



The Regulation and
Quality Improvement
Authority

**THE REGULATION AND QUALITY IMPROVEMENT
AUTHORITY**

9th floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501

ANNOUNCED FOLLOW-UP ESTATES INSPECTION

Inspection No: IN021170
Establishment ID No: 1605
Name of Establishment: Glasswater Lodge.
Date of Inspection: 19 February 2015

1.0 GENERAL INFORMATION

Name of Home:	Glasswater Lodge
Address:	1 Glasswater Road Crossgar BT30 9DN
Telephone Number:	02844 830510
Registered Organisation/Provider:	Glasswater Lodge
Registered Manager:	Sarah Reid
Person in Charge of the Home at the time of Inspection:	Sarah Reid
Other person(s) consulted during inspection:	Mr Joseph McGuigan (Estates)
Type of establishment:	Residential Care Home
Number of Registered Places:	31
Date and time of inspection:	19 February 2015
Date of previous inspection:	19 September 2014
Name of Inspector:	G Mulholland

2.0 RQIA OFFICER'S FINDINGS AT FOLLOW UP VISIT TO HOME

The current position, in relation to the issues included in the Quality Improvement Plan for the Estates Inspection on 19 September 2014 as found during the Follow -Up Inspection to this home on 19 February 2015, is as follows:

Standard 28 – Safe and healthy working practices. The following requirements and recommendations should be noted for action in relation to Standard 28 – Safe and healthy working practices				
No	Regulation	Requirements made following inspection on 19 September 2014	Details of registered Person(s) response to previous QIP	Position on day of Follow up Inspection on 19 February 2015
1	Regulation 14 (2)(a),(c)	Restated Requirement: Implement the required procedure for accessing and acting upon relevant Medical Device Alerts and maintain a signed log of all such visits to the Northern Ireland Adverse Incident Centre web-site.	This process became in line on Friday 07 November 2014	Complete. A signed log of all visits to the Northern Ireland Adverse Incident Centre is kept on a weekly basis by the senior care assistant.
2	Regulation 14 (2)(a),(c) 27 (2)(q)	Restated Requirement: Ensure that a risk assessment for the 'control of legionella bacteria within the home's hot and cold water systems' is undertaken without further delay, and that <u>ALL</u> control measures required as a result of this risk assessment are fully implemented within the timescales stipulated in the risk assessment document	Appointment booked for Monday 19 January 2015 for full test and risk assessment with Kevin Monson.	Risk Assessment was in place and was dated 19 January 2015. Actions required as a result of this risk assessment had <i>not</i> been implemented. Control measures typically found for the control of legionella bacteria were also <i>not</i> in place. These included: <ul style="list-style-type: none"> - Monthly checks of flow and return temperature at calorifier

				<ul style="list-style-type: none"> - Monthly temperature checks of sentinel taps - Quarterly disinfection of showerheads - Annual servicing of TMVs - Twice weekly flushing of unused outlets <p>See item 1 on the attached Quality Improvement Plan</p>
3	Regulation 14 (2)(a)(c) 27 (2)(q)	Ensure that all items of equipment used to lift residents (including manual bath hoists) are subject to regular six monthly 'thorough examination' as required by the 'Lifting Operations, Lifting Equipment Regulations'. All certification in relation to these inspections should be available for inspection within the home	Examination and testing of all lifting equipment booked for third week in Jan 15 with John Hinds – Easy baths, showers, stairs lift and leisure.	<p>Records showed bath hoists were thoroughly examined on 12 February 2015.</p> <p>The Trixie hoist was serviced on 06 February 2015. Arrangements should be made to have the Trixie hoist thoroughly examined as required by the 'Lifting Operations, Lifting Equipment Regulations</p> <p>See item 2 on the attached Quality Improvement Plan</p>
4	Regulation 14 (2)(a)(c) 27 (2)(q)	Ensure that all gas powered equipment within the home is serviced and inspected at least annually by an approved 'Gas Safe' mechanical engineer. All certification in relation to these inspections should be available for inspection within the home.	Inspection completed on 29 October 2014 by "MAINS" certification to be provided.	<p>Certificate not available for inspection.</p> <p>See item 3 on the attached Quality Improvement Plan</p>

