

Inspection Report

28 February 2023



Glenalina Lodge Care Centre

Type of Service: Residential Care Home
Address: 607 Springfield Road, Belfast, BT12 7FN
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www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

Organisation/Registered Provider: Radius Housing Association Responsible Individual: Mrs Fiona McAnespie	Registered Manager: Graeme Beatty Date registered: 14 October 2021
Person in charge at the time of inspection: Mr Graeme Beatty	Number of registered places: 48 1. Cease admissions to Glenalina Lodge Care Centre until RQIA are assured that the risk from legionella bacteria in the premises' hot & cold water systems is suitably controlled. 2. The Responsible Individual shall provide RQIA with updated sampling results on receipt of same and at least monthly progress report on progress with implementation of remedial actions.
Categories of care: Residential Care (RC) E – Service users over 65 years of age, not falling within the category of old age DE – Dementia. MP(E) - Mental disorder excluding learning disability or dementia – over 65 years.	Number of residents accommodated in the residential care home on the day of this inspection: 7
Brief description of the accommodation/how the service operates: This home is a registered Residential Care Home which provides health and social care for up to 48 residents. The home is divided over two floors. There is an enclosed garden area to the front of the building.	

2.0 Inspection summary

An unannounced inspection took place on 28 February 2023, from 10.00 am to 16.30 pm by a care inspector.

The inspection assessed progress with all areas for improvement identified in the home since the last care inspection and to determine if the home was delivering safe, effective and compassionate care and if the service was well led.

The home was clean and there was a homely atmosphere. Staff members were attentive to the residents needs and carried out their work in a compassionate manner.

It was evident that staff were knowledgeable and well trained to deliver safe and effective care.

Residents said that living in the home was a good experience. Residents unable to voice their opinions were observed to be relaxed and comfortable in their surroundings.

Four new areas requiring improvement were identified. One area for improvement under regulation, was carried forward to the next inspection for review. Please refer to the Quality Improvement Plan (QIP) for details.

RQIA were assured that the delivery of care and service provided in Glenalina Lodge was safe, effective, compassionate and that the home was well led. Addressing the areas for improvement will further enhance the quality of care and services in Glenalina Lodge.

The findings of this report will provide the manager with the necessary information to improve staff practice and the residents' experience.

3.0 How we inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how they were performing at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the service provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

To prepare for this inspection we reviewed information held by RQIA about this home. This included the previous areas for improvement issued, registration information, and any other written or verbal information received from residents, relatives, staff or the Commissioning Trust.

Throughout the inspection RQIA will seek to speak with residents, their relatives or visitors and staff for their opinion on the quality of the care and their experience of living, visiting or working in this home.

Questionnaires were provided to give residents and those who visit them the opportunity to contact us after the inspection with their views of the home. A poster was provided for staff detailing how they could complete an on-line questionnaire.

The daily life within the home was observed and how staff went about their work.

A range of documents were examined to determine that effective systems were in place to manage the home.

The findings of the inspection were discussed with Mr Graeme Beatty, manager, at the conclusion of the inspection

4.0 What people told us about the service

Four residents and three staff were spoken with during the inspection. No comments were provided by staff via the on-line staff survey or from relatives via the questionnaires provided. One resident questionnaire was returned indicating dissatisfaction with areas of care, but it did not give reasons. This was discussed with the manager.

Residents spoken with commented positively regarding the home. A resident told us of how, "The care is good, I have no complaints." Another resident commented on how "I am very happy here, the care is excellent".

Staff told us they were happy working in the home, that there was enough staff on duty and felt supported by the manager and the training provided.

Compliments received about the home were kept and shared with the staff team, this is good practice.

5.0 The inspection

5.1 What has this service done to meet any areas for improvement identified at or since last inspection?

Areas for improvement from the last care inspection on 24 August 2021		
Action required to ensure compliance with The Residential Care Homes Regulations (Northern Ireland) 2005		Validation of compliance
Area for Improvement 1 Ref: Regulation 27 Stated: Second Time	The registered person shall ensure that all identified en-suite bathrooms are repaired so as there no visible gaps between the floors and walls.	Carried forward to the next inspection
	Action taken as confirmed during the inspection: This is discussed further in section 5.2.3	

Area for improvement 2 Ref: Regulation 13 (7) Stated: First time	The registered person shall ensure that there is a system in place to monitor and address environmental factors which impact on the robustness of the infection prevention and control measures and practices.	Met
	Action taken as confirmed during the inspection: There was evidence that this area for improvement was met	
Area for improvement 3 Ref: Regulation 14 (2)(a)(c) Stated: First time	The registered person shall ensure that substances hazardous to the health of residents, such as hair dye, are safely stored in accordance with COSHH requirements.	Met
	Action taken as confirmed during the inspection: There was evidence that this area for improvement was met	
Action required to ensure compliance with the Residential Care Homes Minimum Standards (August 2011) (Version 1:1)		Validation of compliance
Area for improvement 1 Ref: Standard 27.1 Stated: First time	The registered person shall ensure the worn carpet is replaced in the reception area.	Met
	Action taken as confirmed during the inspection: There was evidence that this area for improvement was met	

5.2 Inspection findings

5.2.1 Staffing Arrangements

Safe staffing begins at the point of recruitment. There was evidence that a robust system was in place to ensure staff were recruited correctly to protect residents.

