



The Regulation and
Quality Improvement
Authority

Ardmaine Care Home
RQIA ID: 1460
8 Fullerton Road
Newry
BT34 2AY

Inspector: Kieran Monaghan
Inspection ID: IN021634

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**Announced Estates Inspection
of
Ardmaine Care Home**

17 September 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 announced estates inspection took place on 17 September 2015 from 1.36pm to 3.20pm. Overall on the day of the inspection the premises supported the delivery of safe, effective and compassionate care. Areas for improvement were identified and are set out in the Quality Improvement Plan (QIP) appended to this report. This inspection was underpinned by the Care Standards for Nursing Homes 2015.

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
Total number of requirements and recommendations made at this inspection	4	0

As part of the inspection process, the details of this QIP were discussed with Mrs. Ann Begley, Registered Manager, Mr. Gerry Hegarty, Estates Manager with Four Seasons Health Care and Mr. Kevin Harper who is responsible for the ongoing maintenance in the home. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Four Seasons (Bamford) Ltd / Dr Maureen Claire Royston	Registered Manager: Mrs. Ann Begley
Person in Charge of the Home at the Time of Inspection: Mrs. Ann Begley, Registered Manager	Date Manager Registered: 24 January 2014
Categories of Care: NH-MP, NH-I, NH-DE	Number of Registered Places: 65
Number of Patients Accommodated on Day of Inspection: 52	Weekly Tariff at Time of Inspection: £593

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following standards and themes have been met:

Standard 44: Premises

Standard 47: Safe and Healthy working Practices

Standard 48: Fire safety

4. Methods/Process

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

Prior to this inspection the following records were analysed: The previous estates inspection report and the statutory notifications over the past 12 months.

During the inspection the inspector met with Mrs. Ann Begley, Registered Manager, Mr. Gerry Hegarty, Estates Manager with Four Seasons Health Care and Mr. Kevin Harper who is responsible for the ongoing maintenance in the home.

The following records were examined during this inspection: Copies of service records and in-house log books relating to the maintenance and upkeep of the building and engineering services, fire risk assessment etc... .

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the home was an unannounced secondary care inspection on 21 April 2015. The completed QIP for this inspection was returned to RQIA on 16 June 2015 and approved by the care inspector on 23 June 2015.

5.2 Review of Requirements and Recommendations from the last Estates Inspection on 21 February 2013

No requirements or recommendations were made during the last Estates inspection on 21 February 2013.

Standard 44: Premises

Is Care Safe? (Quality of Life)

A range of documentation in relation to the maintenance and upkeep of the premises was presented for review during this Estates inspection. This documentation included inspection and test reports for various elements of the engineering services and risk assessments. This supports the delivery of safe care.

One issue was however identified for attention during this Estates inspection. This is detailed in the 'areas for improvement' section below.

Is Care Effective? (Quality of Management)

A range of accommodation, facilities and support services is provided in the premises. This supports the delivery of effective care.

No issues were identified for attention during this Estates inspection.

Is Care Compassionate? (Quality of Care)

The areas of the premises reviewed during this Estates inspection were well presented, clean and free from malodours. It is good to report that a Wi-Fi communications network has been installed throughout the premises. This supports the delivery of compassionate care.

No issues were identified for attention during this Estates inspection.

Areas for Improvement

1. It is good to report that improvements had been made to the grounds around the home and the grass areas were neatly cut. This is to be commended. The bitmac surfaces in a number of areas however required attention. These areas should be repaired. Reference should be made to requirement 1 in the attached Quality Improvement Plan.
2. The heating boiler was serviced on 23 June 2015. Mr. Hegarty confirmed that the fan for the boiler would be replaced in the near future but at present it was still operating.

Number of Requirements	1	Number Recommendations:	0
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5.3 Standard 47: Safe and Healthy Working Practices**Is Care Safe? (Quality of Life)**

A range of documentation relating to the safe operation of the premises, installations and engineering services was presented for review during this Estates inspection. This supports the delivery of safe care.

