



**The Regulation and
Quality Improvement
Authority**

**Scrabo House
RQIA ID: 1652
203 Scrabo Road
Newtownards
BT23 4SJ**

**Inspector: Joe McRandle
Inspection ID: IN023335**

**Tel: 028 9182 6384
Email: scrabohouse@live.co.uk**

**Announced Finance Inspection
of
Scrabo House**

21 September 2015

**The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: www.rqia.org.uk**

1. Summary of Inspection

An announced finance inspection took place on 21 September 2015 from 10:30 to 14:00. Overall on the day of the inspection the home was found to be delivering safe, effective and compassionate care in relation to the management of residents' finances. Areas for improvement were identified and are set out in the Quality Improvement Plan (QIP) appended to this report. This inspection was underpinned by the Residential Care Homes Regulations (Northern Ireland) 2005.

1.1 Actions/Enforcement Taken Following the Last Inspection

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

1.2 Actions/Enforcement Resulting from this Inspection

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

1.3 Inspection Outcome

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

The details of the QIP within this report were discussed with Mr Alexander Buchanan and Mrs Elizabeth Buchanan, registered persons, as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Alexander Buchanan	Registered Manager: Elizabeth Buchanan
Person in Charge of the Home at the Time of Inspection: Alexander Buchanan/ Elizabeth Buchanan	Date Manager Registered: 01/04/2005
Categories of Care: (Care homes ONLY) RC-DE, RC-I	Number of Registered Places: 17
Number of Residents accommodated on the day of Inspection: 15 (9 private residents)	Weekly Tariff at Time of Inspection: £505 to £600

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following themes have been met:

Statement 1

The home maintains complete and up to date records in respect of the terms and conditions of the provision of accommodation and personal care.

Statement 2

Arrangements for receiving and spending residents' monies on their behalf are transparent, have been authorised and the appropriate records are maintained.

Statement 3

A safe place is provided within the home premises for the storage of money and valuables deposited for safekeeping; clear, up to date and accurate records are maintained.

Statement 4

Arrangements for providing transport to residents are transparent and agreed in writing with the resident/their representative.

4. Methods/Process

Specific methods/processes used in this inspection include the following:

- Discussion with registered persons
- Audit traces carried out on a sample of residents' records
- Audit of residents' individual files
- Spot check on residents' monies and valuables
- Audit of policies and procedures
- Evaluation and feedback.

Prior to inspection the following records were analysed:

- Records of incidents notified to RQIA in the last twelve months.

The following records were examined during the inspection:

- The resident's guide
- Four residents' individual files
- Records of Trust remittances showing fees paid by Trust on behalf of residents
- Records of payment of fees for three residents
- Financial agreement's for four residents
- Policies and Procedures for residents' finances.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the home was an unannounced care inspection dated 26 June 2015. The completed QIP was returned and approved by the care inspector.

5.2 Review of Requirements and Recommendations from the last Finance Inspection

There has been no previous finance inspection of this service.

5.3 Statement 1 - The home maintains complete and up to date records in respect of the terms and conditions of the provision of accommodation and personal care

Is Care Safe?

A resident's guide was in place at the time of inspection. A written agreement was included as part of the guide. Review of four residents' files (two of which were private residents) evidenced that individual written agreements were in place for all four residents. We noticed that for residents placed by the local Health and Social care Trusts, a Third Party was named as the person responsible for paying the shortfall between the tariff for Scrabo House and the regional rate paid by the Trust. The additional weekly charge depended on the type of room accommodated by the resident.

Review of the agreements confirmed that the method of payment of the fee and the details of the person by whom the fee was payable were included in the agreements. We noticed that the agreements did not provide a breakdown of the amount paid by the local Health and Social Care Trust and the additional amount paid by the third party on behalf of the residents. All four agreements reviewed were signed by the resident, or their representative and a representative from the home.

We noticed that the terms and conditions of the written agreement for care managed residents was not in line with the terms and conditions of the contract between the registered persons and the Health and Social Care Trust e.g. temporary absence from the home by the resident.

A requirement is listed within the QIP to this report for residents' agreements to be updated to show the amount of fees paid by, or on behalf of, the residents and for the agreements to be updated to be in line with the terms and conditions of the Trust contract.

Is Care Effective?

Review of records and discussion with the registered person 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 (SSA) to receive and manage the social security benefits on behalf of an individual.

Discussion with the registered person 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.

A policy and procedure for residents' finances was in place at the time of inspection. The policy detailed the arrangements of the support provided by the home to enable residents to manage their finances. We noticed that it was the policy of the home to encourage residents to manage their own finances. If a resident lacked the capacity to manage their finances then the resident's next of kin or representative were encouraged to manage the finances.

Is Care Compassionate?

We noticed that the agreements reviewed stated that residents would be given "as much notice as possible", in writing, of any change in their fee. We also noticed that written notification of the most recent increase in fee was retained in the residents' files.

A requirement is listed within the QIP to this report for residents' agreements to be updated to show that residents or their representatives will be informed in writing at least 28 days in advance of any increase in fees, as in line with regulation 5 of The Residential Care Homes Regulations (Northern Ireland) 2005.

Areas for Improvement

A number of issues were identified during the finance inspection in relation to the delivery of safe, effective and compassionate care. These were:

- Updated written agreements to be issued to all residents.
- The terms and conditions of the residents' agreements to be in line with the Health and Social care Trust contract
- Update residents' agreements to show that residents will be notified of any increase in fee within the legislative timeframe.

