



The Regulation and
Quality Improvement
Authority

Clonmore House
RQIA ID: 1367
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Rathcoole
Newtownabbey, BT37 9DY

Inspector: Joe McRandle
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**Announced Finance Inspection
of
Clonmore House**

26 November 2015

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 26 November 2015 from 10.30 to 14.00. Less than twenty four hours' notice was given prior to the inspection. 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	3	2

The details of the QIP within this report were discussed with Tracey McCartney, Deputy Manager and Liz Knight, Area manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Northern Health and Social Care Trust/ Anthony Stevens	Registered Manager: Jeanette Mitchell
Person in Charge of the Home at the Time of Inspection: Tracey McCartney, Deputy Manager	Date Manager Registered: 1 April 2005
Categories of Care: RC-I	Number of Registered Places: 42
Number of Residents accommodated on the day of Inspection: 26	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 themes have been met:

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 Deputy Manager and Area Manager
- Audit traces carried out on a sample of 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.

The following records were examined during the inspection:

- The resident's guide
- Three residents' individual files
- Records of payment of fees for residents
- Records of lodgements made on behalf of residents
- Records of purchases made on behalf of residents
- Records of payments for additional services e.g. hairdressing
- Records of safe contents
- Inventory of residents personal possessions
- Policy and Procedure on residents' finances.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the home was an unannounced care inspection dated 8 October 2015. The completed QIP was returned and approved by the care inspector.

5.2 Review of Requirements and Recommendations from the last Finance Inspection

There has been no previous finance inspection of this service.

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 and any additional services that had to be paid by residents e.g. hairdressing. The guide included a written agreement which was issued to residents on admission to the home.

Review of three residents' files showed that individual agreements were not retained within the residents' files at the time of inspection.

A requirement is listed within the QIP of this report for agreements to be in place with all residents accommodated at the home. Copies of the agreements should be retained within residents' files.

Is Care Effective?

Discussion with the Area manager confirmed that The Northern Health and Social Care Trust (NHSCCT) was the appointee for one resident at the home, i.e. a person authorised by the Social Security Agency (SSA) to receive and manage the social security benefits on behalf of an individual. We noticed that no record of the details of the person nominated to act as appointee was maintained in the resident's file.

A requirement is listed within the QIP in relation to this finding.

Discussion with the Deputy Manager 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.

We noticed that the financial arrangements for residents were not recorded in their files e.g. the arrangements for acting as appointee for one resident and the arrangements for paying for additional services on behalf of residents. Standard 15.2 of the DHSSPS Residential Care Homes Minimum Standards (2011), states that the financial arrangements for each resident should be included in the resident's agreement.

A recommendation is listed within the QIP of this report, for residents' agreements to include the financial arrangements for each resident.

Review of records and discussion with the Deputy Manager and Area manager confirmed that the NHSCT manage Patient Private Property (PPP) Accounts on behalf of a number of residents including the resident the Trust acts as appointee.

We noticed that comprehensive policies and procedures for the management and control of residents' finances were in place at the time of the inspection.

Is Care Compassionate?

Review of the three residents' files evidenced that there were no records of residents or their representatives being informed of any previous increase in fees as in line with regulation 5 of The Residential Care Homes Regulations (Northern Ireland) 2005.

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

Areas for Improvement

A number of issues were identified during the finance inspection in relation to the delivery of safe, effective and compassionate care. These were:

- Written agreements to be issued to all residents.
- Details of the person acting as appointee to be retained in resident's file.
- Residents' agreements to include the financial arrangements for each resident
- Notifying residents or their representatives of any increase in fee.

Number of Requirements:	3	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?

As previously mentioned in this report a requirement has been listed within the QIP for residents to be issued with individual agreements. The agreements should show the current fee paid by, or on behalf of, residents.

No records of payments of fees by residents were available at the time of inspection. During the inspection the Area manager contacted the NHSCT. The Trust confirmed that the amounts owed by residents towards their fees were deducted from the residents' PPP accounts.

Is Care Effective?

Discussion with the Deputy Manager confirmed that the transactions undertaken on behalf of residents were mainly for additional services provided by the hairdresser and podiatrist. We were also told that residents or their representatives purchased their own essential items when required e.g. toiletries.

Discussion with the Deputy Manager confirmed that it was policy for hairdressing and podiatry services to be paid by the home on behalf of residents. The home forwarded details of the

payments to the NHSCT. The Trust would subsequently withdraw the monies owed by the residents from their PPP accounts. Discussion with the Deputy Manager also confirmed that residents or their representatives had the option of paying the hairdresser and podiatrist directly.

We reviewed records of payments to the hairdresser and podiatrist, the details recorded included the name of the resident, the service provided and the amount charged to the resident. The amounts forwarded to the Trust to be deducted from the residents' PPP accounts corresponded to the amounts recorded as paid to the hairdresser and podiatrist by the home.

