



The Regulation and
Quality Improvement
Authority

**THE REGULATION AND QUALITY IMPROVEMENT
AUTHORITY**

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ANNOUNCED ESTATES INSPECTION

Inspection No:	18261
Establishment ID No:	1442
Name of Establishment:	Ballyclare Care Home
Date of Inspection:	03 June 2014
Inspector's Name:	K. Monaghan

1.0 GENERAL INFORMATION

Name of Home:	Ballyclare Care Home
Address:	107a Doagh Road Ballyclare BT39 9ES
Telephone Number:	028 93 34 03 10
Registered Responsible Person:	Mrs. Janet Montgomery, Hutchinson Homes Ltd
Registered Manager:	Mrs. Harriet Dunsmore
Person in Charge of the Home at the time of Inspection:	Mrs. Harriet Dunsmore, Registered Manager
Other person(s) present during inspection:	Mr. Stephen Montgomery who deals with the premises issues in relation to the home
Categories of Care:	NH-I ,RC-I ,RC-MP(E) ,RC-PH(E)
Conditions of Registration:	A maximum of 8 residential beds
Number of Registered Places:	34
Date of previous inspection:	12 August 2013
Date and time of inspection:	03 June 2014 (10:30 am. - 1:45 pm.)
Name of Inspector:	K. Monaghan

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 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 nursing homes, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003,
- The Nursing Homes Regulations (Northern Ireland) 2005 and
- 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:

1. Discussion with Mrs. Dunsmore, Registered Manager and Mr. Stephen Montgomery who deals with the premises issues in relation to the home
2. Examination of records,
3. Inspection of the home internally and externally. Patients' private bedrooms were only inspected when unoccupied and
4. 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. Harriet Dunsmore, Registered Manager and Mr. Stephen Montgomery who deals with the premises issues in relation to the home.

6.0 INSPECTION FOCUS

This inspection sought to establish the level of compliance achieved with respect to the following DHSSPS Nursing Homes Minimum Standards with the focus on assessing 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 and
- Standard 36 - Fire Safety

The specific focus during this Estates inspection was on following up progress in relation to the issues included in the Quality Improvement Plan for the previous Estates inspection to the premises that was carried out on 12 August 2013.

7.0 PROFILE OF SERVICE

Ballyclare Care Home was first registered in September 1989. It is a purpose built two storey home situated on the outskirts of Ballyclare town centre, convenient to all shops and amenities.

Bedroom accommodation is provided in single and double rooms. The first floor of the home is accessed by a passenger lift and stairs. There is a range of toilets, bathrooms and shower facilities, communal lounges and a large dining room.

The home shares a site with Clareview Private Nursing Home and car parking facilities are available.

The home is registered to provide care under the following categories:

Nursing Care

I Old age not falling into any other category

Residential Care

I Old age not falling into any other category

MP (E) Persons with mental disorder excluding learning disability over pension age

PH (E) Persons with physical disability over pension age

The ownership of the home changed in October 2013.

8.0 SUMMARY

It is good to report that an extensive amount of improvement work had recently been carried out in relation to the premises. Work on a major programme of refurbishment was still ongoing with further improvements planned for the months ahead. This is to be commended.

Following this Estates Inspection of Ballyclare Care Home on 03 June 2014, improvements are required to comply with the Nursing Homes Regulations (Northern Ireland) 2005 and the criteria outlined in the following standards:

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

This resulted in six requirements. These are outlined in the quality improvement plan appended to this report.

The Estates Inspector would like to acknowledge the assistance of Mrs. Harriet Dunsmore, Registered Manager and Mr. Stephen Montgomery who deals with the premises issues in relation to the home throughout the inspection process.

9.0 INSPECTION FINDINGS

9.1 Recommendations and requirements from previous inspection on 12 August 2013

- 9.1.1 The previous Estates inspection to this home was carried out on 12 August 2013. The following issues should be noted in relation to the items included in the Quality Improvement Plan for the Estates inspection of the home on 12 August 2013.
- 9.1.2 A comprehensive programme of refurbishment had been implemented in the home. The overall standard of the premises had been improved and further improvements were ongoing.
- 9.1.3 New fencing, tree pruning and other improvements had been carried out to the grounds.
- 9.1.4 A comprehensive programme of floor covering replacement had been implemented in the home. The overall standard of the floor coverings had been improved and further improvements were ongoing.

