



The **Regulation** and
Quality Improvement
Authority

Unannounced Care Inspection Report 14 July 2019



Annahilt

Type of Service: Residential Care Home
Address: 246 Ballynahinch Road, Annahilt, Hillsborough
BT26 6BP
Tel No: 02892638399
Inspector: John McAuley

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

This inspection was underpinned by The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards. August 2011.

1.0 What we look for



2.0 Profile of service

This is a registered residential care home which provides care for up to 36 residents within the categories of care detailed in its certificate of registration and 3.0 of this report.

3.0 Service details

Organisation/Registered Provider: Tamulst Care Limited Responsible Individual: Maureen Claire Royston	Registered Manager and date registered: Naomi Graham 17 February 2010
Person in charge at the time of inspection: Elizabeth Close, senior care assistant	Number of registered places: 36
Categories of care: Residential Care (RC) I - Old age not falling within any other category DE – Dementia A – Past or present alcohol dependence.	Total number of residents in the residential care home on the day of this inspection: 32

4.0 Inspection summary

This unannounced inspection took place on Sunday 14 July 2019 from 10.00 to 13.50 hours.

The inspection sought to determine if the home was delivering safe, effective and compassionate care and if the service was well led.

Evidence of good practice was found in relation to the relaxed, sociable atmosphere in the home and how staff teamwork and knowledge of residents' needs facilitated this.

No areas requiring improvement were identified.

Residents described living in the home as being a good experience/in positive terms. Some of the comments made included statements such as:

- “This is a wonderful home. You won’t find any problems here. It is simply perfect.”
- “I am treated very well. No problems.”
- “The best thing about the staff here is that they actually listen to you, which I find very important.”

Further comments from residents, one visiting relative and staff are included in the main body of this report.

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

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Elizabeth Close, senior care assistant, as part of the inspection process and can be found in the main body of the report.

4.2 Action/enforcement taken following the most recent inspection dated 26 February 2019

The most recent inspection of the home was an unannounced premises inspection undertaken on 26 February 2019.

5.0 How we inspect

To prepare for this inspection we reviewed information held by RQIA about this home. This included the previous inspection findings, registration information, and any other written or verbal information received.

During our inspection we:

- where possible, speak with residents, people who visit them and visiting healthcare professionals about their experience of the home.
- talk with staff and management about how they plan, deliver and monitor the care and support provided in the home.
- observe practice and daily life.
- review documents to confirm that appropriate records are kept.

During the inspection a sample of records was examined which included:

- staff duty rota
- three residents' records of care
- complaint records
- compliment records
- accident/incident records
- RQIA registration certificate

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

6.0 The inspection

6.1 Review of areas for improvement from the last care inspection dated 27 February 2019

There were no areas for improvement made as a result of the last care inspection.

6.2 Inspection findings

6.3 Is care safe?

Avoiding and preventing harm to residents and clients from the care, treatment and support that is intended to help them.

Throughout this inspection residents advised that they felt safe in the home and that staff were responsive to their needs and were kind and supportive.

Staffing

Inspection of the duty rota confirmed that it accurately reflective the staff on duty at the time of this inspection. A daily rota of staff on duty and for the on-coming shift was displayed for residents' attention and it was clear from observations that they took interest on knowing who was on duty.

The senior care assistant advised that staffing levels were in keeping with resident dependencies and the size and layout of the home. The staffing levels over the 24 hour period were discussed.

Ancillary staff were in place to support roles with administration, catering, housekeeping and laundry.

Staff advised that there was good team working in the home, regardless of roles. Evidence of this was available from general observations of care practices and how staff interacted and supported each other for the benefit of residents.

The senior care assistant acted with competence and confidence throughout this inspection.

Staff induction, supervision and appraisal

Discussions with staff confirmed that any new members of staff have received an induction. Staff also advised that a programme of supervisions and appraisals was in place and maintained in a regular and up-to-date basis. Staff spoke positively about this provision.

A system of monitoring the registration details of care staff with the Northern Ireland Social Care Trust (NISCC) was in place. This was being audited on a monthly basis by the registered manager.

Safeguarding

Discussions with staff confirmed that they had knowledge and understanding of safeguarding principals. Staff were aware of their obligations to report any concerns and advised that they found management to be approachable. They also advised that they would have no hesitation to report any concerns and that they would have confidence in management in dealing with such appropriately. Staff were knowledgeable of the Health and Social Care Trust's role in safeguarding and these contacts details were readily available.

Environment

The home was clean and tidy with a good standard of décor and furnishings being maintained.

