



The Regulation and
Quality Improvement
Authority

Millbrook Court
RQIA ID: 1636
228 Donaghadee Road
Bangor
BT20 4RZ

Inspector: Joe McRandle
Inspection ID: IN23968

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**Unannounced Finance Inspection
of
Millbrook Court**

15 December 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 unannounced finance inspection took place on 15 December 2015 from 10:30 to 16.00. Overall on the day of the inspection areas for improvement were identified in relation to safe, effective and compassionate care for the management of residents' finances and are set out in the Quality Improvement Plan (QIP) appended to this report. This inspection was underpinned by the Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards (2011).

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 | 3 | 11 |

The details of the QIP within this report were discussed with Diane Strong, Registered Manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

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| Registered Organisation/Registered Person: Fold Housing Association/Fiona McAnespie | Registered Manager: Siobhan Diane Strong |
| Person in Charge of the Home at the Time of Inspection: Diane Strong | Date Manager Registered: 01 April 2005 |
| Categories of Care: RC-DE | Number of Registered Places: 50 |
| Number of Residents accommodated on the day of Inspection: 50 | Weekly Tariff at Time of Inspection: £485 including £15 Top up |

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 themes have been met:

Statement 1

The home maintains complete and up to date records in respect of the terms and conditions of the provision of accommodation and personal care.

Statement 2

Arrangements for receiving and spending residents' monies on their behalf are transparent, have been authorised and the appropriate records are maintained.

Statement 3

A safe place is provided within the home premises for the storage of money and valuables deposited for safekeeping; clear, up to date and accurate records are maintained.

Statement 4

Arrangements for providing transport to residents are transparent and agreed in writing with the resident/their representative.

4. Methods/Process

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

- Discussion with registered manager and other staff
- Audit traces carried out on a sample of residents' records
- Audit of residents' individual files
- Spot check on residents' monies and valuables
- Audit of policies and procedures
- Evaluation and feedback.

Prior to inspection the following records were analysed:

- Records of incidents notified to RQIA in the last twelve months.

The following records were examined during the inspection:

- The resident's handbook
- Four residents' individual files
- Records of payment of fees for residents
- Records of lodgements made on behalf of residents
- Records of purchases made on behalf of residents
- Records of payments for additional services e.g. hairdressing
- Records of safe contents
- Bank statements for one resident
- Bank statement and other records for residents comforts fund
- Inventory of residents personal possessions
- Policies and procedures on residents' finances.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the home was an unannounced care inspection dated 10 November 2015. The QIP was not due to be returned to RQIA at the time of this inspection. The QIP will be followed up by the care inspector.

5.2 Review of Requirements and Recommendations from the last Finance Inspection

There has been no previous finance inspection of this service by RQIA.

5.3 Statement 1 - The home maintains complete and up to date records in respect of the terms and conditions of the provision of accommodation and personal care

Is Care Safe?

A resident's guide was in place at the time of inspection (referred to as "Residents Handbook"). The handbook included the method of payment for the weekly fee and the services provided to residents as part of the fee. We noticed that the handbook did not list the charges for additional services provided at the home e.g. hairdressing.

A recommendation is listed within the QIP of this report in relation to the above findings.

The handbook included a written agreement which is issued to residents on admission to the home. Review of four residents' files evidenced that individual written agreements were in place for three of the residents. No agreement was available for the remaining resident for which the registered manager acted as appointee and managed a bank account on behalf of the resident. We noticed that the agreements available did not show the current weekly fee paid by, or on behalf of, residents. We also noticed that two of the agreements were not signed by a representative from the home.

A requirement is listed for an agreement to be in place for the resident the registered manager acts as appointee. A recommendation is also listed for agreements in place with residents to be updated to include the current fee.

We noticed that care managed residents were charged an additional weekly third party top up. Discussion with the registered manager confirmed that the additional amount was the difference between the fee charged by the home and the amount paid to the home by the Health and Social Care Trusts. The registered manager also confirmed that the third party payment was not for any additional services provided to residents. We noticed that details of the third party top up were included in both the residents' agreements and the residents' handbook.

Is Care Effective?