Number of Requirements:	2	Number of Recommendations:	0
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5.4 Statement 2 - Arrangements for receiving and spending residents' monies on their behalf are transparent, have been authorised and the appropriate records are maintained

Is Care Safe?

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 Trust on behalf of residents and the amount to be contributed by the resident (if any). Records showed the amount paid by private residents.

Review of records of payments made by or on behalf of three residents (including two private residents) confirmed that the amounts charged by the home agreed to the contribution owed by each resident.

Is Care Effective?

Discussion with the registered persons confirmed that it was policy at the home for the hairdresser and chiropodist to be paid directly by the resident or their representative for the service provided. We noticed that residents and their representatives were issued with a price

list for both services. The registered persons told us that they do not receive any monies towards payment to the hairdresser or chiropodist.

Discussion with the registered persons confirmed that residents or their representatives purchase toiletries and other items when required. Review of records confirmed that financial agreements were in place with residents agreeing to the policy of paying the hairdresser and chiropodist directly. We noticed that the financial agreements were signed by the residents' representatives.

Discussion with the registered person confirmed that no bank accounts were managed on behalf of residents.

Is Care Compassionate?

Discussion with the registered person confirmed that residents are encouraged to manage their own finances. Where a resident lacks capacity to manage their monies representatives manage the finances on their behalf.

Areas for Improvement

There were no areas of improvement in relation to statement 2.

Number of Requirements:	0	Number of Recommendations:	0
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5.5 Statement 3 - A safe place is provided within the home premises for the storage of money and valuables deposited for safekeeping; clear, up to date and accurate records are maintained

Is Care Safe?

Discussion with the registered person confirmed that it was the policy at the home for residents to manage their own monies. No monies or valuables were held on behalf of residents at the time of the inspection.

A safe place was provided at the home if residents required monies or valuables to be held for safekeeping. We were satisfied with the controls around the physical location of the safe place and the staff members with access.

Is Care Effective?

Discussion with the registered person and review of records confirmed that an inventory of residents' property was maintained at the home. The inventory was updated when items were brought into the home by or on behalf of residents. The registered persons told us that forms were placed in residents' rooms for the person bringing personal items into the home on behalf of residents to complete. The registered persons would update their own records with the items listed.

Is Care Compassionate?

A safe place is provided to enable residents to deposit monies and valuables when required. A lockable facility was also provided in each resident's room.

Areas for Improvement

There were no areas of improvement in relation to statement 3.

Number of Requirements:	0	Number of Recommendations:	0
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5.6 Statement 4 - Arrangements for providing transport to residents are transparent and agreed in writing with the resident/their representative

Is Care Safe?

At the time of inspection the home did not operate a transport scheme.

Is Care Effective?

At the time of inspection the home did not operate a transport scheme.

Is Care Compassionate?

At the time of inspection the home did not operate a transport scheme.

Areas for Improvement

There were no areas of improvement in relation to statement 4.

Number of Requirements:	0	Number of Recommendations:	0
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5.7 Additional Areas Examined

No additional areas were examined during this inspection.

6 Quality Improvement Plan

The issues identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Mr Alexander Buchanan and Mrs Elizabeth Buchanan, registered persons 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.

6.1 Statutory Requirements

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

6.2 Recommendations

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

6.3 Actions Taken by the Registered Manager/Registered Person

The QIP should be completed by the registered person/registered manager and detail the actions taken to meet the legislative requirements stated. The registered person will review and approve the QIP to confirm that these actions have been completed. Once fully completed, the QIP will be returned to finance.team@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 weaknesses that exist in the home. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations. It is expected that the requirements and recommendations set out in this report will provide the registered person/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the home.

Quality Improvement Plan

Statutory Requirements

Requirement 1

Ref: Regulation 5 (1)
(a) (b)

Stated: First time

To be Completed by:
31 October 2015

The registered person must provide an updated individual written agreement to each resident (or their representative) accommodated at the home.

The agreement must comply with the requirements under regulation 5 of The Residential Care Homes Regulations (Northern Ireland) 2005 and meet standard 4.2 of the DHSSPS Residential Care Homes Minimum Standards.

The agreements must detail the current amount paid by the Health and Social Care Trust and the contribution paid by or on behalf of residents.

The registered person must ensure that the terms and conditions within the written agreement for care managed residents are in line with the contract between the home and the Health and Social Care Trust.

Response by Registered Person(s) Detailing the Actions Taken:

ACTIONED IMMEDIATELY AFTER INSPECTION 21 SEPT 2015.

Requirement 2

Ref: Regulation 5 (2)
(a)

Stated: First time

To be Completed by:
31 October 2015

The individual written agreement should include a provision informing residents that written notification will be provided within the legislative timescale.

Response by Registered Person(s) Detailing the Actions Taken:

ACTIONED IMMEDIATELY AFTER INSPECTION 21 SEPT 2015.

Registered Manager Completing QIP	<i>[Signature]</i>	Date Completed	24/10/15
Registered Person Approving QIP	<i>L. Buchanan</i>	Date Approved	24/Oct/2015
RQIA Inspector Assessing Response	<i>Joseph N. Nangle</i>	Date Approved	24/11/15

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