



The Regulation and
Quality Improvement
Authority

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**Unannounced Finance Inspection
of
Bridgeview**

22 December 2015

The Regulation and Quality Improvement Authority
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1. Summary of Inspection

An unannounced finance inspection took place on 22 December 2015 from 09.15 to 13.15. Overall on the day of the inspection, the financial arrangements in place were found to be contributing to safe, effective and compassionate care; however some areas for improvement were identified, which 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.

On the day of inspection we met and spoke briefly with the senior care assistant who explained her role and responsibilities in the context of supporting the residents with their money. We later met with the registered manager of the home. The registered manager explained that due to a recent change in ownership, overall, a review and update of processes was currently under way.

The inspector would like to thank those who participated in the inspection for their co-operation throughout the inspection visit.

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 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	2	7

The details of the QIP within this report were provided to Mr Dawson Campbell, the registered manager, as part of the inspection. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Bridgeview Residential Home Ltd/Patricia Casement	Registered Manager: Mr Dawson Campbell
Person in Charge of the Home at the Time of Inspection: Mr Dawson Campbell	Date Manager Registered: 1 November 2015
Categories of Care: RC-LD, RC-LD(E)	Number of Registered Places: 4
Number of Residents Accommodated on the Day of Inspection: 4	Weekly Tariff at Time of Inspection: £528.00 - £1,275.00

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: Residents' finances and property are 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 include the following:

- Discussion with Mr Dawson Campbell, the registered manager
- Discussion with the senior care assistant on duty
- Review of records
- 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 reviewed during the inspection:

- The residents guide
- The home's policy on "Residents' Money and Valuables"
- Four residents' agreements
- A sample of hairdressing and chiropody treatment receipts
- Four HSC trust care management reviews
- One resident's financial care plan
- Four residents' personal property records
- A sample of copy invoices for care and accommodation fees
- A sample of copy receipts for cash lodged
- A sample of income and expenditure records: "Financial Records for Personal Allowances"
- Four personal monies expenditure authorisation forms

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the home was an unannounced pharmacy inspection on 30 September 2015. The completed QIP was returned and approved by the pharmacy inspector; we were not required to follow up on any matters in respect of the previous inspection of the home.

5.2 Review of Requirements and Recommendations from the Last Finance Inspection

An RQIA finance inspection of the home was carried out on 20 May 2009; the outcomes of the 2009 inspection were not brought forward as part of this inspection.

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?

The home has a written resident guide which is provided to every newly admitted resident. The registered manager advised that at present, the resident guide was currently being updated as a result of a change in ownership of the home. However we reviewed the existing resident guide to be updated and noted that it contained a good level of detail with regards to arrangements in the home to safeguard residents' money and valuables.

We noted that the guide detailed how residents were welcome to bring any items to the home to personalise their individual rooms and that arrangements to safely store any items was addressed. We noted that the guide stated: "If you agree, we will manage up to £x of your personal monies for your day to day expenditure. This will be discussed admission." We noted that this was an indicator of how the home would seek to discuss and obtain agreement for any individual financial arrangement for a resident and we noted this as good practice.

Is Care Effective?

We reviewed the written agreements in place between each of the four residents and the home. We noted that each of the signed written agreements was held alongside a "Details and Payment of Fees" document which detailed the fees, the details of the payee and the method of payment. We noted on reviewing the agreements that a small number of the items required as part of Minimum Standard 4.2 of the Residential Care Home Minimum Standards (August 2011) were not as yet included in the written agreements with the home. We noted that the agreements between the home and each resident should be duly reviewed.

A recommendation has been made in respect of this finding.

Is Care Compassionate?

A review of the four resident agreements and the accompanying appendices, the "Details and Payment of Fees" documents, evidenced that notice of changes in the fees payable had been provided by the home over time.

Areas for Improvement

Overall on the day of inspection, the financial arrangements were found to be contributing to safe, effective and compassionate care. However there was one area identified for improvement; this related to reviewing the residents' written agreements with the home to ensure that all of the required elements of Minimum Standard 4.2 of the Residential Care Home Minimum Standards (August 2011) are included.

Number of Requirements	0	Number 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?