Review of records and discussion with the registered manager confirmed that the registered manager acted as an appointee for one resident, i.e. a person authorised by the Social Security Agency (SSA) to receive and manage the social security benefits on behalf of an individual.

We noticed that as in line with Regulation 22 (3) of The Residential Care Homes Regulations (Northern Ireland) 2005 a record was maintained in the resident's file which gave details of the person acting as the resident's appointee and the date the person became the appointee.

Discussion with the registered manager confirmed that no member of staff acted as an agent for any resident, i.e. a person authorised by a resident or their representative to collect social security benefits on the resident's behalf.

We noticed that the residents' files reviewed during the inspection did not retain a record of the financial arrangements for each resident e.g. the arrangements for paying for additional services on behalf of residents.

A recommendation is listed within the QIP of this report, for residents' agreements to include their financial arrangements.

A policy and procedure for safeguarding residents' monies and valuables was in place at the time of inspection. We noticed that the home was not adhering to the policy for a number of practices e.g. the recording of at least two signatures against transactions made on behalf of residents and the retention of a record of authority to operate a bank account for a resident.

A recommendation is listed within the QIP of this report for the policies and procedures operated at the home to be updated to reflect current practice and for staff at the home to adhere to the policy.

Is Care Compassionate?

The residents agreements reviewed included a provision for residents or their representatives to be informed four weeks prior to any increase in fees. Review of records showed that residents or their representatives had been informed of previous increases in fees.

Areas for Improvement

A number of issues were identified during the finance inspection in relation to the delivery of safe, effective and compassionate care. These were:

- Update residents handbook to include list of charges for additional services provided at the home
- Agreements to be in place for all residents
- Agreements to show the current weekly fee paid by, or on behalf of, residents
- Residents agreements to include the financial arrangements for each resident
- Policies and procedures to be updated and strengthened with staff.

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| Number of Requirements: | 1 | Number of Recommendations: | 4 |
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5.4 Statement 2 - Arrangements for receiving and spending residents' monies on their behalf are transparent, have been authorised and the appropriate records are maintained

Is Care Safe?

Review of records and discussion with staff confirmed that copies of payment remittances from Health and Social Care Trusts showing the weekly fee for each care managed resident were retained at the home's head office. Copies of the remittances were forwarded to the home during the inspection. The remittances showed the amount of fees paid by the Trust on behalf of residents and the amount to be contributed by the resident (if any). The remittances confirmed that a number of residents were paying a contribution towards their fee.

Discussion with staff confirmed that records of payments received by, or on behalf of, residents were held at the home's head office. Discussion with the Care Services Manager during the inspection, confirmed that the home receives no other amounts towards fees other than the regional rate and top up agreed with the Health and Social Care Trusts.

As previously stated within this report a recommendation is listed within the QIP for residents to be issued with up to date agreements showing the current fee paid by the resident and the amount paid on their behalf.

Is Care Effective?

Discussion with the registered manager and review of records confirmed that transaction sheets were maintained for residents. The sheets were used to record purchases made on behalf of residents and to record payments for additional services provided to residents e.g. hairdressing. The sheets were also used to record monies deposited at the home on behalf of residents.

Review of records of monies deposited at the home on behalf of three residents showed that no receipts were issued to the person depositing the monies. We noticed that the person depositing the monies did not record their signature in the absence of a receipt.

A recommendation is listed within the QIP of this report in relation to this finding.

We reviewed records of payments to the hairdresser and podiatrist; records showed that separate hairdressing and podiatrist sheets were completed on the day the service was provided to residents. The details recorded included the name of the resident, the service provided and the amount charged to the resident. We noticed that the hairdressing sheets were not always signed by the hairdresser and a member of staff to confirm that the service took place.

A recommendation is listed within the QIP of this report in relation to these findings.

Discussion with staff confirmed that the hairdressing and podiatrist sheets were used to update the residents' transaction sheets with the amount withdrawn to pay for the service. We reviewed seven entries recorded in the transaction sheets for two residents. The amounts recorded in the sheets corresponded with the amounts listed in the hairdressing and podiatrist sheets.

