



The **Regulation** and
Quality Improvement
Authority

Unannounced Care Inspection Report 27 February 2020



Ellis Court Respite Unit

Type of Service: Residential Care Home
Address: Ellis Street, Carrickfergus, BT38 8AZ
Tel no: 028 9331 5113
Inspector: Alice McTavish

www.rqia.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.

This inspection was underpinned by The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards, August 2011.

1.0 What we look for



2.0 Profile of service

This is a residential care home which provides care for up to six residents for short breaks.

3.0 Service details

Organisation/Registered Provider: Northern HSC Trust Responsible Individual: Anthony Baxter Stevens	Registered Manager and date registered: Rosemary Alida Wray 20 February 2013
Person in charge at the time of inspection: Rosemary Alida Wray	Number of registered places: 6 Provision of day service for one identified user only.
Categories of care: Residential Care (RC) LD - Learning Disability LD (E) – Learning disability – over 65 years	Total number of residents in the residential care home on the day of this inspection: 6

4.0 Inspection summary

An unannounced inspection took place on 27 February 2020 from 13.50 to 17.05.

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 sought primarily to assess progress with issues raised during the last care inspection; it also sought to spend time with the people who use Ellis Court, to observe daily life in the home and to obtain the views of both residents and their relatives about this service.

Residents told us that they enjoyed coming to Ellis Court for short breaks and a relative spoke positively about the quality of the short break service.

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

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	*1

*The total number of areas for improvement includes one which has been stated for a second time.

The manager was not present for the complete duration of the inspection. Areas for improvement and details of the Quality Improvement Plan (QIP) were discussed with Keelin Marron, Deputy 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.

4.2 Action/enforcement taken following the most recent care inspection

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 21 August 2019.

5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records: the findings of the last care inspection, notifications of accidents and incidents, registration information and any verbal or written information received regarding this service.

During our inspection we:

- where possible, speak with residents, people who visit them and visiting healthcare professionals about their experience of the home
- talk with staff and management about how they plan, deliver and monitor the care and support provided in the home
- observe practice and daily life
- review documents to confirm that appropriate records are kept

Questionnaires were provided to give residents and those who visit them the opportunity to contact us after the inspection with views of the home. A poster was provided for staff detailing how they could complete an electronic questionnaire.

During the inspection the inspector met with six residents, one resident's relative, the manager, the deputy manager and two care staff.

Areas for improvement identified at the last care inspection were reviewed and assessment of compliance recorded as met, partially met, or not met.

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

6.0 The inspection

6.1 Review of areas for improvement from the previous inspection dated 21 August 2019

Areas for improvement from the last care inspection		
Action required to ensure compliance with The Residential Care Homes Regulations (Northern Ireland) 2005		Validation of compliance
Area for improvement 1 Ref: Regulation 27 2 n Stated: First time	The registered person shall ensure that plans are put in place for the provision of a suitable resident/staff call system. The call system should have points available in every room used by residents. The call points should be linked to a system that alerts staff that a call is being made or that assistance is required.	Met
	Action taken as confirmed during the inspection: A review of written information submitted by Northern Health and Social Care Trust established that this issue was satisfactorily resolved and was no longer required.	
Action required to ensure compliance with the DHSSPS Residential Care Homes Minimum Standards, August 2011		Validation of compliance
Area for improvement 1 Ref: Standard 25.6 Stated: First time	The registered person shall ensure that the staff duty rota is amended to show the following: <ul style="list-style-type: none"> • the hours worked by the manager • the designations of staff • a key for any codes used Ref: 6.3	Met
	Action taken as confirmed during the inspection: Inspection of the staff duty rota identified that these areas were addressed.	

<p>Area for improvement 2</p> <p>Ref: Standard 27.1</p> <p>Stated: First time</p>	<p>The registered person shall ensure the following in one identified bedroom:</p> <ul style="list-style-type: none"> • preventative measures are taken against damp and the plaster and woodwork repaired and repainted • the waterproof seal between the sink and the wall is replaced • the curtain pole and curtains are replaced <p>Ref: 6.3</p>	<p>Partially met</p>
	<p>Action taken as confirmed during the inspection: Inspection of the premises identified that whilst the curtain pole and curtains were replaced, the damp remained, the plaster and woodwork was in poor condition and the waterproof seal had not been replaced.</p> <p>Those areas which had not been addressed are therefore stated for a second time.</p>	

6.2 Inspection findings

We walked around the home and found it found that it was warm, clean and tidy. We noted that all rooms had new curtains and that the lounge had been redecorated and supplied with new furniture; this gave the room a pleasant, comfortable domestic feel.

We met with residents and spent time with them after they came back to Ellis Court from an outing. We saw numerous warm, friendly and supportive interactions between residents and staff. We also saw that when residents became anxious or upset, staff dealt with this with kindness and patience.

Some residents were unable to share verbally their experience of staying in Ellis Court, but were able to indicate, either by gestures or the use of a communication board, that they liked Ellis Court and enjoyed being there. Residents said “I like it here because I get to go out on the bus for outings, we go for coffee and see around us” and “I like to come here because I get to do more things (than at home)”.

Another resident said “It is good here, my room is nice and the food is very good. We get lots of the sort of food that we like. There is lots to do, and it’s so much better now that we don’t have to go to our day care when we come here, it is more fun for us. It is good that I already know the others who come here from school, I enjoy catching up with them. The staff are really lovely, they treat me nicely and are very helpful. I find there is enough staff around to help me with anything I need. I always look forward to coming here”.

We met with a resident's relative who said "My (relative) loves it here and really looks forward to coming to Ellis Court. When we come in to leave (our relative) off, we always see plenty of staff around and we are confident that they are well trained and know how to do their jobs well. The staff keep in good contact with us and they always let us know if they have any problems or concerns about (our relative). I have no complaints about the service, but I know that I could go to the staff if I had any. We really appreciate being offered any extra days that become available at short notice".

Six questionnaires were completed and returned by residents and one was returned by a member of staff. All respondents indicated a high level of satisfaction with the quality of care and services provided in Ellis Court.

Residents who returned questionnaires to RQIA commented "Happy", "I like it here", "Very good" and "It's good". A member of staff commented "The service is very well managed and the clients all state that they like the service".

Areas for improvement

No new areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Keelin Marron, Deputy Manager, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all areas for improvement identified 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 the 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 RQIA would apply standards current at the time of that application.

7.1 Areas for improvement

Areas for improvement have been identified where action is required to ensure compliance with The Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards, August 2011.

7.2 Actions to be taken by the service

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP via Web Portal for assessment by the inspector.

Quality Improvement Plan

Action required to ensure compliance with the DHSSPS Residential Care Homes Minimum Standards, August 2011

<p>Area for improvement 1</p> <p>Ref: Standard 27.1</p> <p>Stated: Second time</p> <p>To be completed by: 30 June 2020</p>	<p>The registered person shall ensure the following in one identified bedroom:</p> <ul style="list-style-type: none"> • preventative measures are taken against damp and the plaster and woodwork repaired and repainted • the waterproof seal between the sink and the wall is replaced <p>Ref: 6.1</p>
	<p>Response by registered person detailing the actions taken: Estate services to complete same as soon as possible, currently waiting on delivery of sink, marked as urgent</p>

Please ensure this document is completed in full and returned via Web Portal



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