5	Regulation 14 (2)(a)(c) 27 (2)(s)	In order for the home to be able to continue to operate effectively in the event of a mains electricity failure, a suitable Generator Hook-up point should be installed. Suitable arrangements should also be implemented to ensure that a generator is available promptly in the event of such a failure.	Test and service by engineering company completed on Friday 07 November. Certification to be provided.	Generator in place at the home. Confirmation certificate of servicing not available. See item 4 on the attached Quality Improvement Plan
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Standard 29 Fire Safety

The following requirements and recommendations should be noted in relation to Standard 29 – Fire Safety

Item	Standard Reference	Recommendation made following inspection on 19 September 2014	Details of registered Person(s) response to previous QIP	Position on day of Follow up Inspection on 19 February 2015
6	27 (2)(q) 14 (2)(a)	Ensure that when the fire risk assessment is next reviewed, the person carrying out the review holds professional body registration or third party certification for the fire risk assessment and is registered accordingly with the relevant body. Reference should be made to correspondence issued by RQIA to all registered home on 13 January 2013.	I have engaged a competent person to complete my recent fire risk assessment. He is not registered with any certification body but has 30 years' experience as a building control surveyor and is a current member of the institute of licensing.	Fire risk assessment was not inspected during the follow-up inspection. However, this recommendation still applies. See item 5 on the attached Quality Improvement Plan
Item	Regulation Reference	Requirements made following inspection on 19 September 2014	Details of registered Person(s) response to previous QIP	Position on day of Follow up Inspection on 19 February 2015
7	Regulation 27 (4)(d)(iv)	Ensure that the fire alarm and detection system installed in the home is inspected and maintained in accordance with the current best	Completed	Certificates not available for inspection.

		practice guidance contained within BS5839-1:2013. All certification in relation to these inspections should be available for inspection within the home.		See item 6 on the attached Quality Improvement Plan
8	Regulation 27 (4)(d)(iv)	Ensure that the Emergency Lighting installation throughout the home is inspected and maintained in accordance with the current best practice guidance contained within BS EN 50172:2004, BS5266-8:2004. All certification in relation to these inspections should be available for inspection within the home.	Completed	Certificates not available for inspection. See item 7 on the attached Quality Improvement Plan
9	Regulation 27 (4)(d)(iv)	Ensure that the in-house checks for the fire alarm and detection system, the emergency lighting installation and the portable fire-fighting equipment are carried out and recorded in accordance with current best practice guidance. Fire Alarm & Detection System (BS5839) Emergency Lighting Installation (BS5266) Fire Fighting Equipment (BS5306)	Completed	Records not available for inspection. See item 8 on the attached Quality Improvement Plan

3.0 QUALITY IMPROVEMENT PLAN

The details of the Quality Improvement plan appended to this report were discussed with Mrs Sarah Reid and Mr Joseph McGuigan as part of the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Residential Care Homes Regulations (Northern Ireland) 2005 and must be met.

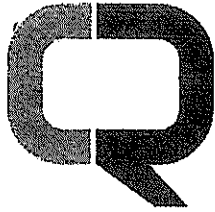
Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the home to improve the quality of life experienced by residents.

The registered provider is required to record comments on the quality improvement plan.

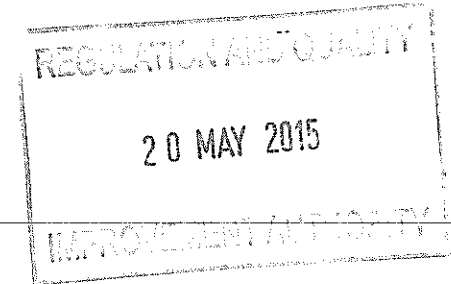
4.0 ENQUIRIES

Enquiries relating to this report should be addressed to:

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



The Regulation and
Quality Improvement
Authority



Quality Improvement Plan

Announced Follow-up Estates Inspection

Glasswater Lodge R.C. Home.

19 February 2015

QIP Position Based on Comments from Registered Persons (for RQIA use only)		QIP Closed		Estates Officer	Date
		Yes	No		
A.	All items confirmed as addressed.				
B.	All items either confirmed as addressed or arrangements confirmed to address within stated timescales.	✓		<i>G. D. D. D. D.</i>	23/9/2015.
C.	Clarification or follow up required on some items.				

