



The Regulation and
Quality Improvement
Authority

**THE REGULATION AND QUALITY IMPROVEMENT
AUTHORITY**

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ANNOUNCED ESTATES INSPECTION

Inspection No: IN017935
Establishment ID No: 1373
Name of Establishment: Pinewood
Date of Inspection: 7 October 2014
Inspector's Name: Mr Gavin Doherty

1.0 GENERAL INFORMATION

Name of Home:	Pinewood
Address:	101 Frys Road Ballymena BT43 7EN
Telephone Number:	2563 8664
Registered Organisation/Provider:	Northern Health and Social Care Trust
Registered Manager:	Mr Andrew Jamison
Person in Charge of the Home at the time of Inspection:	Mr Andrew Jamison
Other person(s) consulted during inspection:	Mr Joe Cafolla, Estates Department
Type of establishment:	Residential Care Home
Number of Registered Places:	36 RC-I
Date and time of inspection:	7 October 2014 from 10:30 – 12:30
Date of previous inspection:	5 January 2012
Name of Inspector:	Mr Gavin Doherty

2.0 INTRODUCTION

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect residential care homes.

This is a report of an announced inspection to assess the quality of the premises and grounds in which the service is being provided including the upkeep of the building and engineering services and equipment. The report details the extent to which the standards measured during inspection were met.

3.0 PURPOSE OF THE INSPECTION

The purpose of this inspection was to consider whether the premises and grounds were safe, well maintained and remain suitable for their stated purpose in compliance with legislative requirements and current minimum standards. This was achieved through a process of evaluation of available evidence.

The Regulation and Quality Improvement Authority aims to use inspection to support providers in improving the quality of services, rather than only seeking compliance with regulations and standards.

The aims of the inspection were to examine the estates related policies, practices and monitoring arrangements for the provision of Residential Care Homes, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Residential Care Homes Regulations (Northern Ireland) 2005
- Residential Care Homes Minimum Standards (DHSSPS, 2008)

Other published standards which guide best practice may also be referenced during the Inspection process.

4.0 METHODS/PROCESS

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

- Discussion with the registered manager and staff
- Examination of records
- Inspection of the home internally and externally. Patient's private bedrooms were only inspected when unoccupied and permission was granted.
- Evaluation and feedback

Any other information received by RQIA about this Registered Provider has also been considered by the Inspector in preparing for this inspection.

5.0 CONSULTATION PROCESS

During the course of the inspection, the Inspector spoke to Mr Andrew Jamison, Registered manager and Mr Joe Cafolla, Estates Department.

6.0 INSPECTION FOCUS

The inspection sought to establish the level of compliance achieved with respect to the following DHSSPS Residential Care Homes Minimum Standards and to assess progress with the issues raised during and since the previous inspection:

Standards inspected:

- Standard 32 - Premises and grounds
- Standard 35 - Safe and healthy working practices
- Standard 36 - Fire Safety

7.0 PROFILE OF SERVICE

Pinewood is a single storey Residential Care Home located close to the town centre of Ballymena. The residential home is owned and operated by the Northern Health and Social Care Trust. It occupies a spacious site with ample car parking and surrounding gardens. A more private garden area with a greenhouse is located at the rear of the home. Pinewood has four lounges and there are three alcoves with sitting / relaxation areas. The home's dining room, offices and bedrooms radiate out from the entrance / reception area in three corridors. Accommodation is provided in single bedrooms. Service provision consists of a core of permanent residents, respite beds and designated places for a step up/step down facility designed for people who require a short period of rehabilitation before returning to live in the community.

8.0 SUMMARY

Following the Estates Inspection of Pinewood on 7 October 2014 improvements are required to comply with the Residential Care Homes Regulations (Northern Ireland) 2005 and the criterion outlined in the following standards:

- Standard 35 - Safe and healthy working practices
- Standard 36 - Fire Safety

This resulted in three requirements and no recommendations. These are outlined in the following section and the quality improvement plan appended to this report.

The Estates Inspector would like to acknowledge the assistance and hospitality of Mr Andrew Jamison, Mr Joe Cafolla and the Home's staff throughout the inspection process.

9.0 INSPECTOR'S FINDINGS

9.1 Recommendations and requirements from previous inspection of 5 March 2012.

No	Regulation Ref.	Restated Requirements	Action taken - as confirmed during this inspection	Inspector's Comments
1	26(2)(d)	Ensure that each resident is provided with a suitable storage facility adjacent to the wash hand basin in their bedroom, for toiletries and other such personal effects. This item has now been costed and should be implemented without further delay.	Cabinets fitted.	Requirement Fulfilled.
2	14(2)(a),(c)	A survey of the background sound levels should be carried out in the Laundry area to ensure compliance with the 'Control of noise at work regulations' (2005). Any required actions should be implemented with immediate effect.	The Trust's Health & Safety officer carried out an assessment of background sound levels on the 6 th March 2012. Levels were found to be permissible. Electrolux serviced the tumble dryer on the 8 th March 2012. Health & Safety officer will visit the unit in the future to assess levels again.	Requirement Fulfilled.

9.2 Standard 32 - Premises and grounds - *The premises and grounds are safe, well maintained and remain suitable for their stated purpose*

9.2.1 There was good evidence of maintenance activities within the home, and the home appeared clean and very well kept. Maintenance procedures for the building and engineering services were in place and appear to comply with this standard. There were therefore no requirements or recommendations made against this standard during this inspection.

