



The Regulation and
Quality Improvement
Authority

Hamilton Care Home
RQIA ID: 1444
The Plantain
168 Ballycorr Road
Ballyclare
BT39 9DF

Inspector: Karen Scarlett
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**Unannounced Care Inspection
of
Hamilton care Home**

31 July 2015

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: www.rqia.org.uk

1. Summary of Inspection

An unannounced follow-up care inspection took place on 31 July 2015 from 11.15 to 12.15 hours.

The inspection sought to assess progress with the issues identified during and since the pre-registration inspection undertaken on 18 June 2015 and to determine if the resultant conditions imposed on registration could be removed. As a result of the findings of the inspection and in consultation with senior management in RQIA a decision was made to remove the conditions imposed on the registration of the home to allow the admission of up to 24 patients.

On the day of the inspection, the care in the home was found to be safe, effective and compassionate. There were no areas of concern identified during the inspection. A Quality Improvement Plan (QIP) is not included in this report.

Recommendations made as a result of the last inspection relate to the DHSSPS Care Standards for Nursing Homes, April 2015. Recommendations made prior to April 2015, relate to DHSSPS Nursing Homes Minimum Standards, February 2008. RQIA will continue to monitor any recommendations made under the 2008 Standards until compliance is achieved. Please also refer to sections 5.2 and 6.2 of this report.

For the purposes of this report, the term 'patients' will be used to describe those living in Hamilton Nursing Home which provides both nursing and residential care.

1.1 Actions/Enforcement Taken Following the Last Care Inspection

The last care inspection was a pre-registration inspection on 18 June 2015. A number of patients had been moved to an unregistered part of the premises in breach of the Nursing Home Regulations (Northern Ireland) 2005 and the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003.

As a result of the last inspection the following conditions were placed on the registration of the home:-

"The Registered Provider shall cease all further admissions to the home until further notice by RQIA.

The Registered Provider shall, by 26 June 2015, comply with the requirements outlined in the quality improvement plan of the RQIA Preliminary Estates Inspection Report issued following the pre-registration of the inspection of the home on 18 June 2015."

Given the concerns in relation to the serious breach in legislation, the registered provider was invited to a meeting at RQIA on 1 July 2015 to discuss the breach in legislation and the proposed actions in respect of further planned environmental improvements to the home. At this meeting the provider offered an apology for the breach in regulation and actions were agreed with RQIA in respect of the future proposed works.

1.2 Actions/Enforcement Resulting from this Inspection

Enforcement action did not result from this inspection. In discussion with senior management in RQIA it was agreed that the conditions imposed on registration would be removed to allow admission of up to 24 patients.

1.3 Inspection Outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection can be found in the main body of the report.

2. Service Details

Registered Organisation/Registered Person: Mrs Heather Hamilton	Registered Manager: Lucy Hamilton
Person in Charge of the Home at the Time of Inspection: Mrs Heather Hamilton	Date Manager Registered: 5 June 2008
Categories of Care: RC-I, RC-MP(E), RC-PH(E), NH-I 21 Nursing : 3 Residential The Registered Provider shall cease all further admissions to the home until further notice by RQIA. The Registered Provider shall, by 26 June 2015, comply with the requirements outlined in the quality improvement plan of the RQIA Preliminary Estates Inspection Report issued following the pre-registration of the inspection of the home on 18 June 2015.	Number of Registered Places: 24
Number of Patients Accommodated on Day of Inspection: 23	Weekly Tariff at Time of Inspection: £593 - 668

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous pre-registration inspection on 18 June 2015 and to determine if the resultant

conditions imposed on registration could be removed. Please refer to section 2 for further information on the conditions imposed on registration.

4. Methods/Process

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

- discussion with nurse in charge
- discussion with registered provider
- discussion with two general managers
- discussion with patients
- inspection of the premises
- evaluation and feedback.

The inspector met with five patients and a number of others in groups, one staff nurse, the registered provider and two general managers.

Prior to inspection the following records were analysed:

- the QIP from the previous care inspection
- the registration status of the home
- correspondence received from the providers in response to the previous inspection.

5. The Inspection

5.1 Review of Requirements and Recommendations from the Previous Inspection

The previous inspection of the home was an announced pre-registration inspection conducted by the aligned care inspector and aligned estates inspector on 18 June 2015. A separate report and QIP was issued for the estates inspection. The completed QIPs were returned and approved by the appropriate inspectors.

