

Announced Premises Inspection Report 10 May 2016



Redlands

20 Adelaide Park
Belfast
BT9 6FX
Tel No: 028 9066 1526
Inspector: Gavin Doherty

www.rgia.org.uk

1.0 Summary

An announced premises inspection of Redlands took place on 10 May 2016 from 10:30 to 12:30.

Is care safe?

On the day of the inspection the premises supported the delivery of safe care. However two issues were identified for attention by the registered person. Refer to section 4.3.

Is care effective?

On the day of the inspection the premises supported the delivery of effective care.

Is care compassionate?

On the day of the inspection the premises supported the delivery of compassionate care.

Is the service well led?

On the day of the inspection the management of the premises was considered to be well led.

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

1.1 Inspection outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	2

Details of the QIP within this report 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.

1.2 Actions/enforcement taken following the most recent premises inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

2.0 Service Details

Registered organisation/registered person: Whiteabbey Proprietors Ltd	Registered manager: Irene Best
Person in charge of the home at the time of inspection: Irene Best	Date manager registered: 13 November 2001
Categories of care: RC-I, RC-DE	Number of registered places: 17

3.0 Methods/processes

Prior to inspection the following records were analysed: Previous premises inspection report, statutory notifications over the past 12 months, and the duty call log.

During the inspection the inspector met with Irene Best, registered manager for the home.

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.

4.0 The Inspection

4.1 Review of requirements and recommendations from the previous inspection dated 3 March 2016

The previous inspection of the home was an unannounced care inspection. The completed QIP was returned and approved by the specialist inspector on 13 April 2016.

4.2 Review of requirements and recommendations from the last premises inspection dated 19 April 2013

Previous Inspection Statutory Requirements		Validation of Compliance
Requirement 1 Ref: Regulation 13 (7) Stated: First time	Ensure that the shelving in the sluice room is suitably sealed and can be easily cleaned in accordance with current infection control best	Met
	Action taken as confirmed during the inspection: Inspector confirmed this had been completed at the time of inspection.	

<p>Requirement 2</p> <p>Ref: Regulation 14(2)</p> <p>Stated: First time</p>	<p>Ensure that the local exhaust ventilation system in the main Kitchen undergoes suitable thorough examination, cleaning and testing, at least once every 14 months, and in accordance with the 'Control of Substances Hazardous to Health Regulations (COSHH) 2002', Regulation 9.</p> <p>Action taken as confirmed during the inspection: Inspector confirmed the most recent thorough examination was undertaken on 13 October 2015.</p>	<p>Met</p>
<p>Previous Inspection Recommendations</p>		<p>Validation of Compliance</p>
<p>Recommendation 1</p> <p>Ref: Standard 27.8</p> <p>Stated: First time</p>	<p>It is recommended that a generator hook-up point which would allow for the connection of a suitable emergency electrical generator is installed at the home.</p> <p>There should also be an agreement in place with a suitable provider, ensuring that a generator will be immediately available when required.</p> <p>Action taken as confirmed during the inspection: A hook up point is available, and a list of contractors prepared to service the home is included in the emergency contingency arrangements for the home.</p>	<p>Met</p>

4.3 Is care safe?

A range of documentation in relation to the maintenance and upkeep of the premises was presented for review during this premises inspection. This documentation included inspection and test reports for various elements of the engineering services and risk assessments. Documentation relating to the safe operation of the premises, installations and engineering services was presented for review during this premises inspection. 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.

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 service users, the management policies and the availability of adequately trained staff. This standard has been referenced in the fire risk assessment which was carried out by a risk assessor holding professional body registration for fire risk assessors. This supports the delivery of safe care.

Two issues were however identified for attention during this premises inspection. These are detailed in the 'areas for improvement' section below.

