



The Regulation and  
Quality Improvement  
Authority

Inspector: John McAuley  
Inspection ID: IN023068

Rosemary Lodge Care Home  
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**Unannounced Care Inspection  
of  
Rosemary Lodge Care Home**

**22 March 2016**

The Regulation and Quality Improvement Authority  
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## 1. Summary of Inspection

An unannounced care inspection took place on 22 March 2016 from 9:20am to 12:30am. On the day of the inspection the home was found to be delivering safe, effective and compassionate care. The standard we inspected was assessed as being met. No areas of improvement were identified at the time of this inspection.

This inspection was underpinned by The Residential Care Homes Regulations (Northern Ireland) 2005 and The DHSSPS Residential Care Homes Minimum Standards (2011).

### 1.1 Actions/ Enforcement taken following the Last Inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

### 1.2 Actions/ Enforcement Resulting from this Inspection

Enforcement action did not result from the findings of this inspection.

### 1.3 Inspection Outcome

	Requirements	Recommendations
<b>Total number of requirements and recommendations made at this inspection</b>	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

<b>Registered Organisation/ Registered Person:</b> Four Seasons Healthcare Maureen Claire Royston	<b>Registered Manager:</b> Shirley Martin
<b>Person in charge of the home at the time of inspection:</b> Irma Castillo Deputy Manager then registered manager from 11am	<b>Date manager registered:</b> Registration pending
<b>Categories of care:</b> RC-LD, RC-I, RC-MP(E), RC-PH(E), RC-DE	<b>Number of registered places:</b> 44
<b>Number of residents accommodated on day of inspection:</b> 39 plus two residents in hospital	<b>Weekly tariff at time of inspection:</b> £470

### 3. Inspection Focus

The inspection sought to assess and determine if the following standard has been met:

**Standard 1: Residents' views and comments shape the quality of services and facilities provided by the home.**

### 4. Methods/ Processes

Prior to inspection we analysed the following records: the previous inspection report and notifications of incidents and accidents.

We met with 20 residents, six members of staff of various grades, the deputy manager and the registered manager. Verbal feedback of the findings of the inspection was given to the registered manager.

We inspected the following records: three residents' care records, monitoring visit reports, complaints records, record of residents meetings and quality assurance documentation.

### 5. The Inspection

#### 5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the home was an announced estates inspection dated 8 October 2015. The completed QIP was returned and approved by the estates inspector.

#### 5.2 Review of Requirements and Recommendations from the Last Care Inspection

No requirements or recommendations were made during the last care inspection on 4 August 2015.

#### 5.3 Standard 1: Residents' views and comments shape the quality of services and facilities provided by the home.

##### Is Care Safe? (Quality of Life)

The deputy manager confirmed that residents' views are taken into account in all matters affecting them in so far as practically possible.

Through discussion with the residents they reported to us that their views were actively sought and incorporated into practice.

Residents' meetings are held on a regular basis. Residents' views and wishes were actively sought and recorded. The record of the most recent meeting dated 15 March 2016 was inspected. This was found to be maintained satisfactory with agreed actions delegated as necessary.

Care records inspected in regard to this standard, demonstrated to us that records were up to date and kept under continual review to reflect the changing needs and preferences of the resident.

## Is Care Effective? (Quality of Management)

We found that there was a range of methods and processes in place where residents' and their representatives' views were sought. These were reflected within the care management reviews, record of residents' meetings and the registered provider monthly visits.

The deputy manager confirmed that there was an open door policy within the home for residents and relatives who wished to highlight any issues.

The home has also a quality assurance programme for obtaining residents' and their representatives' views, as well as other stakeholders. This programme works on an IT system from which feedback is reported to the registered manager and senior management of the company.

The annual quality assurance report for the home dated November 2015 was inspected. This report contained good evidence of resident and their representative consultation.

In discussions with one particular resident he/ she described how he/ she was involved in the planning and review of menus, and in residents' meetings. This resident also described how there was an open door forum in the home to speak with the registered manager.

