



The Regulation and
Quality Improvement
Authority

Carn-vaddy
RQIA ID: 1348
15 Doctors Road
Ballymena
BT42 4HL

Inspector: Joe McRandle
Inspection ID: IN23972

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**Announced Finance Inspection
of
Carn-vaddy**

7 January 2016

**The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: www.rqia.org.uk**

1. Summary of Inspection

An announced finance inspection took place on 7 January 2016 from 10.30 to 12.00. 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 residents' 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 Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards (2011).

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	0	3

The details of the QIP within this report were discussed with Mrs Margaret Magee, Registered Manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Mrs Margaret Magee	Registered Manager: Mrs Margaret Magee
Person in Charge of the Home at the Time of Inspection: Mrs Margaret Magee	Date Manager Registered: 1 April 2005
Categories of Care: RC-I, RC-LD, RC-LD(E)	Number of Registered Places: 3
Number of Residents accommodated on the day of Inspection: 2	Weekly Tariff at Time of Inspection: £470

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 theme has been met:

Inspection Theme: Patients' finances and property were appropriately managed and safeguarded

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 residents' 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 residents are transparent and agreed in writing with the resident/their representative.

4. Methods/Process

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

- Discussion with registered person
- Audit traces carried out on residents' records
- Audit of residents' individual files
- Spot check on residents' 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, none of which were finance related

The following records were examined during the inspection:

- The resident's guide
- Two residents' individual files
- Records of payment of fees by two residents
- Records of residents' personal belongings
- Policy and procedure for safeguarding of residents' finances

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the home was an announced pharmacy inspection dated 1 October 2015. The completed QIP was returned and approved by the pharmacy inspector.

5.2 Review of Requirements and Recommendations from the last Finance Inspection

There has been no previous finance inspection of this service by RQIA.

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 resident's guide was in place at the time of inspection. The guide detailed the services provided to residents as part of the weekly fee. The resident's guide included a written agreement which was issued to residents on admission to the home. Review of the two residents' files evidenced that individual written agreements were in place for both residents. We noticed that the agreements showed the current weekly fee paid by, or on behalf of, the residents. The method of payment of fees was also included in the agreements. Both agreements were signed by the resident and the registered person.

Is Care Effective?

Review of records and discussion with the registered person 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 person 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.

Review of records showed that the financial arrangements for each resident were not included in their agreements. Standard 15.2 of the DHSSPS Residential Care Homes Minimum Standards (2011), states that the financial arrangements for each resident should be included in their agreement.

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

A policy and procedure was in place at the time of the inspection, in relation to the safeguarding of residents' finances.

Is Care Compassionate?

There was evidence to show that residents had been informed, in writing, of previous increases in fees.

Areas for Improvement

Overall on the day of inspection, we found that the financial arrangements were contributing to safe and compassionate care in relation to statement 1. One area was identified for improvement in relation to effective care; this was for the financial arrangements for each resident to be included in their agreement.

Number of Requirements:	0	Number of Recommendations:	1
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5.4 Statement 2 - Arrangements for receiving and spending residents' 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 the local Health and Social Care Trust showing the weekly fee for both residents were retained at the home. The remittances also showed the amount of fees paid by the Trust on behalf of the residents and the amount paid by the residents directly to the home.

Review of records showed that residents were issued with monthly invoices for their contribution towards their fee. Review of the invoices showed that the amounts charged to the residents agreed to the contribution owed by each resident listed within the Trust remittance. The invoices were signed by the registered person and the resident when payment was made. Copies of the signed invoices were retained by the residents.

Records showed that the invoices for one resident included an amount for the payment of taxi fares. Discussion with the registered person confirmed that the monies were paid by the resident directly to the taxi firm. No additional monies were received by the home. We highlighted to the registered person that the recording of the payment to the taxi firm on the resident's invoices would indicate that the monies were being received by the home.

Following the discussion the registered person agreed to review the system for recording the additional monies paid by the resident. The registered person also agreed to cease recording the additional payment on the resident's invoice for fees.

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

Is Care Effective?