Areas for improvement

- The most recent certificates pertaining to the 'Thorough Examination' of the home's passenger lift required by the Lifting operations, lifting equipment regulations (LOLER) were not available at the time of the inspection. The manager confirmed that this inspection had been undertaken and had already contacted Whiteabbey Proprietors Ltd Head Office to have this documentation forwarded to the home. The manager stated that copies of the report will be forwarded to RQIA once received. Refer to recommendation 1 in the attached QIP.
- It was good to note that a review of the risk assessment in relation to the 'control of legionella bacteria in the home's hot and cold water systems', had been recently undertaken in January 2016. Further testing of the system on 2 February 2016, confirmed that there was no evidence of legionella bacteria in the system. However, whilst the majority of the required control measures are in place and being maintained, there were no records available for the flow and return temperatures at the home's calorifier. Refer to recommendation 2 in the attached QIP.
- The monthly check currently being carried out at all cold outlets within the home is unnecessary as part of the ongoing legionella control measures and the registered person may wish to discontinue carrying this out for that purpose. Further guidance in relation to this subject is available in HSG274 part 2 'The control of legionella bacteria in hot and cold water systems' which may be downloaded from the following address; <http://www.hse.gov.uk/pubns/priced/hsg274part2.pdf>

Number of requirements:	0	Number of recommendations:	2
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4.4 Is care effective?

There are arrangements in place for routine premises management and upkeep as well as timely breakdown/repair maintenance. Service users are involved where appropriate in decisions around the upkeep of the premises.

This supports the delivery of effective care.

Number of requirements:	0	Number of recommendations:	0
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4.5 Is care compassionate?

The areas of the premises reviewed during this premises inspection were well presented, comfortable, clean, free from malodours and adequately lit.

Service users are consulted about decisions around décor and the private accommodation where appropriate.

This supports the delivery of compassionate care.

Number of requirements:	0	Number of recommendations:	0
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4.6 Is the service well led?

Premises related policies and documentation are retained in a manner which is accessible to relevant people. Arrangements are in place for managing premises related incidents/notifiable events and Medical Device and Equipment Alerts.

The registered person has dealt appropriately with previous RQIA QIP items and other relevant issues relating to the premises and has been adequately supported and resourced by the Registered Responsible Person.

There are appropriate relationships with maintenance personnel, specialist contractors and other statutory regulators where appropriate.

This supports a well led service.

Number of requirements:	0	Number of recommendations:	0
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5.0 Quality Improvement Plan

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

The registered person/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered person/manager to ensure that all requirements and recommendations contained 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 your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

5.1 Statutory requirements

This section outlines the actions which must be taken so that the registered person/manager meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Residential Care Homes Regulations (Northern Ireland) 2005.

5.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and The Residential Care Homes Minimum Standards 2011. They promote current good practice and if adopted by the registered person may enhance service, quality and delivery.

5.3 Actions taken by the registered manager/registered person

The QIP should be completed by the registered manager to detail the actions taken to meet the legislative requirements stated. The registered person should review and approve the QIP to confirm that these actions have been completed by the registered manager. Once fully completed, the QIP should be returned to Estates.Mailbox@rqia.org.uk and assessed by the inspector.

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 registered person/manager from their responsibility for maintaining compliance with the regulations and standards. It is expected that the requirements and recommendations outlined in this report will provide the registered person/manager with the necessary information to assist them to fulfil their responsibilities and enhance practice within the service.

Quality Improvement Plan

Recommendations	
<p>Recommendation 1</p> <p>Ref: Standard 27.8</p> <p>Stated: First time</p> <p>To be Completed by: 30 June 2016</p>	<p>Provide confirmation that the most recent 'thorough examination' of the home's passenger lift has been undertaken and that no remedial works are required.</p> <p>Response by Registered Manager Detailing the Actions Taken: An inspection of the passenger lift was undertaken on 13/06/2016 No remedial works required report attached</p>
<p>Recommendation 2</p> <p>Ref: Standard 27.8</p> <p>Stated: First time</p> <p>To be Completed by: 30 June 2016</p>	<p>Provide confirmation that suitable monthly temperature checks have been introduced for the flow and return outlets of the home's calorifier, and that records of the same are being maintained.</p> <p>Response by Registered Manager Detailing the Actions Taken: I can confirm that temperature readings of the homes calorifier has commenced, and will be maintained on a monthly basis.</p>

Please ensure this document is completed in full and returned to Estates.Mailbox@rqia.org.uk from the authorised email address



The Regulation and Quality Improvement Authority

9th Floor

Riverside Tower

5 Lanyon Place

BELFAST

BT1 3BT

Tel 028 9051 7500

Fax 028 9051 7501

Email info@rqia.org.uk

Web www.rqia.org.uk

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