9.3 Standard 35 - Safe and healthy working practices - *The home is maintained in a safe manner*

9.3.1 By in large, safe and healthy working practices appear evident in the home in accordance with this standard. Portable appliance testing was undertaken on 19 September 2013 and no failures were identified. All gas powered appliances were inspected on 12 December 2013 and no remedial works were identified at this time. A risk assessment in relation to the control of legionella bacteria in the premises hot and cold water systems in place and suitable control measures have been implemented within the home. The top score of '5' was awarded by the local council during their most recent inspection by their Environmental Health department on 14 August 2014. However, one issue has been identified for attention by the registered manager. This is detailed below and in the section of the attached quality improvement plan titled '**Standard 35 - Safe and healthy working practices**'.

9.3.2 The premises fixed electrical installation was in the process of being inspected at the time of the inspection. It is essential that all remedial works required as a result of this inspection are completed within the stipulated timescales. (Item 1 in the attached Quality improvement plan)

9.4 Standard 36: Fire safety - *Fire safety precautions are in place that reduce the risk of fire and protect patients, staff and visitors in the event of fire.*

9.4.1 Fire Safety procedures in the home are, in the main, generally in line with this standard. A fire risk assessment was undertaken on 14 March 2014. The fire alarm & detection system, emergency lighting installation and portable fire-fighting equipment are subject to suitable inspection and testing. In house user checks are also in place for these systems and records were available for inspection within the home. Fire safety training is undertaken regularly throughout the year and to ensure that all staff receive training twice in any given 12 month period. The most recent fire drill was undertaken on 17 September 2014. Two issues were identified for attention by the registered manager as a result of this inspection. These are detailed below and in the section of the attached quality improvement plan titled '**Standard 36: Fire safety**'.

9.4.2 Ensure that all bedroom doors throughout the home provide 30 minute fire resistance and are fitted with self-closing devices, in accordance with the latest guidance issued by the Northern Ireland Fire and Rescue Service. Full details may be found at:

http://www.rqia.org.uk/cms_resources/door%20closers%20April%202013.pdf

Mr Joe Cafolla confirmed that this work is to be completed before the end of the current financial year. (Item 2 in the attached Quality improvement plan)

9.4.3 Ensure that when the fire risk assessment is next reviewed, the person carrying out the review holds professional body registration or third party certification for fire risk assessment and is registered accordingly with the relevant body.

Reference should be made to correspondence issued by RQIA to all registered homes on 13 January 2013 and the guidance contained therein:

http://www.rqia.org.uk/what_we_do/registration_inspection_and_reviews/service_provider_guidance/fire_safety_information.cfm

(Item 3 in the attached Quality improvement plan)

10.0 QUALITY IMPROVEMENT PLAN

The details of the Quality Improvement plan appended to this report were discussed with Mr Andrew Jamison and Mr Joe Cafolla as part of the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Residential Care Homes Regulations (Northern Ireland) 2005 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the home to improve the quality of life experienced by residents.

The registered provider is required to record comments on the quality improvement plan.

11.0 Enquiries

Enquiries relating to this report should be addressed to:

**Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
BELFAST
BT1 3BT**

Quality Improvement Plan

Announced Estates Inspection

Pinewood Residential Home

7 October 2014

QIP Position Based on Comments from Registered Persons (for RQIA use only)			QIP Closed		Estates Officer	Date
			Yes	No		
A.	All items confirmed as addressed.					
B.	All items either confirmed as addressed or arrangements confirmed to address within stated timescales.					
C.	Clarification or follow up required on some items.					

Announced Estates Inspection to Pinewood Residential Care Home on 7 October 2014

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NOTES:

The details of the quality improvement plan were discussed with Mr Andrew Jamison and Mr Joe Cafolla as part of the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Residential Care Homes Regulations (Northern Ireland) 2005 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the home to improve the quality of life experienced by patients.

The registered provider is required to record comments on the quality improvement plan.

The quality improvement plan is to be completed by the registered provider and registered manager and returned to estates@rqia.org.uk.

Please complete the following table to demonstrate that this Quality Improvement Plan has been completed by the registered manager and approved by the responsible person / identified responsible person:

NAME OF REGISTERED MANAGER COMPLETING QIP	
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP	

Announced Estates Inspection to Pinewood Residential Care Home on 7 October 2014

Standard 28 - Safe and healthy working practices

The following requirements and recommendations should be noted for action in relation to Standard 28 - Safe and healthy working practices

Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
1	Regulation 14 (2)(a),(c) 27 (2)(q)	The premises Fixed electrical installation was in the process of being inspected at the time of the inspection. It is essential that all remedial works required as a result of this inspection are completed within the stipulated timescales. (9.3.2 in the Report)	As stipulated in inspection report	

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Standard 29 - Fire Safety

The following requirements and recommendations should be noted for action in relation to Standard 29 - Fire Safety

Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
2	Regulation 27 (4)(b)	Ensure that all bedroom doors throughout the home provide 30 minute fire resistance and are fitted with self-closing devices, in accordance with the latest guidance issued by the Northern Ireland Fire and Rescue Service. Full details may be found at: http://www.rqia.org.uk/cms_resources/door%20closers%20April%202013.pdf Mr Joe Cafolla confirmed that this work is to be completed before the end of the current financial year. (9.4.2 in the Report)	Before end of current financial year	
3	Regulation 27 (4)(a)	Ensure that when the fire risk assessment is next reviewed, the person carrying out the review holds professional body registration or third party certification for fire risk assessment and is registered accordingly with the relevant body. Reference should be made to correspondence issued by RQIA to all registered homes on 13 January 2013 and the guidance contained therein: http://www.rqia.org.uk/what_we_do/registration_inspection_and_reviews/service_provider_guidance/fire_safety_information.cfm (9.4.3 in the Report)	Upon review of fire risk assessment	

Announced Estates Inspection to Pinewood Residential Care Home on 7 October 2014

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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