



The Regulation and
Quality Improvement
Authority

**THE REGULATION AND QUALITY IMPROVEMENT
AUTHORITY**

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ANNOUNCED ESTATES INSPECTION

Inspection No: INO21209
Establishment ID No: 1632
Name of Establishment: 15 Main Street
Date of Inspection: 06 February 2015
Inspector's Name: Colin Muldoon

1.0 GENERAL INFORMATION

Name of Home:	15 Main Street
Address:	15 Main Street, Conlig. BT23 7PT
Telephone Number:	028 91 468039
Registered Organisation/Provider:	Praxis Care Group/ Challenge Mrs Irene Sloan (Responsible Person)
Registered Manager:	Ms Margaret Crilly
Person in Charge of the Home at the time of Inspection:	Ms Margaret Crilly
Other person(s) consulted during inspection:	N/A
Type of establishment:	Residential Care Home
Categories of Care	RC-LD, RC-LD(E)
Number of Registered Places:	3
Date and time of inspection:	06 February 2015 10.00am – 12.30pm
Date of previous Estates inspection:	30 January 2013
Name of Inspector:	Colin Muldoon

2.0 INTRODUCTION

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect residential care homes.

This is a report of an announced inspection to assess the quality of the premises and grounds in which the service is being provided including the upkeep of the building and engineering services and equipment. The report details the extent to which the standards measured during inspection were met.

3.0 PURPOSE OF THE INSPECTION

The purpose of this inspection was to consider whether the premises and grounds were safe, well maintained and remain suitable for their stated purpose in compliance with legislative requirements and current minimum standards. This was achieved through a process of evaluation of available evidence.

The Regulation and Quality Improvement Authority aims to use inspection to support providers in improving the quality of services, rather than only seeking compliance with regulations and standards.

The aims of the inspection were to examine the estates related policies, practices and monitoring arrangements for the provision of Residential Care homes, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Residential Care Homes Regulations (Northern Ireland) 2005
- Residential Care Homes Minimum Standards (DHSSPS, 2011).

Other published standards which guide best practice may also be referenced during the Inspection process.

4.0 METHODS/PROCESS

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

- Discussion with Ms Margaret Crilly.
- Examination of records
- Inspection of the home internally and externally. Residents' private bedrooms were only inspected when unoccupied and permission was granted
- Evaluation and feedback.

Any other information received by RQIA about this registered provider has also been considered by the Inspector in preparing for this inspection.

5.0 CONSULTATION PROCESS

During the course of the inspection, the Inspector spoke to Ms Margaret Crilly.

6.0 INSPECTION FOCUS

15 Main Street Conlig has been vacant for some time. The inspection sought to establish the level of compliance achieved with respect to the following DHSSPS Residential Care Homes Minimum Standards prior to reoccupation of the home.

Standards inspected:

- Standard 27 - Premises and grounds
- Standard 28 - Safe and healthy working practices
- Standard 29 - Fire Safety.

7.0 PROFILE OF SERVICE

15 Main Street is a two-storey terrace house on the road through Conlig village. The home is convenient to local amenities and public transport. The accommodation consists of kitchen, living and dining room and a toilet on the ground floor with all bedrooms and the bathrooms on the first floor. There is a relatively private garden at the rear of the home.

8.0 SUMMARY

There was good evidence of maintenance activities although some matters relating to the environment were identified. Therefore, following the Estates Inspection of 15 Main Street on 06 February 2015, improvements are required to comply with the Residential Care Homes Regulations (Northern Ireland) 2005 and the criteria outlined in the following standards:

- Standard 27 - Premises and grounds
- Standard 29 - Fire Safety.

This resulted in seven requirements and one recommendation. These are outlined in the Quality Improvement Plan appended to this report.

The Estates Inspector would like to acknowledge the assistance of Ms Margaret Crilly during the inspection process.

9.0 INSPECTOR'S FINDINGS

9.1 **Standard 27 - Premises and grounds** - *The premises and grounds are safe, well maintained and remain suitable for their stated purpose*

9.1.1 The water outlets are fitted with thermostatic mixing valves. There were no records relating to the maintenance of the valves.

(Item 1 in Quality Improvement Plan)

9.1.2 The documentation available indicated that the electrical installation required to be tested and inspected.

The inspector was informed that a test and inspection had been arranged for 16 February 2015.

On 18 February the inspector was provided with a copy of an NICEIC Electrical Condition Report in which the condition of the electrical installation is described as unsatisfactory. One C1 and two C3 issues were identified.

(Item 2 in Quality Improvement Plan)

9.1.3 There is a legionella risk assessment which is to be reviewed before occupation of the home.

The water system and shower heads should be cleaned and disinfected before occupation.

(Item 3 in Quality Improvement Plan)

9.1.4 The window to the first floor back bedroom is fitted with a tilt and turn window which is not restricted. The inspector was informed that the fire risk assessor would find it acceptable for this window to be restricted.

