

# Inspection Report

6 September 2022



## Glenalina Lodge Care Centre

Type of service: Residential Care Home  
Address: 607 Springfield Road, Belfast, BT12 7FN  
Telephone number: 028 9041 2030

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

<b>Organisation/Registered Provider:</b> Radius Housing Association	<b>Registered Manager:</b> Mr. Graeme Beatty
<b>Responsible Individual:</b> Mrs Fiona McAnespie	<b>Date registered:</b> 30 August 2022
<b>Person in charge at the time of inspection:</b> Mr. Graeme Beatty	<b>Number of registered places:</b> 48
<b>Brief description of the accommodation/how the service operates:</b> 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 announced follow-up estates inspection took place on 6 September 2022, from 10:30 am to 12:15 pm. This inspection focused on the premises condition and its suitability for the readmission of residents.

## 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.

The inspection consisted of checks to estates related documentation submitted by the provider prior to and subsequent to the physical inspection of the premises.

## 4.0 What people told us about the service

We spoke with Mrs. Fiona McAnespie, Director of Care and Support, and Mr. Stewart McClean, Assets Manager during the inspection. They described the various refurbishment works undertaken to the premises and further planned refurbishment works.

## 5.0 The inspection

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

The last inspection to Glenalina Lodge Care Centre was undertaken on 24 August 2022 by a pharmacy inspector (Inspection ID: IN042123); there were no areas for improvement identified as a result of this inspection.

## 5.2 Inspection findings

The refurbishment works undertaken to the premises were discussed with Mrs. Fiona McAnespie, Director of Care and Support, and Mr. Stewart McClean, Assets Manager for Radius Housing Association. These included;

- Substantial upgrading to the fire compartmentation of the premises
- Extension of the current fire detection and alarm system to include the engineering service ducts
- Remedial works to the premises hot and cold water systems as required by the legionella risk assessment. This included the removal of dead leg pipework throughout the premises and subsequent disinfection of the water systems
- Upgrade of bathroom shower facilities and associated plumbing work
- Redecoration of the home as required, including communal areas, bathrooms and identified bedrooms
- Supply of new furniture for the communal areas of the premises.

A further major refurbishment of the home was also discussed. This is planned to take place starting February/March 2023 and will include for the complete refurbishment of the home including the replacement of all windows. A suitably time bound program of works will be shared with RQIA once finalised, and prior to the commencement of these works.

The ongoing remedial works related to the detection of legionella bacteria in the premises hot and cold water systems was also discussed. It was agreed that re-admissions to the home would not be possible until water samples confirmed that legionella bacteria was no longer detected. Subsequent to the inspection, it was confirmed on 20 September 2022, that 8 of 49 of the most recent water samples, tested positive for legionella bacteria. Radius Housing Association confirmed that contractors were to carry out a further disinfection of the mains water supply along with a thermal disinfection on both the hot and cold water systems. This work was undertaken on 28 September 2022 and further samples have been sent for analysis.

Documentation was also received subsequent to the inspection, indicating that the premises engineering services and equipment are currently installed, commissioned and maintained in line with relevant legislation, approved codes of practice and best practice guidance. All relevant risk assessments, including for fire and water safety, were updated to take account of the alterations made to the premises.

An area for improvement relating to the ongoing legionella remedial works has been made.

## **6.0 Quality Improvement Plan/Areas for Improvement**

Areas for improvement identified during this inspection are detailed in the quality improvement plan (QIP). Details of the QIP were discussed with Mrs. Fiona McAnespie, Director of Care and Support, and Mr. Stewart McClean, Assets Manager for Radius Housing Association as part of the inspection process. The timescales commence from the date of inspection.

The registered manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all areas for improvement identified 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 the residential care home. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises RQIA would apply standards current at the time of that application.

### **6.1 Areas for improvement**

Areas for improvement have been identified where action is required to ensure compliance with The Residential Care Home Regulations (Northern Ireland) 2007 and the Department of Health, Social Services and Public Safety (DHSSPS) Residential Care Home Minimum Standards (2021).

### **6.2 Actions to be taken by the service**

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP via Web Portal for assessment by the inspector.

## Quality Improvement Plan

**Action required to ensure compliance the Department of Health, Social Services and Public Safety (DHSSPS) Residential Care Home Minimum Standards (2021).**

**Area for improvement 1**

**Ref:** Standard 27

**Stated:** First time

**To be completed by:**  
Prior to re-admission of residents

The registered person shall ensure that the premises hot and cold water systems have been suitably treated and that all samples confirm that legionella bacteria is no longer detected.

Ref: 5.2

**Response by registered person detailing the actions taken:**  
The hot and cold water systems were disinfected on 11/10/22 and resampling on the 13/10/22 results will be sent to RQIA when received.  
Outlets are being flushed every 2 days  
All outlets fitted with point of use filters  
Quarterly shower clean and descale  
Monthly tap descale  
Monthly temperature monitoring  
All areas with high sample returns have been secured to ensure no access by residents or visitors  
Bottled water provided for residents  
Communication with families and Next of Kin and local HSCT  
An independent water hygiene consultant has been engaged to review current process and advise of any further action that can be taken to minimise the risk, we await his final report.  
Fortnightly dosing of silver hydrogen peroxide  
Outlets with high readings have been disconnected  
Annual tank clean complete  
Corroded pipework replaced  
TMV's replaced and serviced August 22  
Provide a monthly update to RQIA and Environmental health  
Further admissions to the scheme paused until there is agreement that legionella bacteria in the hot and cold water system is suitably controlled and sustained.



The Regulation and Quality Improvement Authority

7th Floor, Victoria House  
15-27 Gloucester Street  
Belfast  
BT1 4LS

**Tel** 028 9536 1111  
**Email** [info@rqia.org.uk](mailto:info@rqia.org.uk)  
**Web** [www.rqia.org.uk](http://www.rqia.org.uk)  
 [@RQIANews](https://twitter.com/RQIANews)

Assurance, Challenge and Improvement in Health and Social Care