5.2 Review of Requirements and Recommendations from the last care Inspection

Last Care Inspection Statutory Requirements		Validation of Compliance
Requirement 1 Ref: Regulation 13 (7) Stated: First time	The registered person must ensure that all pull cords in all toilet and bathroom areas have fully wipeable covers.	Met
	Action taken as confirmed during the inspection: On inspection the pull cords in the bathroom areas were now fully wipeable. This requirement has been met.	
Requirement 2 Ref: Regulation 13	The registered person shall make suitable arrangements to ensure that any medicine which is kept in the nursing home is stored in a secure	Met

<p>(4) (a)</p> <p>Stated: First time</p>	<p>place. This is particularly in relation to:</p> <ul style="list-style-type: none"> • The location of the controlled drugs cupboard • the medicines fridge is kept locked. <p>Confirmation of the location of the controlled drugs cupboard is to be forwarded to RQIA.</p> <p>Action taken as confirmed during the inspection:</p> <p>On inspection of the premises the controlled drugs cupboard had been relocated to the treatment room and was secured to a solid wall.</p> <p>The medicines fridge was found to be locked.</p> <p>This requirement has been met.</p>	
<p>Requirement 3</p> <p>Ref: Regulation 3 (1) (a, b & c) (2) (3) (a & b) Schedule 1</p> <p>Stated: First time</p>	<p>The registered person must submit an up to date statement of purpose as to the facilities and services which are to be provided.</p> <p>A copy of this must be submitted to RQIA within the required timeframe.</p> <p>Action taken as confirmed during the inspection:</p> <p>The statement of purpose had been updated and submitted to RQIA with the return of the QIP as required.</p> <p>This requirement has been met.</p>	Met
<p>Requirement 4</p> <p>Ref: Regulation 4 (1) (a – e) (3)</p> <p>Stated: First time</p>	<p>The registered person shall produce an updated written guide to the nursing home to include the information listed in regulation 4 (1) (a-e) as to the facilities and services which are to be provided.</p> <p>A copy of the patients' guide should be supplied to RQIA within the required time frame.</p> <p>Action taken as confirmed during the inspection:</p> <p>The patients' guide had been updated and submitted to RQIA with the return of the QIP as required.</p> <p>This requirement has been met.</p>	Met

Last Care Inspection Recommendations		Validation of Compliance
<p>Recommendation 1</p> <p>Ref: Standard 47.1</p> <p>Stated: First time</p>	<p>The current arrangement for access to the building via the dining room should be urgently reviewed and an alternative entrance identified.</p> <p>Action taken as confirmed during the inspection: Access to the building is through the "new dining room" but this is now being temporarily used as a lobby only. Meals were now being served in an alternative dining room and this was observed during the inspection. A new, permanent entrance will be created in the next phase of the works.</p> <p>This recommendation has been met.</p>	Met
<p>Recommendation 2</p> <p>Ref: Standard 43.9</p> <p>Stated: First time</p>	<p>The registered provider should ensure that patients have access to bedside/overhead lights to ensure appropriate lighting at night.</p> <p>Action taken as confirmed during the inspection: An inspection of the premises evidenced that bedside lights were now accessible to patients.</p> <p>This recommendation has been met.</p>	Met
<p>Recommendation 3</p> <p>Ref: Standard 44</p> <p>Stated: First time</p>	<p>The location of bathroom cabinets in patients' en suite bathrooms should be reviewed in order to reduce the potential for injury.</p> <p>Action taken as confirmed during the inspection: The cabinets in patients' en suite bathrooms had been re-located to reduce the potential for injury.</p> <p>This recommendation has been met.</p>	Met
<p>Recommendation 4</p> <p>Ref: Standard 43</p> <p>Stated: First time</p>	<p>A handrail should be fitted beside the toilet in the assisted shower room to suit the needs of the patients in the home.</p> <p>Action taken as confirmed during the inspection: A handrail had been fitted to the wall beside the toilet in the assisted shower room.</p> <p>This recommendation has been met.</p>	Met

