

Unannounced Finance Inspection Report 6 February 2018



Redlands

Type of Service: Residential Care Home
Address: 20 Adelaide Park, Belfast, BT9 6FX
Tel No: 028 9066 1526
Inspector: Joseph McRandle

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 from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

This is a residential care home with 17 beds registered to provide care for residents living with a range of care needs as detailed in section 3.0.

3.0 Service details

Organisation/Registered Provider: Whiteabbey Proprietors Ltd Responsible Individual(s): Mark John Uprichard	Registered Manager: Irene Best
Person in charge at the time of inspection: Irene Best	Date manager registered: 1 April 2005
Categories of care: Residential Care (RC) I - Old age not falling within any other category DE – Dementia	Number of registered places: 17

4.0 Inspection summary

An unannounced inspection took place on 6 February 2018 from 10.45 to 13.15 hours.

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

Evidence of good practice was found in relation to: providing a place for residents to deposit items for safekeeping, the controls surrounding the safe place, up to date safe records, reconciling safe contents on a regular basis, members of staff involved in managing residents' finances receiving adult safeguarding training, the policies and procedures reflecting the operational areas of the home, updating records of residents' personal possessions following admission, recording the reconciliations of residents' monies, facilitating journeys on behalf of residents, informing residents of increases in fees, offering support to residents for managing their finances, the patients' guide detailing the services included in the weekly fee and the costs for additional services, retaining records of fees charged to residents, retaining records of amounts paid by residents for fees and the podiatrist signing records along with a member of staff.

Areas requiring improvement were identified in relation to: updating residents' written agreements with the current fee including the amount of third party contributions paid on behalf of residents, updating agreements for care managed residents to be consistent with the health and social care trusts' contracts, updating written agreements with a provision for informing residents of the policy for paying the hairdresser and podiatrist, hairdresser to sign records along with a member of staff and receipts to be issued to residents depositing monies at the home for safekeeping.

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
Total number of areas for improvement	0	5

Details of the Quality Improvement Plan (QIP) were discussed with Irene Best, registered manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

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

4.2 Action/enforcement taken following the most recent care inspection dated 23 January 2018

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 23 January 2018.

5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records: recent written and verbal communication received since previous care inspection, notifiable events submitted in relation to finance issues, there were no financial issues identified.

During the inspection the inspector met with the registered manager.

The following records were examined during the inspection:

- Three residents' finance files
- Three residents' written agreements
- Monies held on behalf of two residents
- The residents' guide
- Records of safe contents
- A sample of valuables held on behalf of a resident
- A sample of records of monies deposited at the home by a resident
- A sample of records of payments for fees paid by, or on behalf of, three residents
- A sample of records of payments for hairdressing and podiatry services
- A sample of records of amounts invoiced to residents for hairdressing and podiatry services
- Financial policies and procedures
- Inventory records for three residents.

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 23 January 2018

The most recent inspection of the home was an unannounced care inspection. The QIP was not due for return at the time of issuing this report.

The returned QIP will be validated by the care inspector at the next care inspection.

6.2 Review of areas for improvement from the last finance inspection

The home has not previously received an RQIA finance inspection.

6.3 Inspection findings

6.4 Is care safe?

Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.

A safe place was provided within the home for the retention of residents' monies and valuables. At the time of the inspection there were satisfactory controls around the physical location of the safe place and the staff members with access. Monies held on behalf of two residents were counted, the amounts retained agreed to the balances recorded at the home.

A safe contents record was in place and up to date at the time of the inspection. A sample of valuables held on behalf of one resident was examined. Records agreed to the items held in the safe place. Records also showed that in line with good practice, the items held were checked on a monthly basis.

Discussion with the registered manager confirmed that members of staff involved in managing residents finances had received training in relation to the safeguarding of vulnerable adults. The registered manager was able to demonstrate knowledge of their specific role and responsibilities in relation to any concerns raised in relation to residents' finances.

Discussion with the registered manager confirmed that there were no finance related restrictive practices in place for any resident.

Financial policies and procedures for the management and control of residents' finances were in place at the time of the inspection. The policies and procedures reflected the financial operational areas of the home.

Areas of good practice

There were examples of good practice found in relation to providing a place for residents to deposit items for safekeeping, the controls surrounding the safe place, up to date safe register, reconciling safe contents on a regular basis, members of staff involved in managing residents’ finances receiving adult safeguarding training and the policies and procedures reflecting the operational areas of the home.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.5 Is care effective?

The right care, at the right time in the right place with the best outcome.