A review of the records identified that copies of the HSC trust payment remittances are available confirming the weekly fee for each of the four residents in the home. Discussion with the registered manager and a review of the records established that the home was directly charging an identified number of residents for a portion of their care and accommodation fees. A review of the amounts charged evidenced that the correct charges had been made by the home.

We noted that the home has a written policy on "Residents' Money and Valuables" to guide practice in respect of safeguarding residents' money, property and valuables.

Is Care Effective?

The registered manager advised that the home is not routinely in direct receipt of the personal allowance monies for any resident; however the registered manager did advise that for one resident, personal monies are requested from the HSC trust (as Appointee) in order to "top up" the balance of monies held at the home for spending by the resident. The registered manager advised that a cheque is received from the HSC trust which is lodged into the resident's bank account managed by the home (further discussion on the resident's bank account is detailed below).

The registered manager confirmed that no-one from the home was acting as nominated Appointee for any resident (i.e. managing their social security benefits).

As noted above, discussions established that in one case, a resident's personal allowance monies are held by the HSC trust on the resident's behalf and requested by the home as and when required by the resident. We reviewed evidence which confirmed that an amount of personal allowance monies had been requested by the home recently and this had duly been lodged to the resident's bank account managed by the home.

The registered manager explained that given the change in ownership of the home, a new bank account for residents' money has been opened. Discussion with the registered manager established that the account was named in favour of Bridgeview residential home (however only residents' money is to be contained in the account). We recommended that the name of the account used to hold residents' money should clearly denote that the money belongs to the residents, not to the home.

A recommendation has been made in respect of this finding.

In reviewing a sample of records, we noted that there was reference to a previous residents' bank account managed by the former owners of the home on behalf of the residents. On the day of inspection, there was insufficient clarity about the arrangements for safeguarding any balance held in the account for the residents as part of the change in ownership process. We noted that the registered manager should, as a priority, seek to obtain clarity on this matter from the new owners to ensure that any residents' monies held at the time of change in ownership (if any) were duly safeguarded for the resident(s).

A requirement has been made in respect of this finding.

Discussion with the registered manager also established that for an identified number of residents, family members lodge cash with the home for spending by the home on behalf of the residents on additional goods and services not covered by the weekly fee (such as hairdressing etc). A review of the records identified that the home provides a receipt to anyone depositing money. We reviewed a sample of receipts and noted that they were routinely only signed by the person receiving the money.

We noted that best practice was for two parties to sign a receipt, ideally the second signature being the person lodging the money.

A recommendation is listed in respect of this finding.

We discussed how money was held within the home for the benefit of the residents. The registered manager explained that two floats of cash were held within separate places within the home; however the registered manager noted that it was his intention to amalgamate these balances and hold one balance of money on behalf of each of the residents in the designated safe place, we concurred with this suggestion.

The inspector reviewed a sample of the records for expenditure incurred on behalf of the four patients such as that in respect of hairdressing and chiropody services. We noted that "financial records for personal allowances" were maintained detailing income and expenditure incurred on behalf of each of the residents. It was noted that entries on the records had not been made using a standard financial ledger format. For example, entries had been made which recorded the amount of expenditure rather than recording the withdrawal of cash from the resident's balance and the return of any change; the inspector demonstrated the correct way to record entries in the ledger in future.

A recommendation has been made in respect of this finding.

We also noted that there was no written evidence of a reconciliation of money having been carried out and signed by two people at least quarterly.

A recommendation has been made in respect of this finding.

We reviewed the records for hairdressing, chiropody and reflexology services facilitated within the home. We noted that the records of the treatments were routinely only signed by one person. We highlighted that best practice was for the treatment records to be signed by the person providing the treatment and by a member of staff who can verify that the patient has received the treatment and incurred the associated cost.

A recommendation has been made in respect of this finding.

Discussions established that the home does not operate a fund for the benefit of the residents in the home (often referred to as a comfort fund).

Is Care Effective?

As noted above, for the majority of residents in the home, residents' representatives provide money with the home in order to pay for additional goods and services not covered by the weekly fee (such as hairdressing, reflexology etc). The arrangement for one identified resident, whose personal allowance money is held by the HSC trust, has already been detailed above.

We queried whether the home had a written authorisation in place with residents or their representatives providing authority for the home to spend the personal allowance monies of the resident on particular goods or services.

