

# Inspection Report

3 January 2024



## Towell House

Type of service: Residential  
Address: 57 Kings Road, Belfast, BT5 7BS  
Telephone number: 0289040 1642

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

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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> The Towell Building Trust  <b>Responsible Individual:</b> Mrs Gillian Sarita Brooker	<b>Registered Manager:</b> Miss Michelle Twist – not registered
<b>Person in charge/Person met at the time of inspection:</b> Ms Gillian Sarita Brooker	<b>Number of registered places:</b> 90
<b>Categories of care:</b> RC-I, RC-PH, RC-DE	<b>Number of residents accommodated in the home on the day of this inspection:</b> 88
<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 90 residents. The home is divided over three floors. The home has a large garden that residents can access.	

## 2.0 Inspection summary

An announced inspection took place on 3 January 2024, between 10:30 am and 11:30 am by a care and estates inspector.

This inspection was undertaken to view the works associated with variation VA012318, for the conversion of 2 residential flats, to 4 new single bedrooms with en-suite facilities. The inspection focused solely on the matters summarised above and did not include review of any previous inspection activity at this service.

## 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.

## 4.0 The inspection findings

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

Areas for improvement from the last care inspection on 3 and 4 October 2023		
Action required to ensure compliance with the Residential Care Homes Minimum Standards (December 2022) (Version 1:2)		Validation of compliance
<b>Area for improvement 1</b>  <b>Ref:</b> Standard E26  <b>Stated:</b> First time	The registered person shall ensure that each residents bedroom has a lockable storage space, for use by the resident.  Ref: 5.2.3	<b>Carried forward to the next inspection</b>
	<b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>	

## 4.2 The inspection findings

### 4.2.1 Estates Inspector

Internal alterations were made to the existing couple's flats in the premises, to provide 4 single bedrooms with en-suite facilities providing an accessible shower, toilet and wash hand basin. These new bedrooms and the associated en-suites exceed the current Department of Health (DoH) Care Standards with regards to area and critical dimensions, and were found to have been converted and decorated to a high standard. The en-suite facilities also have suitable controls in place to ensure safe hot water is provided. It is important that once these bedrooms are occupied, that the residents are suitably assessed to ensure that any additional accessibility aids that they may require in their en-suite accommodation are installed.

Documentation presented prior to the inspection and forwarded following the inspection, indicated that the premises and the engineering services and equipment are installed and commissioned in line with relevant legislation, ACOPs and best practice guidance. All relevant risk assessments, including for fire and water safety, had been updated to take account of the alterations and additions made to the home.

### 4.2.2 Care Inspector

The four single bedrooms were attractively decorated and suitably furnished. Soft furnishings were of good quality, colour schemes were appealing and the rooms had storage facilities.

These four bedrooms include en-suite facilities, providing an accessible toilet and wash hand basin. The call bell system within the four bedrooms was in order.

In conclusion, from a care perspective, RQIA were satisfied that the actions taken in relation to this variation are compliant with current DoH minimum standards.

## 5.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no new areas for improvement being identified. Findings of the inspection were discussed with the Manager as part of the inspection process and can be found in the main body of the report.

	Regulations	Standards
<b>Total number of Areas for Improvement</b>	0	1*

\* the total number of areas for improvement includes one that has been carried forward for review at the next inspection.

Quality Improvement Plan	
Action required to ensure compliance with the Residential Care Homes Minimum Standards (December 2022) (Version 1:2)	
<b>Area for improvement 1</b>  <b>Ref:</b> Standard E26  <b>Stated:</b> First	The registered person shall ensure that each residents bedroom has a lockable storage space, for use by the resident.  Ref: 5.2.3
	<b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>



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