An inspection of the record of complaints together with discussions with the deputy manager confirmed that expressions of dissatisfaction were taken seriously and managed appropriately. Copies of review forms were present within each care record. Residents and their representatives attended and participated in their care management review. Evidence was in place that any agreed actions at these meetings were acted upon.

## Is Care Compassionate? (Quality of Care)

Discussion with staff demonstrated that they were knowledgeable about residents' needs and a person centred approach was adopted. In our discussions with staff we identified that residents were listened and responded to by staff.

In our observations of care practices we confirmed that residents were treated with dignity and respect. We observed that care staff were knowledgeable about residents' needs in choices of beverages and activity.

Care duties were conducted at an unhurried pace with time afforded to interactions with residents in a polite, friendly and supportive manner.

## Areas for Improvement

There were no issues of improvement identified with this standard. This standard was found to be met and considered to be safe, effective and compassionate.

<b>Number of requirements:</b>	<b>0</b>	<b>Number of recommendations:</b>	<b>0</b>
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## **5.4 Additional Areas Examined**

### **5.4.1 Residents' Views**

We met with 20 residents. In accordance with their capabilities, residents expressed and indicated that they were happy and content with their life in the home.

Some of the comments made included statements such as:

- “I could not understand how anyone could complain about a thing in the home. Things are simply great”
- “The staff are very kind”
- “Things are wonderful. No complaints”
- “I couldn't be happier anywhere else”
- “I love the desserts each day. They are simply delicious”.

### **5.4.2 Staff Views**

We spoke with six staff members of various grades, in addition to the deputy manager and the registered manager. Staff advised us that they felt supported in their respective roles and that they felt a good standard of care was provided.

The staff related that they had been provided with the relevant resources to undertake their duties.

Staff demonstrated to us that they were knowledgeable of the needs of individual residents.

### **5.4.3 General Environment**

We found that the home presented as clean, organised and adequately heated. Furnishings were found to be of a good standard. The home had recently had an upgrade in décor with paintwork, papering and pictures. The effect of this is commended.

### **5.4.4 Staffing**

The staffing levels at the time of this inspection consisted of:

- 1 x registered manager
- 1 x deputy manager
- 2 x senior care assistants
- 4 x care assistants
- 3 x domestics
- 1 x cook and 1 x catering assistant
- 1 x administrator
- 1 x activities co-ordinator
- 1 x maintenance man

From general observations of care practices and discussions with staff and residents these levels were found appropriate to meet the needs of residents, taking account the size and layout of the home.

#### 5.4.5 Accident and Incident Reports

An inspection of these reports from 1 January 2016 to date of inspection was undertaken. These reports were found to be well organised and appropriately managed..

#### 5.4.6 Care Practices

We found the atmosphere in the home was friendly and welcoming. We observed staff to be interacting with residents in a respectful, polite, warm and supportive manner.

Care duties and tasks were organised in an unhurried manner. Residents were observed to be comfortable, content and at ease in their environment and interactions with staff.

Residents were observed to be comfortable, content and at ease in their environment and interactions with staff. A nice homely atmosphere was in place.

A visiting hairdresser was in attendance with many residents availing and benefitting from this service. Programmes of activities were in place with residents who choose to partake benefitting from same.

#### Areas for Improvement

There were no areas of improvement identified with these additional areas examined. These areas considered to be safe, effective and compassionate.

<b>Number of requirements:</b>	<b>0</b>	<b>Number of recommendations:</b>	<b>0</b>
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It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the home. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations.

**No requirements or recommendations resulted from this inspection.**

<b>I agree with the content of the report.</b>			
<b>Registered Manager</b>	Shirley Martin	<b>Date Completed</b>	01.04.16
<b>Registered Person</b>	Dr Claire Royston	<b>Date Approved</b>	02.04.16
<b>RQIA Inspector Assessing Response</b>	John McAuley	<b>Date Approved</b>	12.04.16

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

I am very happy with the outcome of the Inspection and am grateful for the many positive comments made by the Inspector..

*\*Please ensure this document is completed in full and returned to [care.team@rqia.org.uk](mailto:care.team@rqia.org.uk) from the authorised email address\**