NOTES:

The details of the Quality improvement Plan were discussed with Mrs Sarah Reid and Mr Joseph McGuigan as part of the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Nursing Homes Regulations (Northern Ireland) 2005 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the home to improve the quality of life experienced by patients.

The registered provider is required to record comments on the Quality Improvement Plan.

The quality improvement plan is to be completed by the registered provider and registered manager and returned to estates@rqia.org.uk.

Please complete the following table to demonstrate that this Quality Improvement Plan has been completed by the registered manager and approved by the responsible person / identified responsible person:

NAME OF REGISTERED MANAGER COMPLETING QIP	<i>SARAH REID</i>
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP	<i>Joe Mc Guigan</i>

Standard 28 - Safe and healthy working practices

The following requirements and recommendations should be noted for action in relation to Standard 28 - Safe and healthy working practices

Item	Regulation Reference	Restated Requirements	Timescale	Details Of Action Taken By Registered Person (S)
1	Regulation 14 (2)(a)(c) 27 (2)(q)	A risk assessment for the 'control of legionella bacteria within the home's hot and cold water systems' was undertaken on 19 January 2015. Ensure that <u>ALL</u> control measures required as a result of this risk assessment are fully implemented within the timescales stipulated in the risk assessment document	Immediate and ongoing	The home has now implemented a process to record all the required measurements as directed by the control of legionella notes.
Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
2	Regulation 14 (2)(a)(c) 27 (2)(q)	Ensure that the Trixie Hoist present in the home is subject to regular six monthly 'thorough examination' as required by the 'Lifting Operations, Lifting Equipment Regulations'. All certification in relation to this examination should be available for inspection within the home	Immediate and ongoing	The Trixie hoist was given examination on 6/2/15. Cert on file at home.
3	Regulation 14 (2)(a)(c) 27 (2)(q)	Ensure that all gas powered equipment within the home is serviced and inspected at least annually by an approved 'Gas Safe' mechanical engineer. All certification in relation to these inspections should be available for inspection within the home.	Immediate and ongoing	All equipment was serviced and inspected on 19-3-15. Everything passed.
4	Regulation 14 (2)(a)(c)	Ensure that the Home's emergency backup generator is suitably serviced and maintained.	Immediate and ongoing	

27 (2)(s)

Standard 29 - Fire Safety

The following requirements and recommendations should be noted for action in relation to Standard 29 - Fire Safety

Item	Standard Reference	Recommendation	Timescale	Details Of Action Taken By Registered Person (S)
5	29.5	Ensure that when the fire risk assessment is next reviewed, the person carrying out the review holds professional body registration or third party certification for fire risk assessment and is registered accordingly with the relevant body. Reference should be made to correspondence issued by RQIA to all registered homes on 13 January 2013 and the guidance contained therein: http://www.rqia.org.uk/what we do/registration inspection and reviews/service provider guidance/fire safety information.cfm	Upon review of the Fire Risk Assessment	not recorded until review DATE Sept / 15

Standard 29 - Fire Safety

The following requirements and recommendations should be noted for action in relation to Standard 29 - Fire Safety

Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
6	Regulation 27 (4)(d)(iv)	Ensure that the Fire alarm and detection system installed in the home is inspected and maintained in accordance with the current best practice guidance contained within BS5839-1:2013. All certification in relation to these inspections should be available for inspection within the home.	Immediate and ongoing	Completed and cert in file
7	Regulation 27 (4)(d)(iv)	Ensure that the Emergency Lighting installation throughout the home is inspected and maintained in accordance with the current best practice guidance contained within BS EN 50172:2004, BS5266-8:2004. All certification in relation to these inspections should be available for inspection within the home.	Immediate and ongoing	Completed and cert in home file
8	Regulation 27 (4)(d)(iv)	Ensure that the in-house checks for the fire alarm and detection system, the emergency lighting installation and the portable fire-fighting equipment are carried out and recorded in accordance with current best practice guidance. Fire Alarm & Detection System (BS5839) Emergency Lighting Installation (BS5266) Fire Fighting Equipment (BS5306)	Immediate and on-going	UP to date and ON-GOING records