ensure that a provision is included in the residents' agreements informing residents and their representatives that no transactions are undertaken on behalf of residents by members of staff.</p> <p>Response by registered provider detailing the actions taken: The agreement has been amended to ensure that it is clear that there are no transactions undertaken on behalf of residents.</p>

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