A review of the four residents' records identified that all four residents had a document in place entitled "Personal Allowance Money." This document detailed the arrangements for recording financial transactions incurred on behalf of the resident from their personal money and included the current charges for the additional services facilitated within the home, such as hairdressing. All four residents' documents had been signed in agreement by the resident/their representative.

Is Care Compassionate?

We queried whether any patient had a specific assessed need in respect of their money or any agreed restrictions; the registered manager advised that none of the patients had any known assessed needs or restrictions. We also discussed access to residents' money outside of normal office hours. The registered manager advised that at present there were no identified issues in respect of residents requiring access to money outside of the office hours.

Areas for Improvement

Overall on the day of inspection, the financial arrangements were found to be contributing to safe, effective and compassionate care; however there were five areas identified for improvement. These related to renaming the residents' bank account; countersigning receipts for the lodgement of cash on behalf of residents; amending the current ledger recording system; countersigning treatment records issued by the hairdresser, reflexologist etc; carrying out a reconciliation of money held on behalf of residents at least quarterly and obtaining clarification on the arrangements to safeguard money held in the former residents' bank account (if any).

Number of Requirements	1	Number Recommendations:	5
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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?

A safe place exists within the home to enable residents or their representatives to deposit cash or valuables; we viewed the safe place within the home and were satisfied with the controls around the physical location of the safe place and the persons with access. On the day of inspection, cash balances for the residents were deposited for safekeeping.

The home does not have a written safe record and we recommended that one is introduced to ensure there is a record of items stored in the safe place. We highlighted that a written safe record should record all of items held in the safe place and should be checked, signed and dated by two people at least quarterly.

A recommendation has been made in respect of this finding.

Is Care Effective?

We queried whether there were any general or specific arrangements in place to support residents with their money; the registered manager advised that there were no such arrangements in place.

We requested the inventory/property records for the four residents. The registered manager provided the property records for all four residents and we noted that each resident had a "Record of Resident Belongings" form in place. We noted that clearly a great deal of work had gone into detailing the items owned by each resident and we noted good practice in this regard.

We noted, however, that there was inconsistency in the signing of the records by the person making the record. For instance, the original record for two residents had not been signed, however one resident's original record had been signed by two people. Additions or disposals from the records had been clearly documented; however these were routinely only signed by one person.

We highlighted to the registered manager that any record which related to a resident's money or valuables should always be completed by one person and verified by a second person. We noted that the registered manager should arrange to review all four residents' property records to ensure that they were up to date and that the review of the records (and any amendments) be signed and dated by two people.

A requirement has been made in respect of these findings.

Is Care Compassionate?

A safe place exists within the home to enable residents or their representatives to deposit cash or valuables should they wish to.

Areas for Improvement

Overall on the day of inspection, the financial arrangements were found to be contributing to safe, effective and compassionate care. There were two areas identified for improvement; these related to introducing a safe record and reviewing and updating the residents' personal property records.

Number of Requirements	1	Number 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, Effective and Compassionate?

The home does not provide transport services to residents.

Areas for Improvement

There were no areas of improvement identified in respect of Statement 4.

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

There were no additional areas examined as part of the inspection.

6. Quality Improvement Plan

The issues identified during this inspection are detailed in the QIP. Details of this QIP were provided to Mr Dawson Campbell, the registered manager, following the inspection. 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 meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Residential Care Homes Regulations (Northern Ireland) 2005.

6.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and Residential Care Home Minimum Standards (August 2011) etc. 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 us.

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 home. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/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 person/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the home.

Quality Improvement Plan

Statutory Requirements

Requirement 1

Ref: Regulation 19 (2)
Schedule 4 (3)

Stated: First time

To be Completed by:
22 January 2016

It is required that the registered person ensure that clarification is obtained regarding the arrangements to safeguard any balance of monies held in the former residents' bank account as managed by the former owners.

Response by Registered Person(s) Detailing the Actions Taken:
Danske Bank residents' account December's statement shows balance of monies due from previous owners. Have contacted previous owner to supply copy of last statement(s) prior to transfer.