There were systems in place to ensure staff were trained to do their job.

Staff said there was good team work and that they felt well supported in their role, were satisfied with the staffing levels and the level of communication between staff and management.

The staff duty rota accurately reflected the staff working in the home on a daily basis. The duty rota identified the person in charge when the manager was not on duty.

A system was in place to monitor that staff were appropriately registered with the Northern Ireland Social Care Council (NISCC).

Staff spoke of a lack of a planned, individual supervision programme in the home. This was discussed with the manager and an area for improvement was identified.

Staff told us that there was enough staff on duty to meet the needs of the residents.

It was noted that there was enough staff in the home to respond to the needs of the residents in a timely way; and to provide residents with a choice on how they wished to spend their day.

5.2.2 Care Delivery and Record Keeping

Staff were observed to be prompt in recognising residents' needs and any early signs of distress or illness, including those residents who had difficulty in making their wishes or feelings known. Staff were skilled in communicating with residents; they were respectful, understanding and sensitive to residents' needs.

Staff met at the beginning of each shift to discuss any changes in the needs of the residents. In addition, resident care records were maintained which accurately reflected the needs of the residents. Staff were knowledgeable of individual residents' needs, their daily routine wishes and preferences.

It was observed that staff respected residents' privacy by their actions such as knocking on doors before entering, discussing residents' care in a confidential manner, and by offering personal care to residents discreetly.

Examination of records and discussion with the Manager confirmed that the risk of falling and falls were well managed.

Good nutrition and a positive dining experience are important to the health and social wellbeing of residents. Residents may need a range of support with meals; this may include simple encouragement through to full assistance from staff.

The home operates a four week, rotating menu for the residents. Due to the low number of residents in the home, each day the residents were consulted over food choices they would like to make. There was no system in place to record these variations to the planned menu; this was discussed with the manager and an area for improvement was identified.

The dining experience was an opportunity of residents to socialise, and the atmosphere was calm, relaxed and unhurried. It was observed that residents were enjoying their meal and their dining experience. Staff had made an effort to ensure residents were comfortable, had a pleasant experience and had a meal that they enjoyed.

The food was attractively presented and smelled appetising, and portions were generous. There was a variety of drinks available. Lunch was a pleasant and unhurried experience for the residents.

There was evidence that residents' weights were checked at least monthly to monitor weight loss or gain. If required, records were kept of what residents had to eat and drink daily.

Residents' needs were assessed at the time of their admission to the home. Following this initial assessment care plans were developed to direct staff on how to meet residents' needs; and included any advice or recommendations made by other healthcare professionals. Residents care records were held confidentially.

Care records were well maintained, regularly reviewed and updated to ensure they continued to meet the residents' needs. Review of care plans found that individual residents had not signed their own care plan. This was discussed with the manager and an area for improvement was identified.

Residents' individual likes and preferences were reflected throughout the records. Care plans were detailed and contained specific information on each residents' care needs and what or who was important to them.

Daily records were kept of how each resident spent their day and the care and support provided by staff. The outcome of visits from any healthcare professional was recorded.

Each resident had an annual review of their care, arranged by their care manager or Trust representative. This review should include the resident, the home staff and the resident's next of kin, if appropriate.

5.2.3 Management of the Environment and Infection Prevention and Control

Observation of the home's environment evidenced that the home was clean, tidy and well maintained.

Residents' bedrooms were personalised with items important to the resident. Bedrooms and communal areas were well decorated, suitably furnished, and comfortable. Residents could choose where to sit or where to take their meals and staff were observed supporting residents to make these choices.

Fire safety measures were in place and well managed to ensure residents, staff and visitors to the home were safe. Staff were aware of their training in these areas and how to respond to any concerns or risks.

There was evidence that systems and processes were in place to ensure the management of risks associated with COVID-19 infection and other infectious diseases.

The home is having ongoing refurbishment work completed. The area for improvement around flooring in the en-suite bathrooms was not reviewed as part of this inspection. This will be reviewed at a subsequent inspection.

Review of records, observation of practice and discussion with staff confirmed that effective training on infection prevention and control (IPC) measures and the use of PPE had been provided.

Staff were observed to carry out hand hygiene at appropriate times and to use PPE in accordance with the regional guidance. Staff use of PPE and hand hygiene was regularly monitored by the manager and records were kept.