Review of records and discussion with the registered manager confirmed that no member of staff at the home acted as an appointee for any resident, i.e. a person authorised by the Social Security Agency to receive and manage the social security benefits on behalf of an individual.

Discussion with the registered manager also 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.

Discussion with the registered manager and review of records confirmed that as in line with good practice, reconciliations between the monies held on behalf of residents and the records of monies held were undertaken on a monthly basis. The records were signed by the member of staff undertaking the reconciliation and countersigned by a senior member of staff.

Discussion with staff confirmed that no bank accounts belonging to residents were managed at the home. Review of records and discussion with staff also confirmed that a residents’ comfort fund was not in place at the time of the inspection.

Records confirmed that residents or their representatives were informed in advance of any increase in fees as in line with The Residential Care Homes Regulations (Northern Ireland) 2005.

Discussion with the registered manager confirmed that an inventory of residents’ property was maintained when residents were admitted to the home. Review of records for three residents showed that the records were updated with items acquired and disposed of after admission for which staff had been made aware of.

Areas of good practice

There were examples of good practice found in relation to updating records of residents’ personal possessions following admission and recording the reconciliations of residents’ monies.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.6 Is care compassionate?

Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.

The home did not provide a transport scheme at the time of the inspection. Discussion with the registered manager confirmed that alternative arrangements were in place to support residents wishing to undertake journeys; this included the use of taxis which were paid for by the residents or their representatives.

A provision was included within the residents' agreements for residents or their representatives to be informed one month in advance of any increase in fees. Review of records for a private resident evidenced that copies of letters sent to the resident informing them of previous increases in fees were retained within the resident's file.

Discussion with the registered manager confirmed that arrangements were in place to offer support to residents for managing their own monies.

Areas of good practice

There were examples of good practice found in relation to: facilitating journeys on behalf of residents, informing residents of increases in fees and offering support to residents for managing their finances.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.7 Is the service well led?

Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.

Review of records 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. The remittances also showed the amount of fees paid by the Trusts on behalf of residents and the amount paid by care managed residents directly to the home. Records were also available showing the amount received from private residents for their fee.

A weekly third party contribution was paid on behalf of care managed residents. Discussion with the registered manager confirmed that the additional amount was not for any additional

services provided to residents but the difference between the tariff for Redlands and the regional rate paid by the Health and Social Care Trusts.

Review of records showed that residents (or their representatives) were either invoiced for their contribution towards their fee or residents paid by standing order; records also confirmed that residents' representatives were invoiced for the third party contribution. Records of payments made by, or on behalf of, three residents confirmed that the amounts received agreed to the contribution owed by each resident.

Discussion with the registered manager confirmed that residents were not paying an additional amount towards their fee over and above the amount agreed with the Health and Social Care Trusts, including the third party contribution.

A residents' guide was in place at the time of the inspection. The guide included the details of the services provided to residents as part of their weekly fee and a list of the costs for additional services charged to residents e.g. hairdressing.

The guide included a written agreement which was issued to residents on admission to the home. Review of three residents' files evidenced that individual written agreements were in place for all three residents. The agreements were signed by the resident or their representative and a representative from the home. It was noticed that the agreements were not in line with standard 4.2 of the DHSSPS Residential Care Homes Minimum Standards (2011) as they did not show the current weekly fee paid by, or on behalf of, residents. The agreements did not show the amount of the third party contribution paid on behalf of the residents. This was identified as an area for improvement.

It was noticed that the terms and conditions of the written agreements for care managed residents referred to the arrangements for the payment of fees when residents were temporarily absent from the home e.g. the full fee will be paid by the resident when admitted to hospital. A provision was also included in relation to the rationale for increasing fees. The registered manager was advised that these arrangements may not be in line with the contract between the registered person and the Health and Social Care Trusts. This was identified as an area for improvement.

Discussion with the registered manager confirmed that it was policy for the hairdresser and podiatrist to be paid by the home and the home would subsequently invoice the residents or their representatives for the service provided.

A review of records confirmed that the hairdresser and podiatrist provided details of the service provided to residents. The records showed the name of the residents receiving the service, the service provided to the residents and the amount charged to each resident. Records also showed that the podiatrist had signed the records to confirm that the service took place. It was noticed that the hairdresser had not signed the records. This was identified as an area for improvement.

Discussion with the registered manager confirmed that records provided by the hairdresser and podiatrist were used to invoice the residents or their representatives. A sample of two payments to the hairdresser and one to the podiatrist was examined, the amounts invoiced to the residents, by the home, agreed to the records provided by the hairdresser and podiatrist.

