



The Regulation and  
Quality Improvement  
Authority

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

Inspector: Gavin Doherty  
Inspection ID: IN021589

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**Announced Estates Inspection  
of  
Millbrook Court**

**12 January 2016**

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](http://www.rqia.org.uk)

## 1. Summary of Inspection

An announced estates inspection took place on 12 January 2016 from 10.30 to 13.30. Overall on the day of the inspection the premises supported the delivery of safe, effective and compassionate care. Areas for improvement were identified and are set out in the Quality Improvement Plan (QIP) appended to this report. This inspection was underpinned by the 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
<b>Total number of requirements and recommendations made at this inspection</b>	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection can be found in the main body of the report.

## 2. Service Details

<b>Registered Organisation/Registered Person:</b> Fold Housing Association / Mrs Fiona McAnespie	<b>Registered Manager:</b> Ms Diane Strong
<b>Person in Charge of the Home at the Time of Inspection:</b> Ms Diane Strong	<b>Date Manager Registered:</b> 1 April 2005
<b>Categories of Care:</b> RC-DE	<b>Number of Registered Places:</b> 50
<b>Number of Residents Accommodated on Day of Inspection:</b> 50	<b>Weekly Tariff at Time of Inspection:</b> £485

### 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 standards have been met:

**Standard 27: Premises and Grounds**

**Standard 28: Safe and Healthy working Practices**

**Standard 29: Fire safety**

### 4. Methods/Process

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

Prior to inspection the following records were analysed: Previous estates inspection report, statutory notifications over the past 12 months.

Discussions with Ms Diane Strong, Registered Manager and Mr Chris McClelland, Estates.

The following records were examined during the inspection: Copies of service records and in-house log books relating to the maintenance and upkeep of the building and engineering services, legionellae risk assessment, and fire risk assessment.

### 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 completed QIP was returned and approved by the specialist inspector on 19 January 2016.

#### 5.2 Review of Requirements and Recommendations from *the last* Estates Inspection undertaken on 7 November 2012.

Previous Inspection Recommendations		Validation of Compliance
<b>Recommendation 1</b> <b>Ref:</b> Standard 27	Carry out a survey of the lighting levels currently provided in the home, to ensure that they meet with current best practice guidance in relation to elderly people with dementia.	<b>Met</b>
	<b>Action taken as confirmed during the inspection.</b> Inspector confirmed that the lighting throughout the home had been improved.	

<b>Recommendation 2</b>  <b>Ref:</b> Standard 29	Ensure that the door closers to be fitted to the bedroom doors throughout the home are automatic self-closing devices, with a swing free arm activated by the operation of the fire detection and alarm system.  Health Technical Memorandum 84 'Fire risk assessment in residential care premises' (DHSSPSNI), Section 4.13.	<b>Met</b>
<b>Action taken as confirmed during the inspection:</b> Inspector confirmed at the time of inspection.	<b>Met</b>	
<b>Recommendation 3</b>  <b>Ref:</b> Standard 29		Fit suitable protective call point covers to at risk emergency call points. It is essential that these covers do not restrict the legitimate operation of the call point in an emergency situation.
<b>Action taken as confirmed during the inspection:</b> Inspector confirmed at the time of inspection. This continues to be monitored by management.		

### 5.3 Standard 27: Premises and Grounds Is Care Safe? (Quality of Life)

A range of documentation in relation to the maintenance and upkeep of the premises was presented for review during this Estates inspection. This documentation included inspection and test reports for various elements of the engineering services and risk assessments. This supports the delivery of safe care.

#### Is Care Effective? (Quality of Management)

A range of accommodation, facilities and support services is provided in the premises. This supports the delivery of effective care.

#### Is Care Compassionate? (Quality of Care)

The areas of the premises reviewed during this Estates inspection were well presented, clean and free from malodours. This supports the delivery of compassionate care.

#### Areas for Improvement

No areas for improvement were identified as a result of this inspection.

<b>Number of Requirements</b>	<b>0</b>	<b>Number Recommendations:</b>	<b>0</b>
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## 5.4 Standard 28: Safe and Healthy Working Practices

### Is Care Safe? (Quality of Life)

A range of documentation relating to the safe operation of the premises, installations and engineering services was presented for review during this Estates inspection. This supports the delivery of safe care.

### Is Care Effective? (Quality of Management)

The nature and needs of the residents are considered as part of the risk assessment processes and this is reflected in the management of the home. This supports the delivery of effective care.

### Is Care Compassionate? (Quality of Care)

There are health & safety procedures and control measures in place which support the delivery of compassionate care.

### Areas for Improvement

No areas for improvement were identified as a result of this inspection.

<b>Number of Requirements</b>	<b>0</b>	<b>Number Recommendations:</b>	<b>0</b>
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## 5.5 Standard 29: Fire Safety

### Is Care Safe? (Quality of Life)

A range of fire protection measures are in place for the premises. This includes a fire detection and alarm system, emergency lighting, first aid fire-fighting equipment, structural fire separation and protection to the means of escape. This supports the delivery of safe care.

### Is Care Effective? (Quality of Management)

The standard used by the registered person to determine the overall level of fire safety within the premises takes account of the interaction between the physical fire precautions, the fire hazards, the number of residents, the management policies and the availability of adequately trained staff. This standard has been referenced in the fire risk assessment. This supports the delivery of effective care.

### Is Care Compassionate? (Quality of Care)

The standard used by the registered persons to determine the extent of fire safety protection measures that are appropriate for the premises recognises the need to maintain a homely, non-institutionalised environment. This supports the delivery of compassionate care.

### Areas for Improvement

No areas for improvement were identified as a result of this inspection.

<b>Number of Requirements</b>	<b>0</b>	<b>Number Recommendations:</b>	<b>0</b>
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## 5.6 Additional Areas Examined

No additional areas were examined during this inspection.

**No requirements or recommendations resulted from this inspection.**

<b>I agree with the content of the report.</b>			
<b>Registered Manager</b>	Diane Strong	<b>Date Completed</b>	5/02/16
<b>Registered Person</b>	Fiona McAnespie	<b>Date Approved</b>	5/02/16
<b>RQIA Inspector Assessing Response</b>	Gavin Doherty	<b>Date Approved</b>	9/3/2016

Please provide any additional comments or observations you may wish to make below:

*\*Please complete in full and returned to RQIA from the authorised email address\**