A number of issues were however identified for attention during this Estates inspection. These are detailed in the 'areas for improvement' section below.

Is Care Effective? (Quality of Management)

The nature and needs of the patients are considered as part of the risk assessment processes and this is reflected in the management of the home. This supports the delivery of effective care.

Is Care Compassionate? (Quality of Care)

There are health & safety procedures and control measures in place which support the delivery of compassionate care.

No issues were identified for attention during this Estates inspection.

Areas for Improvement

1. The reports for the most recent gas safety inspections to the laundry equipment were not presented for review during this estates inspection. A copy of these reports should be forwarded to RQIA. Reference should be made to requirement 2 in the attached Quality Improvement Plan.
2. The two thermostatic mixing valves that had been identified for attention should be replaced. Reference should be made to requirement 2 in the attached Quality Improvement Plan.
3. The report for the most recent review of the legionella risk assessment was not presented for review during this Estates inspection. A copy of this report should be forwarded to RQIA. The temperature of the unblended hot water and the cold water in the plumbing system should also be closely monitored to ensure that the unblended hot water it is maintained above 55°C and that the cold water is maintained below 20°C in line with current standards. Reference should be made to requirement 2 in the attached Quality Improvement Plan.

Number of Requirements	1	Number Recommendations:	0
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5.4 Standard 48: Fire Safety

Is Care Safe? (Quality of Life)

A range of fire protection measures are in place for the premises. This includes a fire detection and alarm system, emergency lighting, first aid fire-fighting equipment, structural fire separation and protection to the means of escape. This supports the delivery of safe care.

It is good to report that a fire risk assessment was completed on 29 September 2014 in accordance with the recent guidance issued by RQIA in relation to the competency of fire risk assessors.

A number of issues were however identified for attention during this Estates inspection. These are detailed in the 'areas for improvement' section below.

Is Care Effective? (Quality of Management)

The standard used by the registered person to determine the overall level of fire safety within the premises takes account of the interaction between the physical fire precautions, the fire hazards, the number of patients, the management policies and the availability of adequately trained staff. This standard has been referenced in the fire risk assessment. This supports the delivery of effective care.

No issues were identified for attention during this Estates inspection.

Is Care Compassionate? (Quality of Care)

The standard used by the registered persons to determine the extent of fire safety protection measures that are appropriate for the premises recognises the need to maintain a homely, non-institutionalised environment. This supports the delivery of compassionate care.

No issues were identified for attention during this Estates inspection.

Areas for Improvement

1. The issues identified for attention during the inspection and test to the emergency lights on 11 June 2015 should be addressed. Reference should be made to requirement 3 in the attached Quality Improvement Plan.
2. The percentage for fire safety 'e' learning was confirmed at 86%. In addition plans were in place to roll out a programme of practical fire safety training which will include the use of first aid fire-fighting equipment for all staff. Completion of this training should be confirmed to RQIA. Reference should be made to requirement 4 in the attached Quality Improvement Plan.
4. A fire drill was carried out on 16 September 2015. This drill identified some points of learning that need to be carried forward into future practice. Further fire drills should be carried out to ensure that these points of learning have been addressed. Reference should be made to requirement 4 in the attached Quality Improvement Plan.

Number of Requirements	2	Number Recommendations:	0
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5.5 Additional Areas Examined

No additional areas were examined during this estates inspection.

6. Quality Improvement Plan

The issues identified during this inspection are detailed in the QIP. As part of the inspection process, the details of this QIP were discussed with Mrs. Ann Begley, Registered Manager, Mr. Gerry Hegarty, Estates Manager with Four Seasons Health Care and Mr. Kevin Harper who is responsible for the ongoing maintenance in the home. The timescales commence from the date of inspection.

The registered person/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered person/manager to ensure that all requirements and recommendations contained 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 your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

6.1 Statutory Requirements

This section outlines the actions which must be taken so that the registered person/s meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, Nursing Homes Regulations (Northern Ireland) 2005.