(Item 4 in Quality Improvement Plan)

9.1.5 If window blinds are to be fitted in the home they should be assessed and installed in line with safety alert EFA/2015/001.

(Item 5 in Quality Improvement Plan)

9.1.6 On the day of inspection parts of the home were being redecorated.

(Item 6 in Quality Improvement Plan)

These issues are detailed in the section of the attached Quality Improvement Plan titled '**Standard 27 - Premises and grounds**'.

9.2 **Standard 28 - Safe and healthy working practices** - *The home is maintained in a safe manner*

9.2.1 No issues.

9.3 **Standard 29: Fire safety** - *Fire safety precautions are in place that reduce the risk of fire and protect residents, staff and visitors in the event of fire.*

9.3.1 It was confirmed to the inspector that all staff that are to work in the home are up to date with the twice yearly program of fire safety training. These staff members are to participate in practice fire drills as soon as possible upon reoccupation of the home.

(Item 7 in Quality Improvement Plan)

- 9.3.2 The fire risk assessment was carried out in November 2014. It could not be confirmed if the risk assessor has the accreditation recommended by RQIA.
(Item 8 in Quality Improvement Plan)

10.0 QUALITY IMPROVEMENT PLAN

The details of the Quality Improvement Plan appended to this report were discussed with Ms Margaret Crilly 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 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.

11.0 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**

Quality Improvement Plan

Announced Estates Inspection

15 Main Street Conlig

06 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.	√	√		Colin Muldoon	25/09/2015
C.	Clarification or follow up required on some items.					

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NOTES:

The details of the Quality Improvement Plan were discussed with Ms Margaret Crilly 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 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 residential home to improve the quality of life experienced by residents.

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@rgia.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	Margaret Crilly
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP	Andy Mayhew on behalf of Irene Sloan

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Standard 27 - Premises and grounds

The following requirements and recommendations should be noted for action in relation to Standard 27 - Premises and grounds

Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (s)
1	Regulation 27.-(2)(q)	The thermostatic mixing valves should be serviced, cleaned, set and fail safe tested in accordance with the manufacturer's instructions. (Item 9.1.1 in report.	Before re-occupation of the home	Contractor confirmed that thermostatic mixing valves were dismantled, cleaned/serviced and tested.
2	Regulation 27.-(2)(q)	The electrical installation should be restored to a satisfactory condition. (Item 9.1.2 in report)	Before re-occupation of the home	5 yearly mains wiring inspection has been completed in February 15 and remedial work from findings completed.
3	Regulation 13.-(7) 14.-(2)(c)	<p>The legionella risk assessment should be reviewed and arrangements made to address any issues identified.</p> <p>Based on the risk assessment, a scheme for the effective control of legionella should be fully implemented and records kept of the actions and monitoring measures being taken.</p> <p>The water system including the cold water storage tank, the hot and cold distribution system, the cylinder and the shower heads should be cleaned and disinfected by a competent person just before occupation of the home. (Item 9.1.3 in report)</p>	Before re-occupation of the home	Legionella risk assessment has been reviewed and legionella controls have been implemented with records of monitoring being taken. Chlorination of the system was completed 23/03/15. Shower heads will be cleaned and disinfected week commencing 23/03/15.

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4	Regulation 14.-(2)(a) and (c)	The tilt and turn window in the first floor back bedroom should be restricted in line with safety alerts EFA/2013/002 and EFA/2014/003. (Item 9.1.4 in report)	Before re-occupation of the home	Restrictors have been fitted to the tilt and turn window on the first floor back bedroom.
5	Regulation 14.-(2)(a) and (c)	If window blinds are to be fitted in the home they should be assessed and installed in line with safety alert EFA/2015/001. (Item 9.1.5 in report)	Before re-occupation of the home	All window blinds in the home have been assessed and fitted with brackets as per safety alert.
6	Regulation 27.-(2)(d)	The redecoration of the home should be completed. (item 9.1.6 in report)	Before re-occupation of the home	Redecoration of the home has been completed.

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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)
7	Regulation 27.-(4)(d)(f)	All staff are to participate in a practice fire drill. The drills should verify the fire procedure and confirm that an effective evacuation can be carried out at any time. (Item 9.3.1 in report)	With one week of reoccupation of the home.	All staff will participate in a practice fire drill, this will verify fire procedure and effective evacuation. Within one week of reoccupation of the home.
Item	Standard	Recommendation	Timescale	Details Of Action Taken By Registered Person (s)
8	Standard 29	The person carrying out the next review of the fire risk assessment should hold professional body registration or third party certification for fire risk assessment and be 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 in: http://www.rqia.org.uk/cms_resources/Competence%20of%20persons%20carrying%20out%20Fire%20Risk%20Assessment.pdf http://www.rqia.org.uk/cms_resources/A%20Guide%20to%20Choosing%20a%20Competent%20Fire%20Risk%20Assessor.pdf (Item 9.3.2 in report)	Within one year of date on current fire risk assessment	On going discussion with Governance and H & S team to meet recommendation.

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