We noticed that six of the seven entries for the hairdresser and podiatrist only had one signature recorded against them. We examined a further six entries and noticed that one signature was recorded against all six of these entries.

We reviewed records of six purchases made on behalf of one resident; we noticed that receipts were available from all of the purchases. We also noticed that monies returned from the purchases were recorded in the resident's transaction sheet. Only one signature was recorded against the entry for the returned monies.

Discussion with staff and review of records confirmed that a local taxi firm was used for residents to make journeys. Receipts were issued and signed by the taxi driver to confirm payment. We noticed that the receipts were not countersigned by a member of staff from the home to confirm that the journey took place and the driver received the payment.

A recommendation is listed within the QIP of this report in relation to the recording of at least two signatures for all transactions undertaken on behalf of residents.

We noticed that the hairdresser and podiatrist were not paid by cheque. A recommendation is listed within the QIP for payments to the hairdresser and podiatrist to be made by cheque in order to meet professional standards of good practice as in line with Standard 20.14 of the DHSSPS Residential Care Homes Minimum Standards (2011).

Discussion with staff and review of records confirmed that a bank account was managed on behalf of one resident. We noticed that authorisation to manage the bank account was not held within the resident's file at the time of inspection. Fold Housing Association's policy on safeguarding Resident's personal monies states:

"Bank accounts for individual residents must be in their own name and where such accounts are operated by any officer of The Association, the full and proper authority to do so must be held and available for audit/inspection purposes."

An entry in the records of the above resident stated that a "loan" was provided to the resident in March 2015, the record did not indicate who or where the monies were provided from. Records showed that the same amount was withdrawn from the resident's bank account in May 2015, the record stated that the monies went "back to manager". We noticed that the records showed that the monies provided for the resident in March 2015 were for the purchase of clothes and other expenses. We also noticed that a record was attached to the resident's transaction sheet which gave details of the purchases. The attachment also indicated that some of the monies were given to the resident's "Keyworker" at the home to make the purchases. We noticed that the record was signed by the Keyworker. Receipts from all the transactions were available at the time of the inspection.

We noticed that the details of the purchases for the above resident were not recorded in the resident's transaction sheet.

The inspector was satisfied that the monies withdrawn were used for the resident however there was no record of any correspondence with the resident's care manager at the trust to discuss the rationale for the expenditure prior to the withdrawal of the monies. As previously stated in this report there was no evidence of authorisation to manage the bank account including the withdrawal of monies.

We discussed the records with the registered manager highlighting, that the full details of monies provided to residents should be recorded including where the monies are coming from. The manager told us that the records were incorrect as no loan was provided to the resident.

Requirements and recommendations are listed within the QIP in relation to the above findings. RQIA will also be in contact with the Trust to discuss the above findings.

Discussion with the registered manager and review of records confirmed that a "Resident comforts fund" was operated at the home. The registered manager informed the inspector that purchases from the fund were for the benefit of all residents. A bank account was operated to retain the monies for the fund. We reviewed purchases from the fund; receipts were in place from all of the purchases.

A policy and procedure for the management of the comforts fund was in place at the time of inspection. The policy detailed the type of expenditure authorised to be made from the fund. The policy also detailed the controls to be applied to the fund. Review of records showed that staff were adhering to the policy in relation to the management of the comforts fund.

Is Care Compassionate?

One of the four residents' files reviewed included written authorisation, from the resident's representative, for staff to use residents' monies to pay for additional services provided at the home e.g. hairdressing. We noticed that the remaining three files reviewed did not contain written authorisations.

As previously stated within this report a recommendation is listed within the QIP for residents' agreements to include their financial arrangements. This should include written authorisation from all residents or their representatives for staff to make payments on their behalf. A copy of the signed documents should be retained within the residents' files.

Discussion with staff confirmed that no assessed restrictions were in place for any resident receiving their monies.

Areas for Improvement

A number of issues were identified during the finance inspection in relation to the delivery of safe, effective and compassionate care. These were:

- Issuing of receipts when monies deposited at the home on behalf of residents
- Two signatures recorded on hairdressing sheets
- Payment of service providers by cheque
- At least two signatures recorded in residents' transaction sheets
- Provision of monies to residents
- All transactions made on behalf of residents to be recorded in residents' transaction sheets.

