

Unannounced Variation to Registration Care Inspection Report 5 October 2021



The Model Care Home

Type of service: Nursing Home
Address: 1 Portrush Road, Ballymoney, BT53 6BX
Telephone number: 028 2766 4502

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 provider from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

This is a registered nursing home which is registered to provide nursing care for up to 36 persons.

3.0 Service details

Organisation/Registered Provider: The Model Group (NI) Ltd Responsible Individual Mrs Jane Bell	Registered Manager: Mrs Lynsday McNeill – not registered
Person in charge at the time of inspection: Mrs Lynsday McNeill	Number of registered places: 36 There shall be a maximum of 2 named residents within category RC-I.
Categories of care: Nursing Home (NH) I – Old age not falling within any other category.	Number of patients accommodated in the nursing home on the day of this inspection: 27
Brief description of the accommodation/how the service operates: This home is a registered nursing home which provides nursing care for up to 36 persons. Patients' bedrooms are situated over two floors of the home and patients have access to communal dayrooms, dining rooms and garden spaces.	

4.0 Inspection summary

An unannounced variation to registration inspection took place on 5 October 2021 from 10.00am to 2.00pm. The inspection was conducted by care and estates inspectors.

This inspection was underpinned by The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003; The Regulation and Improvement Authority (Registration) Regulations (Northern Ireland) 2005; The Nursing Homes Regulations (Northern Ireland) 2005; and the DHSSPS Care Standards for Nursing Homes 2015.

The inspection sought to assess an application submitted to RQIA for a variation to the registration of The Model Care Home.

RQIA received a variation application to repurpose an existing lounge to a bedroom.

The purpose of the inspection was to review the new bedroom.

Following the inspection, RQIA confirmed that from an estates inspector's perspective there were no matters requiring improvement or remedial attention. The variation application was granted from a care and estates perspective following this inspection.

One area for improvement was identified in relation to inappropriate storage in bathrooms. A Quality Improvement Plan is attached.

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

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	3*	6*

*The total number of areas for improvement include eight which have been carried forward for review at the next care inspection.

Areas for improvement and details of the Quality Improvement Plan (QIP) were discussed with Lyndsay McNeill, manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

4.2 Action/enforcement taken following the most recent inspection dated 22 July 2021

The most recent inspection of the home was an unannounced care and premises inspection undertaken on 22 July 2021. Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 5 October 2021.

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 application to vary the registration of the home
- notifiable events since the previous care inspection
- written and verbal communication received since the previous care inspection which includes information in respect of serious adverse incidents(SAI's), potential adult safeguarding issues and whistleblowing.
- the returned QIP from the previous care inspection
- the previous care inspection report.

The following records were examined during the inspection:

- the statement of purpose
- the patient guide
- existing floor plans
- duty rota
- RQIA registration certificate.

Areas for improvement identified at the last care inspection were not reviewed as part of this inspection and are carried forward to the next care inspection.

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

6.0 The inspection

6.2 Review of areas for improvement from the last care inspection dated 22 July 2021

Areas for improvement from the last care inspection		
Action required to ensure compliance with The Nursing Homes Regulations (Northern Ireland) 2005		Validation of compliance
Area for improvement 1 Ref: Regulation 15 (2) (b) Stated: First time	The registered person shall ensure that patients' risk assessments are reviewed upon readmission to the home. The updated risk assessments must inform the patients' care plans.	Carried forward to the next care inspection
	Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.	
Area for improvement 2 Ref: Regulation 14 (2) (a) and (c) Stated: First time	The registered person shall submit to RQIA estates inspector copies of the following documents: <ul style="list-style-type: none"> • Legionella risk assessment and revised scheme of control; • Contract agreement details with the plant hire company relating to emergency generator contingency provision. 	Carried forward to the next care inspection
	Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.	
Area for improvement 3 Ref: Regulation 30 Stated: First time	The registered person shall ensure that RQIA are notified in accordance with Regulation 30. Refer to Provider Guidance available on our website: www.rqia.org.uk	Carried forward to the next care inspection
	Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.	

Action required to ensure compliance with The Care Standards for Nursing Homes (2015)		Validation of compliance
Area for improvement 1 Ref: Standard 4 Stated: Second time	The registered person shall ensure that record keeping in relation to wound management is maintained in accordance with legislative requirements, minimum standards and professional guidance.	Carried forward to the next care inspection
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next care inspection.	
Area for improvement 2 Ref: Standard 4 Stated: First time	The registered person shall ensure that all supplementary repositioning records shall be completed in an accurate, comprehensive and contemporaneous manner at all times.	Carried forward to the next care inspection
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next care inspection.	
Area for improvement 3 Ref: Standard 4 Stated: First time	The registered person shall ensure a copy of guidance issued for patients in relation to their dietary requirements from the speech and language therapist (SLT) is obtained and retained in the home for reference.	Carried forward to the next care inspection
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next care inspection.	
Area for improvement 4 Ref: Standard 12 Stated: First time	The registered person shall review the current system for providing patients their meals in their bedrooms to ensure the temperature of the meal is maintained.	Carried forward to the next care inspection
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next care inspection.	