9.0 INSPECTION FINDINGS CONTINUED

9.1 Recommendations and requirements from previous inspection on 12 August 2013 continued

- 9.1.5 A new enclosure had been provided for the standby electricity generator. The water heater had also been replaced.
- 9.1.6 The extract fans were being checked and cleaned on a regular basis.
- 9.1.7 A complete new nurse call system had been installed throughout the home. This was last serviced on 04 May 2014.
- 9.1.8 An assessment in relation to the impact of the self-closing devices on the doors to the toilets and bathrooms on accessibility for patients had been completed and actioned as required.
- 9.1.9 The issues identified for attention in relation to, for example; the ceiling in the visitor's lounge, laundry floor etc... had been addressed. The wardrobe in bedroom 7 was not however fixed to the wall as a programme of furniture replacement was ongoing. The new wardrobes will be fixed in position. There still appeared to be a slight odour of heating oil in bedroom 11. This issue should be further investigated. The missing extract fan in the sluice at bedroom 33 should also be replaced. Reference should be made to item 1 in the Quality Improvement Plan.
- 9.1.10 A thorough examination of the passenger lift was completed on 04 October 2013. No issues were identified for attention during this thorough examination. The report for the fixed wiring installation was not presented for review during this Estates inspection. Subsequent to this Estates inspection a copy of this report was received by RQIA. This report indicated that the overall condition of the installation was satisfactory. This report also included a reference to two code C3 issues. The current position with regard to these two issues should be clarified. The date for the next inspection and test should also be clarified. Reference should be made to item 2 in the Quality Improvement Plan.

9.0 INSPECTION FINDINGS CONTINUED

9.1 Recommendations and requirements from previous inspection on 12 August 2013 continued

- 9.1.11 The next service of the standby electricity generator should be followed up. The report for the most recent service of thermostatic mixers should also be followed up and retained in the home available for review at future inspections. Reference should be made to item 3 in the Quality Improvement Plan.
- 9.1.12 The issues in relation to the cleanliness of the kitchen facilities had been addressed.
- 9.1.13 Remedial works had been carried out to the corridor floors. New coverings had also been fitted in the corridors.
- 9.1.14 The issues in relation to the storage of the cleaning chemicals had been addressed. A lock had been fitted to the cupboard under the sink as part of the action taken in relation to this issue.
- 9.1.15 The issues in relation to the cleanliness of the home had been addressed. The home was observed to be clean and comfortable.
- 9.1.16 The mains electrical switchgear had been separated from the office.
- 9.1.17 Mrs. Dunsmore confirmed that personal emergency evacuation plans had been drawn up for all of the patients and fire training had been provided to all staff in December 2013. Arrangements were also in hand to provide the next six monthly fire training and fire drills on 04 June 2014.
- 9.1.18 Some additional smoke seals had been fitted to the corridor doors and further works in relation to this issue were still in progress.
- 9.1.19 The doors to bedroom 19, bedroom 21 and the hairdressing room should not be wedged open. If these doors need to be held open appropriate hold open devices linked to the fire detection and alarm system should be installed. Reference should be made to item 5 in the Quality Improvement Plan

9.0 INSPECTION FINDINGS CONTINUED

9.1 Recommendations and requirements from previous inspection on 12 August 2013 continued

9.1.20 The issue in relation to the use of multi way electrical adaptors was not reviewed during this Estates inspection.

9.1.21 The above issues where appropriate are restated in the relevant sections of the attached quality improvement plan entitled.

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 It is good to report that the premises being used for the purposes of Ballyclare Care Home were clean, in good order and offered comfortable accommodation for the patients and residents. A major programme of improvement and refurbishment was still in progress at the time of this Estates inspection. No additional issues were identified for attention in relation to this standard during this Estates inspection. This is to be commended.

9.3 Standard 35 - Safe and healthy working practices

The home is maintained in a safe manner

9.3.1 The following issue should be noted in relation to this standard:

9.3.2 The gas equipment in the kitchen and in the laundry were inspected and tested on 27 May 2014. Arrangements were being made to replace the gas pipework above the ground. Mr. Montgomery also advised that the Health and Safety Executive were going to visit the premises in relation to the underground pipework. RQIA should be kept up to date in relation to these two issues. Reference should be made to item 4 in the Quality Improvement Plan.

9.3.3 The above issue is detailed in the section of the attached quality improvement plan entitled 'Standard 35 - Safe and healthy working practices'.

9.0 INSPECTION FINDINGS CONTINUED

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 The following issues should be noted in relation to this standard:
- 9.4.2 The procedure for calling the Northern Ireland Fire and Rescue Service was discussed during this Estates inspection. The current procedure allows for a check to be carried out in relation to the location of the activation before the Northern Ireland Fire and Rescue Service are called. This procedure should be reviewed and revised to ensure that a call is made to the Northern Ireland Fire and Rescue Service as soon as the fire alarm activates and not following an initial check to determine the cause of the activation. Reference should be made to item 6 in the Quality Improvement Plan.
- 9.4.3 The fire extinguishers were serviced on 18 February 2014. The fire risk assessment was carried out on 25 February 2014. The reports for the most recent inspections and tests to the fire detection and alarm system and the emergency lights were not presented for review during this Estates inspection. Subsequent to this Estates inspection RQIA received copies of the reports for the most recent inspections and test to the emergency lights (07 March 2014) and the fire detection and alarm system (16 January 2014). Confirmation was also received by RQIA in relation to the issues identified for attention in these reports. The remedial works to the emergency lights had been completed and arrangements had been made to address the issues in relation to the fire detection and alarm system during week beginning 09 June 2014.
- 9.4.4 The above issues where appropriate are detailed in the section of the attached quality improvement plan entitled 'Standard 36: Fire safety'.