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| Number of Requirements: | 1 | Number of Recommendations: | 5 |
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5.5 Statement 3 - A safe place is provided within the home premises for the storage of money and valuables deposited for safekeeping; clear, up to date and accurate records are maintained

Is Care Safe?

We noticed that a safe place was provided within the home for the retention of residents' monies and valuables. We counted the monies held on behalf of eight residents; we noticed that the balance of monies held did not agree to the amounts recorded as being held for five of the residents.

The discrepancies in the amounts held were either greater or less than the amount recorded as held. Discussion with staff confirmed that at the time of paying the hairdresser it was practice to pay the total amount owed for all residents from one resident's monies. A reconciliation was completed at the end of the week and the balances were corrected. Following the discussion it was agreed that this practice would cease from the day of the inspection.

A requirement is listed within the QIP of this report for the monies held on behalf of residents to be reconciled immediately and any variances recorded. An explanation for any variances should also be recorded. The requirement also states that the current payment method for additional services was to cease immediately. Monies are to be taken from the relevant resident at the time of payment.

Following the inspection the registered manager contacted RQIA on 17 December 2015 to confirm that all residents' monies were reconciled and agreed to the amounts recorded as held at the home.

No valuables were held on behalf of residents at the time of inspection.

Discussion with staff confirmed that a reconciliation of residents' monies was undertaken regularly. We noticed that there were no records of the reconciliations. We highlighted that standard 15.12 of the DHSSPS Residential Care Homes Minimum Standards (2011) states that evidence should be maintained of a reconciliation of monies held on behalf of residents at least quarterly.

A recommendation is listed within the QIP of this report in relation to this finding.

Is Care Effective?

Discussion with the registered manager and review of records confirmed that an inventory of residents' property was maintained when residents were admitted to the home. Discussions also confirmed that the inventory was not updated with items were brought into the home following admission.

A recommendation is listed within the QIP in relation to this finding.

Is Care Compassionate?

A safe place was provided to enable residents to deposit monies and valuables when required. A lockable facility was also provided in each resident's room.

Areas for Improvement

A number of issues were identified during the finance inspection in relation to the delivery of safe and effective care. These were:

- Reconciliation of monies held on behalf of residents
- Payment method for additional services
- Recording of residents' furniture and possessions.

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| Number of Requirements: | 1 | Number of Recommendations: | 2 |
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5.6 Statement 4 - Arrangements for providing transport to residents are transparent and agreed in writing with the resident/their representative

Is Care Safe, Effective and Compassionate?

At the time of inspection the home did not operate a transport scheme.

Areas for Improvement

There were no areas of improvement in relation to statement 4.

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| Number of Requirements: | 0 | Number of Recommendations: | 0 |
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5.7 Additional Areas Examined

No additional areas were examined during this inspection.

6 Quality Improvement Plan

The issues identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Diane Strong, Registered Manager, as part of the inspection process. 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, The Residential Care Homes Regulations (Northern Ireland) 2005.

6.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and The Residential Care Homes Minimum Standards (2011). 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 Manager/Registered Person

The QIP should be completed by the registered person/registered manager and 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. Once fully completed, the QIP will be returned to finance.team@rqia.org.uk and assessed by the inspector.