6.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and Care Standards for Nursing Homes 2015. They promote current good practice and if adopted by the registered person may enhance service, quality and delivery.

6.3 Actions Taken by the Registered Persons

The QIP should be completed by the registered manager to detail the actions taken to meet the legislative requirements stated. The registered person will review and approve the QIP to confirm that these actions have been completed by the registered manager. Once fully completed, the QIP will be returned to estates.mailbox@rqia.org.uk and assessed by the inspector.

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 persons from their responsibility for maintaining compliance with minimum standards and regulations. It is expected that the requirements and recommendations set out in this report will provide the registered persons with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the home.

Quality Improvement Plan

Statutory Requirements

<p>Requirement 1</p> <p>Ref: Regulations 14(2)(a) 14(2)(c) 27(2)(b)</p> <p>Stated: First time</p> <p>To be Completed by: 16 December 2015</p>	<p>The bitmac surfaces should be repaired.</p> <p>Response by Registered Manager Detailing the Actions Taken: Currently in process of arranging repairs and being monitored.</p>
<p>Requirement 2</p> <p>Ref: Regulations 13(7) 14(2)(a) 14(2)(c) 27(2)(c) 27(2)(q)</p> <p>Stated: First time</p> <p>To be Completed by: 16 December 2015 & Ongoing</p>	<p>The reports for the most recent gas safety inspections to the laundry equipment should be forwarded to RQIA. The report for the most recent review of the legionella risk assessment should also be forwarded to RQIA. The two thermostatic mixing valves that had been identified for attention should be replaced. The temperature of the unblended hot water and the cold water in the plumbing system should also be closely monitored to ensure that the unblended hot water it is maintained above 55°C and that the cold water is maintained below 20°C in line with current standards. Reference should be made to requirement 1 in the attached Quality Improvement Plan.</p> <p>Response by Registered Manager Detailing the Actions Taken: The reports for the recent Gas Safety Inspections to the laundry equipment and the Legionella Risk Assessment were forwarded to the RQIA on 26/10/2015. The two thermostatic mixing valves have been replaced as required. Temperature of the unblended hot water and cold water plumbing system closely monitored and can confirm they are in line with current standards. With reference to Requirement 1 in the Quality Improvement Plan the heating boiler serviced in June 2015 is still operational at this time.</p>
<p>Requirement 3</p> <p>Ref: Regulation 27(4)(d)(iv)</p> <p>Stated: First time</p> <p>To be Completed by: 16 October 2015</p>	<p>The issues identified for attention during the inspection and test to the emergency lights that was completed on 11 June 2015 should be addressed.</p> <p>Response by Registered Manager Detailing the Actions Taken: Awaiting programme of works from Mitie to address the issues with the emergency lights identified during the inspection and test on 11 June 2015.</p>

Quality Improvement Plan

Statutory Requirements

Requirement 4

Ref: Regulation
27(4)(e)
27(4)(f)

Stated: First time

To be Completed by:
16 December 2015 &
Ongoing

Completion of the practical fire safety training to include the use of first aid fire-fighting equipment for all staff should be confirmed to RQIA. Further fire drills should also be carried out to ensure that the points of learning that were identified during the fire drill on 16 September 2015 have been addressed.

Response by Registered Manager Detailing the Actions Taken:

Fire Safety Training is to be provided by Conor Bell Health and Safety Advisor for Four Season Health Care on the 03rd December 2015. In addition Maintenance Man and Home Manager continue to ensure Fire Drills are conducted on an on-going basis with staff to address points of learning. Staff continue to complete the Mandatory E-Learning Module on Fire Safety training and compliance of same is monitored by Home Manager.

Registered Manager Completing QIP	Ann Begley	Date Completed	05/11/15
Registered Person Approving QIP	Dr Claire Royston	Date Approved	06.11.15
RQIA Inspector Assessing Response	K. Monaghan	Date Approved	*10/11/15

* Clarification or follow up required on some items.

****Please ensure the QIP is completed in full and returned to estates.mailbox@rqia.org.uk from the authorised email address****