Residents' bedrooms were comfortable and personalised. Communal areas were nicely facilitated and provided a relaxing space for residents to enjoy the company of one another, if desired.

There was good provision of infection prevention and control aids and equipment throughout the environment. Added to this there was accessible information available to residents, their representatives, visitors and staff on the need for good infection prevention and control practices.

The grounds of the home were very well maintained.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to staffing and staff teamwork, and the environment.

Areas for improvement

No areas for improvement were identified in respect of this domain during the inspection.

	Regulations	Standards
Total numb of areas for improvement	0	0

6.4 Is care effective?

The right care, at the right time in the right place with the best outcome.

Discussions with staff confirmed that they had good knowledge and understanding of residents' needs and prescribed care interventions. Staff also advised that there was good communication and teamwork between staff members for the benefit of residents.

Care records

An inspection of a sample of three residents' care records was undertaken. These records organised in a methodical manner and were maintained in line with the regulations and

standards. They included an up to date assessment of needs, life history, risk assessments and care plans.

Care needs assessment and risk assessments, for example falls, safe moving and handling, and nutrition, were reviewed and updated on a regular basis or as changes occurred.

The care records also reflected the multi-professional input into the residents' health and social care needs and were found to be updated regularly to reflect the changing needs of the individual residents.

There was evidence that residents and/or their representatives were encouraged and enabled to be involved in the assessment, care planning and review process, where appropriate. Signatures of participation in this process were included the care records.

Effectiveness of care

Throughout this inspection there were examples of good delivery and effectiveness of care observed. Examples of this was found from observations of safe moving and handling practices, infection prevention and control practices and the overall relaxed social atmosphere in the home.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to staff's knowledge and understanding of residents' needs and prescribed care interventions.

Areas for improvement

No areas for improvement were identified in respect of this domain during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.5 Is care compassionate?

Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.

General observations of care practices throughout this inspection found residents were supported in an organised, unhurried manner. Staff interactions with residents were found to be polite, friendly, warm and supportive. A nice homely ambience was in place with residents being comfortable and at ease in their environment and interactions with staff.

Residents' Views

Discussions were undertaken with 18 residents in the home at the time of this inspection. Residents confirmed that they were happy with the provision of care, the kindness and support received from staff, the provision of meals and the general atmosphere in the home. Some of the comments included:

- “I love it here. I am here 10 years and I loved it from the very first day I came in. The staff are very kind.”
- “It’s a great place here.”
- “I could have moved to a home closer to my family in Belfast but I chose this one, as I just love it here. I am not just saying it but all the staff are brilliant and all care. There’s a marvellous atmosphere here and I couldn’t be any better cared for.”
- “This is a wonderful home. You won’t find any problems here. It is simply perfect.”
- “I am treated very well. No problems.”
- “The best thing about the staff here is that they actually listen to you, which I find very important.”
- “This is a great place. I love it here and just look at our lovely garden and sun house.”

Dining experience

The dining room was spacious and suitably facilitated, with tables nicely set with choice of condiments. The lunchtime meal was appetising, wholesome and nutritional, with provision of choice in place. Specialist diets were also catered for. The provision of choice was also facilitated by staff seeking residents’ views on how they liked their dinner served and with what accompaniments. Staff attended to residents’ needs in a caring, unhurried manner. A nice ambience was in place for residents to enjoy their meal. Feedback from residents throughout this inspection on this provision was all positive.

The catering facility was tidy and clean.

Relative’s views

Discussions with one visiting relative at the time of this inspection was complimentary about the provision of care, the kindness and support received from staff and the overall general atmosphere in the home.

Care practices

General observations of care practices throughout this inspection found these to be organised and unhurried with good team working between staff members.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to feedback from residents and a visiting relative, and general observations of care practices as well as the dining experience.

Areas for improvement

No areas for improvement were identified in respect of this domain during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.6 Is the service well led?

Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.

The registered manager was available to support the senior care assistant during this inspection, if this was needed. Throughout this inspection staff praised the managerial arrangements and support.

Staff views

Staff spoke positively about their roles, duties, training, teamwork and morale.

Comments received from staff included the following statements:

- “Things are doing very well here. Our residents are very happy.”
- “The care here is fantastic. I know from having a loved one in another home.”

Added to this it was observed that staff members worked well together as a team. There was found to be good communication between one and another in a polite, friendly manner with relaxed unhurried cohesiveness between team members.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to feedback from staff and general observations of care practice pertaining to teamwork.

Areas for improvement

No areas for improvement were identified in respect of this domain during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included as part of this inspection report.



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