5.2.4 Quality of Life for Residents

Discussion with residents confirmed that they were able to choose how they spent their day. For example, residents could have a lie in or stay up late to watch TV.

It was observed that staff offered choices to residents throughout the day which included preferences for getting up and going to bed, what clothes they wanted to wear, food and drink options, and where and how they wished to spend their time.

Residents' needs were met through a range of individual and group activities, such as music nights, quizzes and arts and crafts. The activities being carried out with residents were not being recorded consistently. This was discussed with the manager and an area for improvement was identified.

5.2.5 Management and Governance Arrangements

There has been no change in the management of the home since the last inspection. Mr Graeme Beatty has been the Registered Manager in this home since 14 October 2021.

There was evidence that a robust system of auditing was in place to monitor the quality of care and other services provided to residents. There was evidence of auditing across various aspects of care and services provided by the home.

Each service is required to have a person, known as the adult safeguarding champion, who has responsibility for implementing the regional protocol and the home's safeguarding policy. A senior manager in the organisation was identified as the appointed safeguarding champion for the home. It was established that good systems and processes were in place to manage the safeguarding and protection of vulnerable adults.

Residents spoken with said that they knew how to report any concerns and said they were confident that the Manager would address these.

Staff were aware of who the person in charge of the home was, their own role in the home and how to raise any concerns or worries about residents, care practices or the environment.

It was established that the manager had a system in place to monitor accidents and incidents that happened in the home. Accidents and incidents were notified, if required, to residents' next of kin, their care manager and to RQIA.

There was a system in place to manage complaints.

Residents said that they knew who to approach if they had a complaint and had confidence that any complaint would be managed well.

Staff commented positively about the manager and described him as supportive, approachable and always available for guidance.

The home was visited each month by a representative of the registered provider to consult with residents, their relatives and staff and to examine all areas of the running of the home. The reports of these visits were completed in detail; where action plans for improvement were put in place, these were followed up to ensure that the actions were correctly addressed. These are available for review by residents, their representatives, the Trust and RQIA.

6.0 Quality Improvement Plan/Areas for Improvement

Areas for improvement have been identified where action is required to ensure compliance with The Residential Care Homes Regulations (Northern Ireland) 2005 and the Residential Care Homes' Minimum Standards (August 2011) (Version 1:1).

	Regulations	Standards
Total number of Areas for Improvement	1*	4

* the total number of areas for improvement includes one which is carried forward for review at the next inspection.

Areas for improvement and details of the Quality Improvement Plan were discussed with Mr Graeme Beatty, Registered Manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

Quality Improvement Plan	
Action required to ensure compliance with The Residential Care Homes Regulations (Northern Ireland) 2005	
Area for Improvement 1 Ref: Regulation 27 Stated: Second time To be completed by: 31 December 2021	The Registered Person shall ensure that all identified en-suite bathrooms are repaired so as there no visible gaps between the floors and walls. Ref:5.2.1
	Response by registered person detailing the actions taken: Glenalina Lodge will be completely refurbished and all areas throughout the home will be attended to. In the interim action will be taken to ensure all areas in use by the residents are addressed and repaired as required.
Action required to ensure compliance with the Residential Care Homes Minimum Standards (August 2011) (Version 1:1)	
Area for improvement 1 Ref: Standard 24.3 Stated: First time To be completed by: 01 June 2023	The Registered Person shall ensure that staff have recorded individual, formal supervision according to the homes procedures, and no less than every six months. Ref: 5.1
	Response by registered person detailing the actions taken: All staff have a minimum of twice annual supervision and an annual appraisal. The manager operates an open door policy and detailed handover reports are in place at each shift. Staff have been reminded of this.
Area for improvement 2 Ref: Standard 12 Stated: First time To be completed by: 01 June 2023	The Registered Person shall ensure that variations to the planned menu are recorded. Ref: 5.2.2
	Response by registered person detailing the actions taken: Menu variations are recorded daily.

Area for improvement 3 Ref: Standard 6.3 Stated: First time To be completed by: 1 June 2023	The Registered Person shall ensure the resident, or their representative, signs the care plan. If the resident or representative is unable to sign, or choose not to sign, this is recorded. Ref: 5.2.2
Area for improvement 4 Ref: Standard 13.9 Stated: First time To be completed by: 1 June 2023	Response by registered person detailing the actions taken: All care plan signature/acknowledgements are now in place.
	The Registered Person shall ensure that a record is kept of all activities that take place, the person leading the activity and the names of the resident who participate. Ref: 5.2.4
	Response by registered person detailing the actions taken: A varied activity programme is in place each day at the Home. All the aforementioned detail is now recorded.

Please ensure this document is completed in full and returned via Web Portal



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