



Unannounced Care Inspection Report 9 January 2020



Camlo Homes

Type of Service: Residential Care Home
Address: 3-5 North Parade, Belfast BT7 2GF
Tel No: 028 9064 5127
Inspector: Alice McTavish

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 29 residents.

3.0 Service details

Organisation/Registered Provider: Camlo Homes Responsible Individual: Stephen Emerson	Registered Manager and date registered: Joanne Smart, 1 April 2005
Person in charge at the time of inspection: Joanne Smart	Number of registered places: 29
Categories of care: Residential Care (RC) MP - Mental disorder excluding learning disability or dementia MP (E) - Mental disorder excluding learning disability or dementia – over 65 years LD - Learning Disability LD (E) – Learning disability – over 65 years PH - Physical disability other than sensory impairment PH (E) - Physical disability other than sensory impairment – over 65 years A – Past or present alcohol dependence.	Total number of residents in the residential care home on the day of this inspection: 23

4.0 Inspection summary

An unannounced inspection took place on 9 January 2020 from 11.00 to 13.00 hours.

The inspection assessed progress with the areas for improvement identified in the home during the last care inspection, examined the home's environment and sought the views of residents on the quality of care provided in the home.

Evidence of good practice was found in relation to person centred care.

No new areas requiring improvement were identified

Residents described living in the home as being a good experience. Residents were seen to be relaxed and comfortable in their surroundings and in their interactions with other residents and with staff.

Comments received from residents and people who visit them during and after the inspection 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 Joanne Smart, Registered Manager, as part of the inspection process and can be found in the main body of the report.

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

4.2 Action/enforcement taken following the most recent inspection dated 7 May 2019

The most recent inspection of the home was an unannounced care inspection undertaken on 7 May 2019. Other than those actions detailed in the QIP no further actions were required to be taken. Enforcement action did not result from the findings of this inspection.

5.0 How we inspect

To prepare for this inspection we reviewed information held by RQIA about this home. This included the findings from the most recent care inspection, 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

Questionnaires and 'Have We Missed You' cards were provided to give residents and those who visit them the opportunity to contact us after the inspection with views of the home. A poster was provided for staff detailing how they could complete an electronic questionnaire.

Seven questionnaires were completed and returned by residents. No questionnaires were returned by staff.

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

- four residents' records of care
- governance audits/records
- RQIA registration certificate

Areas for improvements identified at the last care inspection were reviewed and assessment of compliance recorded as met, partially met, or not met.

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 7 May 2019

Areas for improvement from the last care inspection		
Action required to ensure compliance with the DHSSPS Residential Care Homes Minimum Standards, August 2011		Validation of compliance
Area for improvement 1 Ref: Standard 27.1 Stated: Second time	The registered person shall ensure the identified environmental improvements are made: <ul style="list-style-type: none"> The paint and décor in the dining area including skirting boards and flooring should be improved upon. 	Met
	Action taken as confirmed during the inspection: Inspection of the premises confirmed that the flooring in the dining room had been replaced, the woodwork was repainted and the décor had been updated.	
Area for improvement 2 Ref: Standard 6.6 Stated: First time	The registered person shall ensure care plans are signed by the resident or their representative where appropriate, the member of staff drawing it up and the manager. When a resident or their representative is unable to sign or chooses not to sign, this is recorded.	Met
	Action taken as confirmed during the inspection: Inspection of residents' care plans confirmed that these were signed by each resident, the member of staff drawing it up and the manager.	

6.2 Inspection findings

We found that all areas for improvement identified during the last care inspection had been addressed.

We walked around the home and found that it was clean, tidy and adequately heated. The furniture in communal areas and in bedrooms was in good condition and the home was pleasantly decorated. Residents told us that their rooms were comfortable and that they felt they had space for privacy and relaxation. Some residents preferred to have the door to their bedroom locked and they held their own keys.

We spoke with residents who made the following comments:

- “I love it here, I wouldn’t live anywhere else. I love my room...I chose the colours for the walls...the staff are very good to me.”
- “I am very happy here. The staff are very good, very kind. They take the time to chat with me and they help me with anything I need. My room is very comfortable and I can get a good nights’ sleep. The food is lovely and I’ve put on weight...I’m feeling very well now.”
- “This is a great place and this is my home until the day I die. I am treated very well by the staff and with dignity and respect. I have lots of freedom too. The staff include us in how the home is run...they ask us what we want to do and what we want to have on the menu. I suggested spaghetti bolognaise last week and we had that today – it was absolutely lovely!”
- “I call this place ‘Liberty House’, for I can come and go as I please and I don’t feel that I am limited in any way. That’s good for me...this is a lovely place to live, I couldn’t ask for better.”

A relative of a resident said, “The staff here are great. I know if there is anything that I want to raise (about my relative), I can go straight to the managers and they will sort it out, but there’s rarely anything that I need to raise. I think the care here is excellent. I am here two or three days every week and I see how the residents are treated.”

Six questionnaires were completed and returned by residents. All respondents indicated that they were satisfied or very satisfied with all aspects of the care and services provided in the home. One resident commented, “I am very happy with the care I get in here.”

Areas of good practice

There were examples of good practice found throughout the inspection in relation to the level of involvement of residents in the running of the home and the efforts made by staff to ensure that a person centred approach was used in the care for each resident.

Areas for improvement

No areas for improvement were identified 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.



The **Regulation** and
Quality Improvement
Authority

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

Tel 028 9536 1111
Email info@rqia.org.uk
Web www.rqia.org.uk
 [@RQIANews](https://twitter.com/RQIANews)

Assurance, Challenge and Improvement in Health and Social Care