Quality Improvement Plan

Statutory Requirements

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| <p>Requirement 1</p> <p>Ref: Regulation 5 (1) (a) & (b)</p> <p>Stated: First time</p> <p>To be Completed by: 19 February 2016.</p> | <p>The registered person must provide a written agreement to the resident (or their representative) identified during the inspection.</p> <p>The agreement must comply with the requirements under regulation 5 of The Residential Care Homes Regulations (Northern Ireland) 2005 and meet standard 4.2 of the DHSSPS Residential Care Homes Minimum Standards (2011).</p> <p>The agreements must detail the amount to be paid by the Health and Social Care Trust and the contribution to be paid by the resident (if any). The method of payment and the details of the person paying the fee must also be included in the agreement.</p> <p>The financial arrangements undertaken on behalf of the resident must be included within their agreement e.g. authorisation to manage a bank account on behalf of the resident.</p> <p>The agreement should be signed by the resident or their representative (if resident lacks capacity to make decisions in relation to the agreement) and a representative from the home. Where a resident or their representative is unable or chooses not to sign this must be recorded.</p> <p>Where a Health and Social Care Trust managed resident does not have a representative to sign the agreement, the resident's agreement should be shared with a representative from the Trust.</p> <p>A copy of the signed agreements must be retained within the resident's file.</p> |
| | <p>Response by Registered Person(s) Detailing the Actions Taken: This has been noted and action taken to ensure that requirement is met.</p> |
| <p>Requirement 2</p> <p>Ref: Regulation 14 (4)</p> <p>Stated: First time</p> <p>To be Completed by: When returning completed QIP.</p> | <p>The registered person must confirm if monies were provided to the resident identified during the inspection. The registered person must also confirm if a policy is in place for the provision of monies to residents. If a policy is in place a copy should be forwarded to RQIA at the time of returning the completed QIP.</p> <p>A record of discussions with the resident's care manager at the Trust prior to any future withdrawals from the resident's bank account should be maintained within the resident's file. The record should show that all parties agree with the amount to be withdrawn for the purchase.</p> <p>Confirmation should also be forwarded at the time of returning the completed QIP that staff have received training in the safeguarding of</p> |

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| | <p>residents finances.</p> <p>Response by Registered Person(s) Detailing the Actions Taken: A meeting has been set up with Trust Representative to discuss issues relating to this requirement and actions to be taken to meet standard.</p> |
| <p>Requirement 3</p> <p>Ref: Regulation 19 (2) Schedule 4 (9) (a)</p> <p>Stated: First time</p> <p>To be Completed by: From the date of the inspection.</p> | <p>The registered person must ensure that monies held on behalf of residents are reconciled immediately. Any variances are recorded with an explanation for the variance.</p> <p>The current method for paying the hairdresser and podiatrist must cease immediately. Monies must be taken from the relevant residents at the time of making the payment.</p> <p>Response by Registered Person(s) Detailing the Actions Taken: This has been addressed and rectified. Ongoing audits to be undertaken to prevent reoccurrence.</p> |
| Recommendations | |
| <p>Recommendation 1</p> <p>Ref: Standard 3.2</p> <p>Stated: First time</p> <p>To be Completed by: 31 January 2016.</p> | <p>The registered person should ensure that the resident's handbook is updated to include a list of charges for additional services provided to residents e.g. hairdressing.</p> <p>Response by Registered Person(s) Detailing the Actions Taken: This has been addressed. A loose leaf page will be included with Residents Handbook on admission and updated as charges change, notices detailing charges have been posted onto communication boards throughout the building.</p> |
| <p>Recommendation 2</p> <p>Ref: Standard 4</p> <p>Stated: First time</p> <p>To be Completed by: 19 February 2016.</p> | <p>The registered person should ensure that updated written agreements are in place for all residents accommodated at the home. The agreement must meet standard 4 of the DHSSPS Residential Care Homes Minimum Standards (2011).</p> <p>The agreements must detail the amount to be paid by the Health and Social Care Trust and the contribution to be paid by the resident (if any). The method of payment and the details of the person paying the fee should also be included in the agreements.</p> <p>Agreements should be signed by the resident or their representative (if resident lacks capacity to make decisions in relation to the agreement) and a representative from the home. Where a resident or their representative is unable or chooses not to sign this must be recorded.</p> <p>Copies of the signed agreements must be retained within residents' files.</p> <p>Response by Registered Person(s) Detailing the Actions Taken: This has been actioned.</p> |