10.0 QUALITY IMPROVEMENT PLAN

The details of the Quality Improvement plan appended to this report were discussed with Mrs. Harriet Dunsmore, Registered Manager and Mr. Stephen Montgomery who deals with the premises issues in relation to the home 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



Kieran Monaghan
Estates Officer

8 July 2014

Date



QUALITY IMPROVEMENT PLAN

- for -

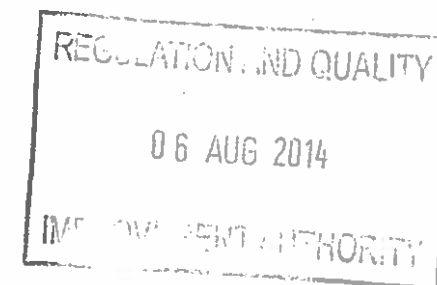
ANNOUNCED ESTATES INSPECTION

- to -

BALLYCLARE CARE HOME, BALLYCLARE RQIA ID 1442

- on -

03 JUNE 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.	✓	✓	<i>[Signature]</i>	13 th Aug 2014.

NOTES:

The details of the quality improvement plan were discussed with Mrs. Harriet Dunsmore, Registered Manager and Mr. Stephen Montgomery who deals with the premises issues in relation to the home 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:

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

SIGNED: 
NAME: J. Montgomery
(Print) REGISTERED PROVIDER
DATE: 5.8.14.

SIGNED: 
NAME: HARRIET DUNSMORE
(Print) REGISTERED MANAGER
DATE: 04/08/14.

Announced Estates Inspection to Ballyclare Care Home, Ballyclare RQIA ID 1442 03 June 2014 (K. Monaghan)

Assurance, Challenge and Improvement in Health and Social Care

The following requirements and recommendations should be noted for action in relation to Standard 35 - Safe and healthy working practices:

Item	Regulation Reference	Restated Requirements	Timescale	Details Of Action Taken By Registered Person (S)
1.	Regulations 13(7) 14(2)(a) 14(2)(c) 27(2)(c) 27(2)(q)	The issue in relation to the slight odour of heating oil in bedroom 11 should be further investigated. The outcome of this further investigation should be confirmed to RQIA. The missing extract fan in the sluice at bedroom 33 should also be replaced. Reference should be made to section 9.1.9 in the report.	1 Month	Under investigation with building contractor. The extract fan is ordered and will be in place by beginning of next week.
2.	Regulations 14(2)(a) 14(2)(c) 27(2)(q)	The current position with regard to the two code C3 issues as detailed in the report for the most recent inspection and test to the fixed wiring installation should be clarified and confirmed to RQIA. The date for the next inspection and test should also be clarified and confirmed to RQIA. Reference should be made to section 9.1.10 in the report.	1 Month	The new parts have been ordered but due to holidays there has been a delay. Electrician will do this work as soon as parts have arrived. The date for next inspection is May 2016.

The following requirements and recommendations should be noted for action in relation to Standard 35 - Safe and healthy working practices:

Item	Regulation Reference	Restated Requirements	Timescale	Details Of Action Taken By Registered Person (S)
3.	Regulations 13(7) 14(2)(a) 14(2)(c) 27(2)(c) 27(2)(q)	The next service of the standby electricity generator should be followed up. The report for the most recent service of thermostatic mixers should also be followed up and retained in the home available for review at future inspections. Reference should be made to section 9.1.11 in the report.	1 Month & Ongoing	<i>we have the maintenance schedule now built into the water checking policy</i>
Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
4.	Regulations 14(2)(a) 14(2)(c) 27(2)(q)	RQIA should be kept up to date in relation to the gas pipework issues. Reference should be made to section 9.3.2 in the report.	Ongoing	<i>We have contacted Flo Gas and are awaiting their visit.</i>

The following requirements and recommendations should be noted for action in relation to Standard 36 - Fire Safety

Item	Regulation Reference	Restated Requirements	Timescale	Details Of Action Taken By Registered Person (S)
5.	Regulations 27(4)(b) 27(4)(c) 27(4)(d)(i)	The doors to bedroom 19, bedroom 21 and the hairdressing room should not be wedged open. If these doors need to be held open appropriate hold open devices linked to the fire detection and alarm system should be installed. Reference should be made to section 9.1.19 in the report.	Ongoing	We will ensure bedroom doors and all fire doors are kept shut.
Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
6.	Regulations 27(4)(b)	The current procedure for calling the Northern Ireland Fire and Rescue Service should be reviewed and revised to ensure that a call is made to the Northern Ireland Fire and Rescue Service as soon as the fire alarm activates and not following an initial check to determine the cause of the activation. Reference should be made to section 9.4.2 in the report.	Ongoing	This has been reviewed. A new policy indicates the firebrigade is called as soon as the fire alarm activates. Fire Notices throughout the Home have been changed with these details