Area for improvement 5 Ref: Standard 16 Stated: First time	The registered person shall ensure that records are kept of all complaints and these include details of all communications with the complainants ; the result of any investigation ; the action taken and whether or not the complainant was satisfied with the outcome and how this level of satisfaction was determined	Carried forward to the next care inspection
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next care inspection.	

This inspection focused solely on the variation to registration application made by the registered provider to RQIA. The areas for improvement from the last care inspection on 22 July 2021 were not reviewed as part of the inspection and are carried forward to the next care inspection.

6.3 Inspection findings

Management discussed the reason for the repurposing of the identified room and discussed its redecoration. The room was viewed and found to be well decorated and new furniture including bed, wardrobe and drawers were in place and a new floor had also been purchased. There was access to a call bell also. The room was bright and had been personalised with the patient's own belongings. The patient told us the room was comfortable and that they were very happy with the room.

The layout of the home was also viewed in regard to the floor plan to ensure that the rooms registered were accurate. During this review of the environment items of equipment and boxes were observed in various areas in the home such as two identified bathrooms. This was discussed with the manager and an area for improvement was identified.

An estates inspection was also carried out of the identified bedroom and it was found to comply with the relevant standards-

The fire risk assessment was reviewed and other relevant fire precautions were in place within the room.

No areas for improvement were found from an estates perspective.

	Regulations	Standards
Total number of areas for improvement	3*	6*

6.4 Conclusion

The application to vary the registration of The Model Care Home was granted from a care perspective following this inspection.

7.0 Quality improvement plan

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Lyndsay McNeil, 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 nursing 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 Nursing Home Regulations (Northern Ireland) 2005 and The Care Standards for Nursing Homes (2015).

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 Nursing Homes Regulations (Northern Ireland) 2005	
Area for improvement 1 Ref: Regulation 15 (2) (b) Stated: First time To be completed by: Immediately and ongoing	The registered person shall ensure that patients' risk assessments are reviewed upon readmission to the home. The updated risk assessments must inform the patients' care plans. Ref:6.2 Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.
Area for improvement 2 Ref: Regulation 14 (2) (a) and (c) Stated: First time To be completed by: 30 September 2021	The registered person shall submit to RQIA estates inspector copies of the following documents: <ul style="list-style-type: none"> • Legionella risk assessment and revised scheme of control; • Contract agreement details with the plant hire company relating to emergency generator contingency provision. Ref: 6.2 Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.
Area for improvement 3 Ref: Regulation 30 Stated: First time To be completed by: Immediately and ongoing	The registered person shall ensure that RQIA are notified in accordance with Regulation 30. Refer to Provider Guidance available on our website: www.rqia.org.uk Ref: 6.2 Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.
Action required to ensure compliance with the Department of Health, Social Services and Public Safety (DHSSPS) Care Standards for Nursing Homes, April 2015	
Area for improvement 1 Ref: Standard 4 Stated: First time To be completed by: Immediately and ongoing	The registered person shall ensure that record keeping in relation to wound management is maintained in accordance with legislative requirements, minimum standards and professional guidance. Ref: 6.2 Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next care inspection.

<p>Area for improvement 2</p> <p>Ref: Standard 4</p> <p>Stated: First time</p> <p>To be completed by: 30 September 2021</p>	<p>The registered person shall ensure that all supplementary repositioning records shall be completed in an accurate, comprehensive and contemporaneous manner at all times.</p> <p>Ref: 6.2</p> <p>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
<p>Area for improvement 3</p> <p>Ref: Standard 4</p> <p>Stated: First time</p> <p>To be completed by: Immediately and ongoing</p>	<p>The registered person shall ensure a copy of guidance issued for patients in relation to their dietary requirements from the speech and language therapist (SLT) is obtained and retained in the home for reference.</p> <p>Ref: 6.2</p> <p>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
<p>Area for improvement 4</p> <p>Ref: Standard 12</p> <p>Stated: First time</p> <p>To be completed by: Immediately and ongoing</p>	<p>The registered person shall review the current system for providing patients their meals in their bedrooms to ensure the temperature of the meal is maintained.</p> <p>Ref: 6.2</p> <p>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
<p>Area for improvement 5</p> <p>Ref: Standard 16</p> <p>Stated: First time</p> <p>To be completed by: Immediately and ongoing</p>	<p>The registered person shall ensure that records are kept of all complaints and these include details of all communications with the complainants ; the result of any investigation ; the action taken and whether or not the complainant was satisfied with the outcome and how this level of satisfaction was determined</p> <p>Ref: 6.2</p> <p>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>

Area for improvement 6 Ref: Standard 46 Stated: First time	The registered person shall remove all excess equipment and cease the inappropriate storage of equipment in the identified bathrooms. Ref: 6.3.1
To be completed by: Immediately and ongoing	Response by registered person detailing the actions taken: Clutter removed from two bathrooms up and downstairs. Declutter checks implemented on domestic documentation and housekeeper to report directly to Home Manager regarding this. All staff made aware of infection control risks.

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



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