Discussion with the registered person confirmed that no purchases or payments for additional services were undertaken on behalf of residents. The registered person also confirmed that residents availed of hairdressing and podiatry services outside of the home and residents paid for these services directly. The registered person told us that residents or their representatives purchased essential items e.g. toiletries directly when required.

Discussion with the registered person confirmed that no bank accounts were managed on behalf of residents.

Is Care Compassionate?

Discussion with the registered person confirmed that residents are encouraged to manage their own finances.

Areas for Improvement

Overall on the day of inspection, we found that the financial arrangements were contributing to effective and compassionate care in relation to statement 2. One area was identified for

improvement in relation to safe care; this was for the registered person to review the system for recording the monies paid by a resident for taxi fares.

Number of Requirements:	0	Number of Recommendations:	1
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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?

Discussion with the registered person confirmed that it was the policy at the home for residents to manage their own monies. 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. We were satisfied with the controls around the physical location of the safe place and the staff members with access.

Is Care Effective?

Discussion with the registered person confirmed that they provided the furniture and other furnishing located within both residents' rooms. The registered person also confirmed that the televisions within each room were owned by the residents. Review of records showed that the televisions were not recorded in the residents' files as part of their possessions.

A recommendation is listed within the QIP for the inventory of residents' possessions to be updated to show all items owned by the residents.

Is Care Compassionate?

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

Areas for Improvement

Overall on the day of inspection, we found that the financial arrangements were contributing to safe and compassionate care in relation to statement 3. One area was identified for improvement in relation to effective care; this was for records to be updated to show all personal possessions owned by the residents

Number of Requirements:	0	Number of Recommendations:	1
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5.6 Statement 4 - Arrangements for providing transport to residents are transparent and agreed in writing with the resident/their representative

Is Care Safe?

At the time of inspection, the home did not provide a transport scheme.

Is Care Effective?

At the time of inspection, the home did not provide a transport scheme.

Is Care Compassionate?

Although no transport scheme was provided at the time of inspection. Review of records and discussion with the registered person confirmed that transport was provided for social outings at no cost to the residents.

Areas for Improvement

There were no areas of improvement in relation to statement 4.

Number of Requirements:	0	Number of Recommendations:	0
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5.7 Additional Areas Examined

No additional areas were examined during this inspection.

6 Quality Improvement Plan

The issues identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Mrs Margaret Magee, Registered Manager, 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 Residential Care Homes Regulations (Northern Ireland) 2005.

6.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and The Residential Care Homes Minimum Standards (2011). 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 service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained in this report do not absolve the registered provider/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 provider/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the service.

CAREN-JADY P.R.H.

Quality Improvement Plan

Recommendations			
Recommendation 1 Ref: Standard 15.2 Stated: First time To be Completed by: 19 February 2016	The registered person should ensure that details of residents' financial arrangements are included in their agreements e.g. the arrangements for the resident, identified during the inspection, paying for taxi fares.		
	Response by Registered Person(s) Detailing the Actions Taken: Residents financial arrangement for paying taxi now included in resident agreement.		
Recommendation 2 Ref: Standard 20.14 Stated: First time To be Completed by: From the date of the inspection	The registered person should review the system for recording the payments made by the resident, identified during the inspection, for taxi fares.		
	The recording of payments for taxi fares on the invoice for fees should cease from the date of the inspection. The revised system should be recorded in the resident's agreement in order to facilitate recommendation 1.		
Response by Registered Person(s) Detailing the Actions Taken: Taxi fares for resident no longer recorded on residents invoice.			
Recommendation 3 Ref: Standard 8.7 Stated: First time To be Completed by: 19 February 2016	The registered person should ensure that a record of residents' possessions is maintained. The record should be reconciled at least quarterly.		
	Two signatures should be recorded against the reconciliation.		
Response by Registered Person(s) Detailing the Actions Taken: Residents possessions now recorded.			
Registered Manager Completing QIP	m.magee	Date Completed	3-2-16
Registered Person Approving QIP	<i>m.magee</i>	Date Approved	
RQIA Inspector Assessing Response	<i>Paul H. Nangle</i>	Date Approved	12/4/16

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