Requirement 2

Ref: Regulation 19 (2)
Schedule 4 (10)

Stated: First time

To be Completed by:
22 January 2016

The registered person must ensure that an up to date inventory is maintained of furniture and personal possessions brought into the home by all newly admitted patients. The registered person must also ensure that a retrospective record is made of the furniture and personal possessions owned by existing patients accommodated in the home. All inventory records should be updated on a regular basis. Any entry, whether an addition or disposal, must be dated and signed by two members of staff at the time of the entry.

The registered person should advise staff of the importance of recording inventory details consistently. Items of significant value or those requiring electrical safety testing should be distinctly highlighted on the record for ease of identification.

Response by Registered Person(s) Detailing the Actions Taken:
Revised and updated inventories of furniture and personal possessions will be taken, recording entries of additions or disposal dates, 2 staff signatures. Values and electrical testing logs included on pro forma.

Recommendations

Recommendation 1

Ref: Standard 4.2


Stated: First time

To be Completed by:
22 January 2016

It is recommended that the registered person review the current agreements between the home and each resident to ensure that all of the elements as set out in Standard 4.2 of the Residential Care Homes Regulations (2011) are included in the home's agreement. Updated agreements should be provided to each resident or their representative accordingly.

Response by Registered Person(s) Detailing the Actions Taken:
Bridgeview currently revising residents guide and financial agreements to ensure compliance as set out in standard 4.2 of Residential Care Home Regulations (2011)

<p>Recommendation 2</p> <p>Ref: Minimum Standard 20.14</p> <p>Stated: First time</p> <p>To be Completed by: 22 January 2016</p>	<p>It is recommended that the registered person amend the name of the bank account used to hold residents' money is amended to clearly reflect that the money belongs to the residents and not the home.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: The second Danske Residents Account is clearly named as such.</p>
<p>Recommendation 3</p> <p>Ref: Minimum Standard 15.6</p> <p>Stated: First time</p> <p>To be Completed by: From the date of inspection</p>	<p>It is recommended that the registered person ensures that two signatures are recorded on receipts for cash lodged on behalf of residents.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: From hence forth, 2 signatures are recorded on receipts for cash lodged on behalf of residents.</p>
<p>Recommendation 4</p> <p>Ref: Standard 15.7</p> <p>Stated: First time</p> <p>To be Completed by: From the date of inspection</p>	<p>It is recommended that the registered person ensure that a standard financial ledger format is used which reflects the amount of a withdrawal and the return of change (if any), not the amount of money spent, as receipts should be available to verify this. If a receipt is not available for expenditure, the record should be annotated to reflect this.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: Bridgeview is setting up a journal ledger format to reflect change involved with each transaction</p>
<p>Recommendation 5</p> <p>Ref: Standard 15.12</p> <p>Stated: First time</p> <p>To be Completed by: From the date of inspection</p>	<p>It is recommended that the registered person ensure that reconciliations of money held should be carried out and evidenced by two people at least quarterly.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: Bridgeview will carry out reconciliation of money held, by 2 people at least quarterly.</p>

<p>Recommendation 6</p> <p>Ref: Standard 15.7</p> <p>Stated: First time</p> <p>To be Completed by: From the date of inspection</p>	<p>It is recommended that the registered person ensure that treatment records (hairdressing, chiropody and reflexology) are signed by both the person providing the treatment and a representative of the home.</p>		
<p>Recommendation 7</p> <p>Ref: Standard 15.5</p> <p>Stated: First time</p> <p>To be Completed by: 7 January 2016</p>	<p>Response by Registered Person(s) Detailing the Actions Taken: When treatments are carried out, both the practioner carrying out the treatment and representative of the home will sign transaction record/receipt.</p>		
	<p>Response by Registered Person(s) Detailing the Actions Taken: A 'Valuables Book' will record items of value or requested for safekeeping, reflecting dates of deposit and signed by 2 persons. Dates of return to the resident(s) or their representative will be updated with 2 signatures in the valuables book.</p>		
<p>Registered Manager Completing QIP</p>	<p>Patricia Casement</p>	<p>Date Completed</p>	<p>21/01/16</p>
<p>Registered Person Approving QIP</p>	<p>Patricia Casement</p>	<p>Date Approved</p>	<p>21/01/16</p>
<p>RQIA Inspector Assessing Response</p>		<p>Date Approved</p>	<p>25/01/2016</p>

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