A review of the resident's agreement confirmed that there was no provision informing residents of the policy for paying the hairdresser and podiatrist in advance and subsequently invoicing residents. This was identified as an area for improvement.

Discussion with the registered manager confirmed that no purchases were undertaken on behalf of residents by members of staff. The registered manager confirmed that residents or their representatives purchased essential items e.g. toiletries when required.

Two records of monies deposited at the home by a resident were reviewed. The amounts deposited were recorded in the resident's transaction sheet. Two signatures were recorded against each of the entries in the transaction sheet. Discussion with staff and review of records confirmed that no receipts were issued to the resident depositing the monies. Records also showed that the person depositing the monies had not signed the transaction sheet in the absence of a receipt being issued. This was identified as an area for improvement.

Areas of good practice

There were examples of good practice in relation to: the patients' guide detailing the services included in the weekly fee and the costs for additional services, retaining records of fees charged to residents, retaining records of amounts received from residents for fees and the podiatrist signing records along with a member of staff.

Areas for improvement

Five areas for improvement were identified during the inspection. These related to: updating residents' written agreements with the current fee including the amount of the third party contribution, updating agreements for care managed residents to be consistent with the health and social care trusts' contracts, updating written agreements with a provision for informing residents of the policy for paying the hairdresser and podiatrist, the hairdresser to sign records along with a member of staff and receipts to be issued to residents depositing monies at the home for safekeeping.

	Regulations	Standards
Total number of areas for improvement	0	5

7.0 Quality improvement plan

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Irene Best, registered manager, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/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.

7.1 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 DHSSPS Residential Care Homes Minimum Standards, August 2011.

7.2 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 with the DHSSPS Residential Care Homes Minimum Standards, August 2011.	
Area for improvement 1 Ref: Standard 4.2 Stated: First time To be completed by: 2 March 2018	<p>The registered person shall ensure that residents' written agreements are updated to show the current fee paid by, or on behalf of, residents.</p> <p>The agreements should show the current amount paid by the health and social care trust, the current contribution paid by residents and the amount of the third party contribution.</p> <p>The details of the person(s) paying the additional third party contribution directly to the home should also be included within the relevant agreements.</p> <p>Ref: 6.7</p> <p>Response by registered person detailing the actions taken: The current fee to reflect any changes from the contract issued upon admission will be included as an Appendix and issued for signature upon any changes.</p>
Area for improvement 2 Ref: Standard 4.2 Stated: First time To be completed by: 2 March 2018	<p>The registered person shall ensure that the written agreements for care managed residents are consistent with the terms and conditions of the contracts between the registered person and the health and social care trusts e.g. the amount of fees paid by a resident when they are temporarily absent from the home.</p> <p>Ref: 6.7</p> <p>Response by registered person detailing the actions taken: The contract has been adjusted to reflect the terms when a resident is temporarily absent from the home for non privately funded residents.</p>
Area for improvement 3 Ref: Standard 20.14 Stated: First time To be completed by: 7 February 2018	<p>The registered person shall ensure that the hairdresser and a member of staff sign the records used to provide the details for invoicing residents or their representatives for the service provided.</p> <p>Ref: 6.7</p> <p>Response by registered person detailing the actions taken: This verification of service received has begun.</p>

<p>Area for improvement 4</p> <p>Ref: Standard 4.2</p> <p>Stated: First time</p> <p>To be completed by: 2 March 2018</p>	<p>The registered person shall update the residents' written agreements with a provision informing residents or their representatives of the policy relating to paying the hairdresser and podiatrist.</p> <p>The provision should allow residents or their representatives to agree or opt out of the arrangement prior to signing the agreements.</p> <p>Ref: 6.7</p>
<p>Area for improvement 5</p> <p>Ref: Standard 15.7</p> <p>Stated: First time</p> <p>To be completed by: 7 February 2018</p>	<p>Response by registered person detailing the actions taken: The contract has been adjusted and each resident will complete a confirmation of the services they are prepared to allow the home to purchase on their behalf.</p> <p>The registered person shall ensure that receipts are issued residents depositing monies at the home for safekeeping.</p> <p>Ref: 6.7</p> <p>Response by registered person detailing the actions taken: A receipt will now also be issued alongside the current record of the transaction on the residents monies sheet for all funds recieved</p>



The **Regulation** and
Quality Improvement
Authority

The Regulation and Quality Improvement Authority

9th Floor

Riverside Tower

5 Lanyon Place

BELFAST

BT1 3BT

Tel 028 9051 7500

Email info@rqia.org.uk

Web www.rqia.org.uk

 [@RQIANews](https://twitter.com/RQIANews)