

**Report for RQIA Inspection IN021186 – 06 February 2015 Towell House Residential Care Home, Belfast. - RQIA ID 1660**

- **The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003**
- **The Residential Care Homes Regulations (Northern Ireland) 2005**
- **Residential Care Homes Minimum Standard 27.2 (DHSSPS, August 2011)**

I would confirm the following matter with regard to above:

An inspection of Towell House Residential Care Home on Kings Road in Belfast was carried out by RQIA Estates on 06 February 2015. Mrs. Gillian Miller, Registered Manager was present during this inspection. This estates inspection focused specifically on the performance on the heating in the home in response to a request from the Home's care inspector, after a complaint had been received.

Follow up un-announced visits were further made to the Home on Saturday 07 February 2015 at 11:00am and Sunday 08 February 2015 at 7:15pm to further monitor the temperatures in the Home.

A previous Estates inspection to this home was carried out on 12 June 2013. The issues included in the Quality Improvement Plan for this Estates inspection were followed up separately by RQIA and have been confirmed as addressed.

RQIA would ask the Registered Persons to consider the recommendation made in item 1 noted below.

**Standard 27.2 – Premises and grounds**

*'The temperature in areas occupied or used by residents is between 19<sup>o</sup>c – 22<sup>o</sup>c.'*

**Current findings**

1. This inspection and the subsequent unannounced follow up visits were carried out to assess the temperature of the home and to see if the heating performance was satisfactory. Temperatures were taken from several areas of the home, including the bedrooms where the residents who had made the complaints resided. These temperatures are recorded below:

**Friday 6 February 2015 at 15:45-16:30**

Room 65:	24.5 <sup>o</sup> c
Room 66:	25 <sup>o</sup> c
Room 68:	24.5 <sup>o</sup> c
Flat 51	24.5 <sup>o</sup> c
1 <sup>st</sup> Floor Dining:	25 <sup>o</sup> c
Corridor:	24.5 <sup>o</sup> c

**Saturday 7 February 2015 @ 11:00-11:30**

Room 71:	24 <sup>o</sup> c
Room 63:	24 <sup>o</sup> c
Room 66:	25 <sup>o</sup> c
Room 68:	25 <sup>o</sup> c
Flat 51:	24 <sup>o</sup> c
1 <sup>st</sup> Floor Dining:	24 <sup>o</sup> c
Corridor:	24 <sup>o</sup> c

**Sunday 8 February 2015 @ 19:15-19:45**

Room 73:	25 <sup>o</sup> c
Room 60:	25 <sup>o</sup> c
Room 57:	25 <sup>o</sup> c
Room 68:	25 <sup>o</sup> c
Flat 51:	25 <sup>o</sup> c
1 <sup>st</sup> Floor Dining:	24 <sup>o</sup> c
Corridor:	24 <sup>o</sup> c

The times on Friday and Saturday morning corresponded with the end of the period when the heating was 'off'. This was confirmed by one complainant during the visit on Saturday morning who stated that the heat had been off since 0800. The fact that the warmest temperatures were observed during the follow up visit on Sunday evening, corresponds with the fact that the heat in the building had been on again for over two hours. All residents spoken to over the weekend stated they were comfortable with the temperature within the home.

It appears from these visits and a previous visit to the home in November 2014, along with the records provided by the home, that the ambient temperature within the Home remains satisfactory. However, following discussions with the Responsible Person for the home, it was suggested that it may be the lack of direct heat from the radiators that is giving the complainants a perception that the home is not adequately warm despite the temperatures remaining relatively constant. It is therefore recommended that the responsible person consult with the Home's mechanical/heating engineer to re-sequence the heating timings. If the sequencing is altered to reduce the periods when the heating is 'off', without increasing the overall burden on the heating system, especially throughout late mornings and afternoons, then the radiators would be cooler for a much shorter time period.

After discussion it was also agreed that the current temperature monitoring at key locations throughout the home, including the complainant's rooms would continue. It will then be possible over a period of time to ascertain the effectiveness of this recommendation and if it has met the needs of the residents concerned.

2. After discussion with the responsible person it was agreed that all records in relation to the in-house temperature monitoring checks being undertaken by the home will be forwarded to RQIA for monitoring purposes.

### **Action Required by Registered Persons**

Items 1 & 2 above identified for action in this report should be addressed in a prioritised and timely manner. This issue will be followed up by RQIA. This may include a further inspection on or before **10 April 2015**.

A detailed response to this inspection report should be returned to this office via email to [estates@rqia.org.uk](mailto:estates@rqia.org.uk) by **30 March 2015**. If you disagree with the factual accuracy of the report you should make a separate response to the above email address in order that amendments can be considered and made or your comments appended.

On **31 March 2015** inspection report will be made open to the public (bar any communication regarding factual accuracy). If you have not provided a detailed response by this date, this report will still be made open without your comments.

You will be aware that this report and any response you submit will constitute an open report on this establishment and will be made available to interested parties on request. If a detailed response is not received in writing by the required date given above, I would ask you to regard this copy of the report as final and an open document effective from **31 March 2015**.

Thank you for your co-operation.

I look forward to hearing from you.

Regards

**Gavin Doherty**  
**Estates Officer**

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**Informing and improving health and social care**

## Quality Improvement Plan

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### Response for Item 1.

After consultation with the Mechanical Engineer, the homes` heating time sequencing was adjusted as per discussion with the Estates Inspector. Temperature records are collected 5 times per 24hour period and recorded. All records show the temperature of the home continues above the range required in Standard 27.2 Premises and Grounds of 19°-22°C. Since other works have been completed in the home the heating time is on constantly throughout the day without off periods in the morning and afternoon. This should irradiate the pereption of inadaquate heating within the home.

### Response for Item 2.

All records with monitoring of home temperature in various areas sent to the Inspector weekly.

Please complete the following table to demonstrate that this Quality Improvement Plan has been completed by the Registered Manager and approved by the Registered Responsible Person /Responsible Individual:

<b>NAME OF REGISTERED MANAGER COMPLETING QIP</b>	Mrs Gillian Millar
<b>NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP</b>	Mrs Jill Brooker

<b>QIP Position Based on Comments from Registered Persons (for RQIA use only)</b>			<b>QIP Closed</b>		<b>Estates Officer</b>	<b>Date</b>
			<b>Yes</b>	<b>No</b>		
A.	All items confirmed as addressed.		✓		Gavin Doherty	30/6/2015
B.	All items either confirmed as addressed or arrangements confirmed to address within stated timescales.					
C.	Clarification or follow up required on some items.					