



# Unannounced Inspection Report 17 February 2020



## Joymount House

**Type of Service: Residential Care Home**  
**Address: Joymount Court, Carrickfergus BT38 7DQ**  
**Tel no: 028 9336 3904**  
**Inspector: Alice McTavish**

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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 with 40 beds that provides care for older people.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Northern HSC Trust  <b>Responsible Individual:</b> Mr Anthony Baxter Stevens	<b>Registered Manager and date registered:</b> Ms Gillian McBride 18 April 2014
<b>Person in charge at the time of inspection:</b> Jane Moffett, Senior Care Assistant	<b>Number of registered places:</b> 40 The home is approved to provide care on a day basis only to four persons.
<b>Categories of care:</b> Residential Care (RC) I - Old age not falling within any other category	<b>Total number of residents in the residential care home on the days of this inspection:</b> 26

### 4.0 Inspection summary

An unannounced inspection took place on 17 February 2020 from 10.50 to 15.30.

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 assessed progress with the areas for improvement identified in the home during the last care inspection. The views of residents were obtained regarding their experience of living in Joymount House, as were the views of relatives and visiting professionals regarding the care provided to residents.

The following areas were examined during the inspection:

- staffing levels
- environment
- arrangements for self-administration of medication

Residents said that they enjoyed living in the home and that the care was good. A resident's relative reported that they were pleased with the care; visiting professionals commented positively on the communication between staff and community services.

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
<b>Total number of areas for improvement</b>	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Gillian McBride, Registered Manager, by telephone after the 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 5 and 8 August 2019.

## 5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the findings of the last care inspection, registration information and any other written or verbal information received.

During the inspection the inspector met with four residents and other residents in groups, four staff, two visiting professionals and one resident's relative.

The following records were examined during the inspection:

- care records of one resident
- self-administration of medication audits

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 previous inspection

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
<b>Area for improvement 1</b> <b>Ref:</b> Regulation 20 (1) (a) <b>Stated:</b> First time	The registered person shall ensure that at all times there is staff working in the home in such numbers as are appropriate for the health and welfare of residents.	<b>Met</b>

	<p><b>Action taken as confirmed during the inspection:</b> Discussion with the person in charge, staff and residents confirmed that although the home was busy, there was enough staff to meet the needs of residents.</p>	
<p><b>Area for improvement 2</b> <b>Ref:</b> Regulation 13 (4) <b>Stated:</b> First time</p>	<p>The registered person shall review the management of medication related incidents to ensure that when medicines are omitted due to stock supply issues, this is reported to RQIA.</p> <p><b>Action taken as confirmed during the inspection:</b> Staff on duty said that medicines had not been omitted due to stock supply issues since the last inspection. They advised that they were aware that if medicines were omitted, this would be followed up with the prescriber and reported to the appropriate authorities, including RQIA.</p>	<b>Met</b>
<p><b>Area for improvement 3</b> <b>Ref:</b> Regulation 27 (2) (b) <b>Stated:</b> First time</p>	<p>The registered person shall ensure that suitable arrangements are put in place for the replacement of the damaged window frame and the replacement of soiled carpet tiles.</p> <p><b>Action taken as confirmed during the inspection:</b> Inspection of the premises confirmed that the damaged window was replaced. The manager provided written confirmation that funding was in place to replace all carpet tiles with vinyl and that the work was to commence in the near future.</p>	<b>Met</b>

## 6.2 Inspection findings

We walked around the home and saw that it was warm, tidy and clean. We looked at the bedroom of residents, with their permission, and saw that these were comfortably furnished and contained residents' personal items. We looked inside a linen storage room and saw that there was a plentiful supply of clean bedlinen and towels. We saw that staff returned laundered clothing to each resident's room.

We spoke with residents who paid compliment to the kindness and attentiveness of staff. We saw, throughout the inspection, that there were warm and supportive interactions between residents and staff. Residents made the following comments:

- "I like it here...the food is very good. I always enjoy the meals and I get plenty to eat and drink. The staff are very nice to me. My room is kept lovely and clean and I am very comfortable in it. I have lots to occupy me if I want it and I enjoy the company."
- "The food is great here."

- “The staff are lovely.”
- “The staff treat us very well, they are very kind...they treat us like human beings.”
- “There’s staff around to come to us when we use the call bells...we don’t have to wait long.”

We spoke with a resident’s relative who said “I think this is the best home in the area... and I have been around a few homes, the care here is very good...and my sister says the food is fantastic!”

We spoke with two visiting professionals who made the following comments:

- “I believe the care here is very good. I am always able to speak with the manager or senior care staff and I can always find care staff on each of the floors. The staff know the residents well and can give me accurate information about how the residents here for recovery (from hospital) are progressing. If staff have any concerns, or if the resident has something like fall, the staff make sure that everyone who needs to know about this is informed. The residents always tell me about how amazing the food is and that the staff are great. If the recovery residents eventually need a long term care placement, they always say that they would love to stay in Joymount – that tells me that they have a good experience here.”
- “We (members of the community nursing team) always say that we want to come to Joymount House when we need to go into care...the food is great, and that’s so important for the wellbeing and happiness of the people who live here...and the good nutrition helps people to return to good health after being in hospital.”

Staff told us that whilst they were very busy, everything got done to ensure that the needs of residents were met. It was evident that staff were fully committed to providing a high standard of care and knew the residents well. Staff were also able to describe the multi-disciplinary approach used for the benefit of those residents who were in Joymount House for recovery after being discharged from hospital.

### Areas for improvement

No new areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

### 7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.





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