



The Regulation and  
Quality Improvement  
Authority

**THE REGULATION AND QUALITY IMPROVEMENT  
AUTHORITY**

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**ANNOUNCED ESTATES INSPECTION**

<b>Inspection No:</b>	IN020699
<b>Establishment ID No:</b>	1425
<b>Name of Establishment:</b>	Chester Private Nursing Home
<b>Date of Inspection:</b>	2 September 2014
<b>Inspector's Name:</b>	Gavin Doherty

## 1.0 GENERAL INFORMATION

<b>Name of Home:</b>	Chester Private Nursing Home
<b>Address:</b>	27-29 Chester Avenue Whitehead BT38 9QQ.
<b>Telephone Number:</b>	028 9335 3060
<b>Registered Organisation/Provider:</b>	Chester Homes Ltd.
<b>Registered Manager:</b>	Mrs Gillian Dowds
<b>Person in Charge of the Home at the time of Inspection:</b>	Mrs Gillian Dowds
<b>Type of establishment:</b>	Nursing Home
<b>Number of Registered Places:</b>	43 (NH-DE, RC-DE, RC-LD, RC-MP(E))
<b>Date and time of inspection:</b>	2 September 2014 from 1230-1400
<b>Date of previous inspection:</b>	2 April 2014
<b>Name of Inspector:</b>	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 Nursing Homes.

This is a report of an announced inspection to assess the quality of the on-going construction works to 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 the inspection were met.

## **3.0 PURPOSE OF THE INSPECTION**

The purpose of this inspection was to specifically inspect the on-going construction works which are currently being undertaken at the home. These include significant improvements to the communal space within the home and the formation of two external secure garden areas.

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 on-going construction works and provide feedback to ensure the quality of the work is satisfactory and to determine the provider's compliance with the:

- HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- Nursing Homes Regulations (Northern Ireland) 2005
- Nursing 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
- Inspection of the on-going construction works both internally and externally.
- Evaluation and feedback

Any other information received by RQIA about this Regulated Establishment 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 Mrs Gillian Dowds, Registered Manager for Chester Nursing Home.

## **6.0 INSPECTION FOCUS**

The inspection sought to establish the level of compliance achieved with respect to the following DHSSPS Nursing 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**

Chester Private Nursing Home is situated in a residential area in the village of Whitehead. The home was originally a school and has been adapted and extended to provide accommodation for persons requiring nursing and residential care. Bedroom accommodation is provided in single and double rooms over four floors. There is a large conservatory area on the ground floor. Dining/lounge facilities, a small visitors' room, catering facilities and domestic/laundry facilities are also provided.

The home is registered to provide care for 43 persons and is also approved to provide care on a day basis to 3 persons

## **8.0 SUMMARY**

Following the Estates Inspection of Chester Private Nursing Home on 2 September 2014, improvements are required to comply with the Nursing Homes Regulations (Northern Ireland) 2005 and the criterion outlined in the following standards:

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

This resulted in no requirements and one recommendation. This is outlined in the quality improvement plan appended to this report.

The Estates Inspector would like to acknowledge the assistance of Mrs Gillian Dowds and the home's staff for their assistance during the inspection process.

## 9.0 INSPECTOR'S FINDINGS

### 9.1 Recommendations and requirements from previous inspection

9.1.1 The requirements and recommendations stated in the report of the previous estates inspection on 2 April 2014 were not considered as part of this inspection. These requirements and recommendations will be further considered during the full inspection at the conclusion of the on-going construction works.

### 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 on-going maintenance activities within the home and the home appeared clean and the impact of the on-going construction works was being very well managed.

The new main entrance has now been formed including the new ramped access to the dining room. The existing communal lounge area has now been subdivided into two large communal spaces which are now separate to the entrance to the home. A new manager's office has also been provided and a new nurses station has also been formed adjacent to the main communal rooms.

Externally works are at an advanced stage with the two new secure outdoor spaces. Both of these spaces will be directly accessible from the communal spaces in the home and will provide level access, seating, raised beds and borders.

It is anticipated that the works will be completed by 30 September 2014.

One issue was identified for attention by the registered manager during this inspection. This is detailed below and in the section of the attached quality improvement plan titled '**Standard 32 – Premises and grounds**'.

9.2.2 Consideration must be given to the provision of blinds or shading in the conservatory area. Whilst the provision of a new air conditioning unit will be very beneficial in maintaining a comfortable ambient temperature for the home's residents, the impact of direct solar/heat gain on residents sitting in this area must be taken into account.  
(Item 1 in the attached Quality improvement plan)

**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 continue to be evident in the home in accordance with this standard. The majority of the construction work within the home is being carried out overnight, therefore significantly reducing the resident's exposure to hazards and risk. This on-going commitment to patient safety is to be commended. There are therefore no requirements or recommendations made against this standard as a result of this inspection.

**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 generally in line with this standard. A current fire risk assessment is in place for the home and Fire drills continue to be carried out periodically for both day and night staff. The fire alarm and detection system, emergency lighting installation and the portable fire-fighting equipment are suitably serviced and maintained, with records available for inspection within the home. There are therefore no requirements or recommendations made against this standard as a result of this inspection.

## **10.0 QUALITY IMPROVEMENT PLAN**

The details of the Quality Improvement plan appended to this report were discussed with Mrs Gillian Dowds 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 Nursing 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 Nursing home to improve the quality of life experienced by patients.

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

- for -

### Announced Estates Inspection

- of -

### Chester Private Nursing Home

- on -

**2 September 2014**

QIP Position Based on Comments from Registered Persons		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.				



**NOTES:**

The details of the quality improvement plan were discussed with Mrs Gillian Dowds and 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 Nursing 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 Nursing 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 signed below by the registered provider and registered manager and returned to [estates@rqia.org.uk](mailto: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:**

<b>NAME OF REGISTERED MANAGER COMPLETING QIP</b>	
<b>NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP</b>	

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**Standard 32 – Premises and grounds.**

The following requirements and recommendations should be noted for action in relation to Standard 32 – Premises and Grounds

Item	Standard Reference	Recommendation.	Timescale	Details Of Action Taken By Registered Person (S)
1	32.8	Consideration must be given to the provision of blinds or shading in the conservatory area to alleviate the impact of direct solar/heat gain on residents sitting in this area (Refer to 9.2.2 in the Report)	Prior to registration of on-going construction works	

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