Discussion with the Deputy Manager confirmed that apart from the PPP accounts held at the NHSCT no bank accounts were managed on behalf of residents.

Is Care Compassionate?

Review of records confirmed that residents capable of managing their own finances had access to their monies when required. Review of records showed that when residents requested monies, the amounts were forwarded by the Trust on a timely basis.

Areas for Improvement

There were no areas of improvement in relation to statement 2.

Number of Requirements:	0	Number of Recommendations:	0
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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?

We noticed that a safe place was provided within the home for the retention of residents' monies and valuables. Monies were held at the time of inspection for one resident. We counted the monies held and the amount retained agreed to the balance recorded at the home.

We discussed the retention of valuables held on behalf of residents. We noticed that a reconciliation of some valuables was undertaken on a regular basis. Following discussion with staff it was agreed that a reconciliation would be undertaken of all valuables retained.

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

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 manager and review of records confirmed that an inventory of residents' property was maintained at the home. Records also confirmed that the inventory was updated when items were brought into the home by or on behalf of 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 effective and compassionate care in relation to statement 3. One area was identified for improvement in relation to safe care; this was for all valuables held on behalf of residents to be reconciled at least quarterly.

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 operate a transport scheme.

Is Care Effective?

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

Is Care Compassionate?

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

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 Tracey McCartney, Deputy Manager and Liz Knight, Area 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 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 home/agency/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 home.

Quality Improvement Plan

Statutory Requirements

<p>Requirement 1</p> <p>Ref: Regulation 5 (1) (a) & (b)</p> <p>Stated: First time</p> <p>To be Completed by: 15 January 2016</p>	<p>The registered manager must provide an updated written agreement to each resident (or their representative) accommodated at the home. The agreement must comply with the requirements under regulation 5 of The Residential Care Homes Regulations (Northern Ireland) 2005 and meet standard 4.2 of the DHSSPS Residential Care Homes Minimum Standards (2011).</p> <p>The agreements must detail the amount to be paid by the Health and Social Care Trust and the contribution to be paid by the resident (if any). The method of payment and the details of the person paying the fee must also be included in the agreement.</p> <p>Agreements should be signed by the resident or their representative (if resident lacks capacity to make decisions in relation to the agreement) and a representative from the home. Where a resident or their representative is unable or chooses not to sign this must be recorded.</p> <p>Copies of the signed agreements must be retained within residents' files.</p>
	<p>Response by Registered Person(s) Detailing the Actions Taken:</p>
<p>Requirement 2</p> <p>Ref: Regulation 22 (3)</p> <p>Stated: First time</p> <p>To be Completed by: 15 January 2016</p>	<p>The registered manager must ensure that written confirmation from The Social Security Agency of the name of the person at the Trust acting as appointee for the resident identified during the inspection is retained in the resident's file.</p>
	<p>Response by Registered Person(s) Detailing the Actions Taken:</p>
<p>Requirement 3</p> <p>Ref: Regulation 5 (2) (a)</p> <p>Stated: First time</p> <p>To be Completed by: From the date of next increase in fees</p>	<p>The registered manager must ensure that residents or their representatives are informed in writing at least 28 days in advance of any increase in fees. A copy of the correspondence should be retained within the residents' files.</p>
	<p>Response by Registered Person(s) Detailing the Actions Taken:</p>

Recommendations	
<p>Recommendation 1</p> <p>Ref: Standard 4.2</p> <p>Stated: First time</p> <p>To be Completed by: 15 January 2016</p>	<p>It is recommended that the registered manager ensures that the details of residents' financial arrangements are included in their written agreements e.g. the arrangements for the Trust acting as appointee for one resident and paying for additional services on behalf of residents.</p> <p>The financial arrangements should include written consent from residents or their representatives authorising staff to make purchases on behalf of residents or to make payments on behalf of residents for additional services. A list of the items members of staff are authorised to purchase and the services authorised to be paid e.g. hairdressing, should be included.</p> <p>The authorisation should be signed by the resident or their representative (if resident lacks capacity to make decisions in relation to the management of their finances).</p>
	Response by Registered Person(s) Detailing the Actions Taken:
<p>Recommendation 2</p> <p>Ref: Standard 15.12</p> <p>Stated: First time</p> <p>To be Completed by: From the date of the inspection</p>	<p>It is recommended that the registered manager ensures that all valuables held on behalf of residents are reconciled at least quarterly. A record should be maintained of the reconciliation. The record should be signed by the person undertaking the reconciliation and countersigned by a senior member of staff.</p>
	Response by Registered Person(s) Detailing the Actions Taken:

Registered Manager Completing QIP		Date Completed	
Registered Person Approving QIP		Date Approved	
RQIA Inspector Assessing Response		Date Approved	

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



A completed Quality Improvement Plan from the inspection of this service has not yet been returned.

If you have any further enquiries regarding this report please contact RQIA through the e-mail address info@rqia.org.uk