<p>Recommendation 5</p> <p>Ref: Standard 44</p> <p>Stated: First time</p>	<p>The availability of sluice facilities should be reviewed to ensure these are adequate to meet the purposes of the home and the needs of the patients.</p>	<p style="text-align: center;">Met</p>
<p>Action taken as confirmed during the inspection:</p> <p>This was discussed with the registered provider who assured the inspector that another sluice would be available in the wing currently under refurbishment. The current sluicing facilities had been upgraded to include lockable storage, racks and a new macerator.</p> <p>This recommendation has been met.</p>		

5.3 Areas Examined

3.1. Environment

The new café area and existing dining room had been completed to a high standard of décor. The fire exit in the café area was now fully operational. A specialised tap for boiling water had been fitted to enable patients and relatives to make hot beverages. The registered provider explained that a risk assessment is to be completed for its use. Patients and relatives will need to receive a demonstration on its use as there is an in-built safety mechanism to prevent accidental injury. A "very hot water" warning sign is also to be fitted. The registered provider confirmed that these actions would be taken. Compliance will continue to be monitored as part of ongoing inspection activity.

The floor of the fire exit attached to the link corridor had been made level and permanent stairs fitted. There was still some minor finishing works required to the walls around the old fire door in the link corridor. The general manager explained that the old fire door was to be replaced next week with a new fire door at which point the walls would be repaired.

On the day of inspection there were works underway in one corridor to repair an issue with the under-floor heating which was creating some noise and dust. The registered provider stated that this was to be completed that same day. This was being carried out in anticipation of new flooring which is due to be laid throughout the corridors. A large dividing wall between the nurses' station and the lounge is to be removed which will create a short period of disruption for patients. The registered provider gave assurances that any disruption to patients would be kept to a minimum.

Work to the older wing of the home is due to start next week and will also include the building of a new laundry, storage space and staff area in the basement. The general manager explained that minor modifications had been made to the location of the staircase and revised plans would be submitted to RIQA for review. The registered provider stated that these works should be completed in full by the end of the year.

3.2. Patients' comments

Those patients spoken with were very happy in the home. Patients acknowledged that the building works were sometimes noisy but stated that they were not unduly disturbed. They were of the opinion that the home had been improved as a result of the works. One patient in particular was delighted with their new room.

3.3. Conditions of Registration

The following conditions were imposed on the registration of Hamilton Care Home following a pre-registration inspection on 18 June 2015:

"The Registered Provider shall cease all further admissions to the home until further notice by RQIA.

The Registered Provider shall, by 26 June 2015, comply with the requirements outlined in the quality improvement plan of the RQIA Preliminary Estates Inspection Report issued following the pre-registration of the inspection of the home on 18 June 2015."

The registered provider had fully complied with the conditions as stated above. It was noted that whilst there were still some outstanding works the majority of these had been completed and the home was generally presented to a high standard. The works were being carefully managed to minimise the impact on the patients. The manager confirmed that they had received recent enquiries regarding admission to the home and they had one vacancy at present. The registered provider stated that prospective patients and their families had been made aware that building works were ongoing at present.

Following the inspection and subsequent discussion with senior management in RQIA, it was agreed to remove the conditions to allow the admission of up to 24 patients. This was confirmed in an email to the registered provider sent on 3 August 2015 and formal correspondence is to be forwarded to the registered provider accompanied by the amended registration certificate.

There are currently three bedrooms being used for storage until the new basement storage area is completed. The registered provider enquired as to the possibility of further admissions to the home if the new storage space was built and the bedrooms became available. This was discussed and it was agreed that no patients should be admitted over the 24 "maximum number of approved places" as stated on the certificate of registration. Should the registered provider wish to admit any patients over and above this number, RQIA must be notified and a decision made regarding any further variations to the conditions of registration.

6. No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager		Date Completed	
Registered Person		Date Approved	
RQIA Inspector Assessing Response		Date Approved	

6. No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager	<i>L. Hamilton</i>	Date Completed	<i>25/8/15</i>
Registered Person	<i>A. Hamilton</i>	Date Approved	<i>25/8/15</i>
RQIA Inspector Assessing Response	<i>J. Scullin</i>	Date Approved	<i>8/9/15</i>

Please provide any additional comments or observations you may wish to make below:

Please complete in full and returned to Nursing.Team@rqia.org.uk from the authorised email address