

# Announced Variation to Registration Care Inspection Report 14 July 2017



## Palmerston

**Type of Service: Residential Care Home**  
**Address: 9-17 Palmerston Road, Belfast, BT4 1QA**  
**Tel No: 028 9065 6166**  
**Inspector: Ruth Greer**

[www.rgia.org.uk](http://www.rgia.org.uk)

Assurance, Challenge and Improvement in Health and Social Care

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service provider from their responsibility for maintaining compliance with legislation, standards and best practice.

## 1.0 What we look for



## 2.0 Profile of service

Palmerston is a care home currently registered to provide residential care to 38 persons in the categories cited in the registration certificate.

### 3.0 Service details

<b>Registered Provider:</b> Abbeyfield and Wesley Housing Association Limited <b>Responsible Individual:</b> Mrs Geraldine Gilpin	<b>Registered Manager:</b> Mrs Marsha Tuffin - application received - "registration pending".
<b>Person in charge at the time of inspection:</b> Geraldine Gilpin	<b>Date manager registered:</b> Registration pending.
<b>Categories of care:</b> Residential Care (RC) To be completed in full e.g. I - Old age not falling within any other category DE – Dementia PH (E) - Physical disability other than sensory impairment – over 65 years SI - Sensory impairment	<b>Number of registered places:</b> 38

### 4.0 Inspection summary

An announced variation to registration inspection of Palmerston took place on 14 July 2017 from 9.45 to 12.15.

This inspection was underpinned by The Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards, August 2011.

The inspection sought to assess an application submitted to RQIA for a variation to the registration of Palmerston to include an additional residential bed in the category DE (dementia). The proposed new bedroom had been a visitors' bedroom. The registered person confirmed that relatives and visitors didn't use the room and should this change there was another room designated as a visitors' bedroom. The application would increase the overall numbers of persons accommodated in the home from 38 to 39.

The variation to registration to Palmerston was granted from a care perspective following this inspection.

The findings of this report will provide the home with the necessary information to assist them to fulfil their responsibilities, enhance practice and residents experience.

### 4.1 Inspection outcome

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Geraldine Gilpin, registered person, as part of the inspection process and can be found in the main body of the report.

Enforcement action did not result from the findings of this inspection.

## **5.0 How we inspect**

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records: The variation application and supporting documentation. The home's statement of purpose and residents' guide both of which had been reviewed and updated in May 2017.

During the inspection the inspector met with 14 residents and four staff.

An examination of the proposed additional bedroom was undertaken.

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

## **6.0 The inspection**

### **6.1 Review of areas for improvement from the most recent inspection dated 16 May 2017**

The most recent inspection of the home was an unannounced care inspection.

### **6.2 Review of areas for improvement from the last care inspection dated 16 May 2017**

There were no areas for improvement made as a result of the last care inspection.

## **6.3 Inspection findings**

### **Staffing**

On the day of the inspection staffing levels in the home were satisfactory to meet the needs and numbers of residents accommodated and to meet the one additional place included in the variation application. A review of the duty roster accurately reflected the numbers and grades of staff on duty.

Observation of practice showed that staff responded appropriately to residents and communicated with them in a courteous and knowledgeable manner. Discussion with staff confirmed that they were well supported by management and that mandatory training was regularly provided.

## **Infection prevention and control**

Good standards of hand hygiene were seen to be promoted within the home among residents and staff. Observation of staff practice identified that staff adhered to infection prevention and control (IPC) procedures. Inspection of the premises confirmed that there were wash hand basins, adequate supplies of liquid soap, liquid hand gels and disposable towels wherever care was delivered.

## **Environment**

The proposed additional bedroom was examined and found to have en suite facilities which included a toilet, level deck shower and a wash hand basin. There was an operational call bell in place to request the assistance of staff. There also was a walk in wardrobe and a window which was low enough for a resident, when seated, to look out of. The furniture, fixtures and décor were of a good standard and looked well.

The home accommodates residents who have been assessed with dementia. Much work has been undertaken to ensure that the environment is homely, stimulating and “dementia friendly”. For example, a car and caravan are situated in the enclosed garden and residents have unrestricted access to this outdoor space. For some residents this promotes positive memories and some residents enjoy washing the car. The home has a spa bathroom where having a bath is turned into an enjoyable pamper session.

## **Fire Safety**

The home had an up to date fire risk assessment in place dated 9 November 2016 and all recommendations were noted to be appropriately addressed. The fire risk assessment will need to be reviewed to reflect the addition of the additional bedroom. This matter will be forwarded to the RQIA estates inspector.

The registered person confirmed that fire training for staff was up to date and that residents had an individual evacuation plan in place.

## **Care records**

Care records were not reviewed on this occasion.

## **Management arrangements**

There are no proposed changes to the staffing levels within the home in light of an increase of one in the number of residents accommodated. The registered person, registered manager and management arrangements remain unchanged.

## **Areas of good practice**

Areas of good practice were identified in relation to the ‘dementia friendly’ environment, IPC and staffing.

## Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

### 6.4 Conclusion

The variation to registration of Palmerston residential care home for an additional approved place was granted from a care perspective following this inspection.

### 7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.

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