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| <p>Recommendation 3</p> <p>Ref: Standard 4.2</p> <p>Stated: First time</p> <p>To be Completed by: 19 February 2016.</p> | <p>The registered person should ensure that the details of residents' financial arrangements are included in their written agreements.</p> <p>The financial arrangements should include written consent from residents or their representatives authorising staff to make purchases on behalf of residents or to make payments on behalf of residents for additional services. A list of the items members of staff are authorised to purchase and the services authorised to be paid e.g. hairdressing, should be included.</p> <p>The authorisation should be signed by the resident or their representative (if resident lacks capacity to make decisions in relation to the management of their finances).</p> <p>Response by Registered Person(s)Detailing the Actions Taken: This has been actioned.</p> |
| <p>Recommendation 4</p> <p>Ref: Standard 21</p> <p>Stated: First time</p> <p>To be Completed by: 19 February 2016.</p> | <p>The registered person should ensure that the policies and procedures operated at the home are updated to include all of the financial procedures undertaken by staff on behalf of residents. This should include discussions with resident's care manager prior to any withdrawals from the resident's bank account.</p> <p>A record should be retained showing that staff have read and understood the policies and procedures.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: This has been actioned.</p> |
| <p>Recommendation 5</p> <p>Ref: Standard 15.7</p> <p>Stated: First time</p> <p>To be Completed by: from the date of the inspection.</p> | <p>The registered person should ensure that receipts are issued at all times when monies are deposited at the home on behalf of residents. Two signatures should be recorded when the monies are deposited. The person depositing the monies should be one of the signatures.</p> <p>Where the person depositing the money is unable to sign or chooses not to sign two members of staff witness the hand over and sign and date the record.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: This has been noted and actioned.</p> |

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| <p>Recommendation 6</p> <p>Ref: Standard 15.7</p> <p>Stated: First time</p> <p>To be Completed by: from the date of the inspection.</p> | <p>The registered person should ensure that the hairdressing sheets are signed at all times by the hairdresser and a member of staff to confirm residents received the service.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: This has been noted and actioned.</p> |
| <p>Recommendation 7</p> <p>Ref: Standard 20.14</p> <p>Stated: First time</p> <p>To be Completed by: from the date of the inspection.</p> | <p>The registered person should ensure that as in line with good financial practice both the hairdresser and podiatrist are paid by cheque.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: This has been noted and actioned.</p> |
| <p>Recommendation 8</p> <p>Ref: Standard 15.7</p> <p>Stated: First time</p> <p>To be Completed by: from the date of the inspection.</p> | <p>The registered person should ensure that at least two signatures are recorded against all entries in the residents' transaction sheets.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: This has been noted and actioned.</p> |
| <p>Recommendation 9</p> <p>Ref: Standard 15.12</p> <p>Stated: First time</p> <p>To be Completed by: from the date of the inspection.</p> | <p>The registered person should ensure that a record is maintained of the reconciliation of monies held on behalf of residents. The record should be signed by the person undertaking the reconciliation and countersigned by a senior member of staff.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: This practice does take place, however records were not available on the day of the inspection. These have now been placed with resident financial records for ease of access.</p> |
| <p>Recommendation 10</p> <p>Ref: Standard 8.7</p> <p>Stated: First time</p> <p>To be Completed by: from the date of the inspection.</p> | <p>The registered person should ensure that a reconciliation of residents' inventory is undertaken regularly (at least quarterly).</p> <p>Two signatures should be recorded against the reconciliation.</p> <p>Response by Registered Person(s)Detailing the Actions Taken: This practice does take place, however records were not available on the day of the inspection. These have now been placed with resident financial records for ease of access.</p> |

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| Recommendation 11 Ref: Standard 15.7 Stated: First time To be Completed by: from the date of the inspection. | The registered person should ensure that all transactions made on behalf of residents are recorded in the residents' transaction sheets. | | |
| | Response by Registered Person(s) Detailing the Actions Taken: Noted and actioned. | | |
| Registered Manager Completing QIP | Diane Strong | Date Completed | 06/04/2016 |
| Registered Person Approving QIP | Deirdre Carr | Date Approved | 06/04/2016 |
| RQIA Inspector Assessing Response | Joseph McRandle | Date Approved | 7/04/2016 |

Please ensure this document is completed in full and returned to finance.team@rqia.org.uk from the authorised email address

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/agency/service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained in this report do not absolve the registered provider/manager 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 provider/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the home.