



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 Fax: 028 9051 7501

ANNOUNCED ESTATES INSPECTION

Inspection No:	17909
Establishment ID No:	1664
Name of Establishment:	Willowview
Date of Inspection:	13 May 2014
Inspector's Name:	Gavin Doherty

1.0 GENERAL INFORMATION

Name of Home:	Willowview
Address:	45 Killyleagh Road Saintfield BT24 7EH
Telephone Number:	028 9751 0878
Registered Organisation/Provider:	Mrs Imelda Flanagan
Registered Manager:	Mrs Elizabeth Dolan
Person in Charge of the Home at the time of Inspection:	Mrs Elizabeth Dolan
Other person(s) consulted during inspection:	Mrs Imelda Flanagan
Type of establishment:	Residential Care Home
Number of Registered Places:	11 RC-I, RC-DE, RC-PH
Date and time of inspection:	13 May 2014 from 10:30-12:30
Date of previous inspection:	12 August 2011
Name of Inspector:	Gavin Doherty & Gemma Mulholland

2.0 INTRODUCTION

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect residential care homes.

This is a report of an announced inspection to assess the quality of the premises and grounds in which the service is being provided including the upkeep of the building and engineering services and equipment. The report details the extent to which the standards measured during inspection were met.

3.0 PURPOSE OF THE INSPECTION

The purpose of this inspection was to consider whether the premises and grounds were safe, well maintained and remain suitable for their stated purpose in compliance with legislative requirements and current minimum standards. This was achieved through a process of evaluation of available evidence.

The Regulation and Quality Improvement Authority aims to use inspection to support providers in improving the quality of services, rather than only seeking compliance with regulations and standards.

The aims of the inspection were to examine the estates related policies, practices and monitoring arrangements for the provision of Residential Care homes, and to determine the provider's compliance with the following:

- HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- Residential Care Homes Regulations (Northern Ireland) 2005
- Residential Care Homes Minimum Standards (DHSSPS, 2011)

Other published standards which guide best practice may also be referenced during the Inspection process.

4.0 METHODS/PROCESS

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

- Discussion with the person in charge
- Examination of records
- Inspection of the home internally and externally. Residents' private bedrooms were only inspected when unoccupied and permission was granted.
- Evaluation and feedback

Any other information received by RQIA about this Registered Provider has also been considered by the Inspector in preparing for this inspection.

5.0 CONSULTATION PROCESS

During the course of the inspection, the Inspector spoke to Mrs Elizabeth Dolan, registered manager and Mrs Imelda Flanagan, the proprietor.

6.0 INSPECTION FOCUS

The inspection sought to establish the level of compliance achieved with respect to the following DHSSPS Residential Care Homes Minimum Standards and to assess progress with the issues raised during and since the previous inspection:

Standards inspected:

- Standard 27 - Premises and grounds
- Standard 28 - Safe and healthy working practices
- Standard 29 - Fire Safety

7.0 SUMMARY

Following the Estates Inspection of Willowview on 13 May 2014 improvements are required to comply with the Residential Care Homes Regulations (Northern Ireland) 2005 and the criterion outlined in the following standards:

- Standard 28 - Safe and healthy working practices
- Standard 29 - Fire Safety

This resulted in four requirements and two recommendations. These are outlined in the quality improvement plan appended to this report.

The Estates Inspector would like to acknowledge his gratitude to Mrs Elizabeth Dolan, Mrs Imelda Flanagan and the staff of the home for their hospitality and assistance throughout the inspection process.

8.0 INSPECTOR'S FINDINGS

8.1 Recommendations and requirements from previous inspection

8.1.1 It was good to note that the issues raised in the report of the previous estates inspection on 12 August 2011 had been fully addressed.

8.2 **Standard 27 - Premises and grounds** - *The premises and grounds are safe, well maintained and remain suitable for their stated purpose*

8.2.1 There was good evidence of maintenance activities throughout the home and the home continues to be kept clean and is maintained to a high standard. This is to be commended. Maintenance procedures for the building and engineering services were inspected and all appeared to be in order. However, two issues were identified for attention by the manager. These are detailed below and in the section of the attached quality improvement plan titled '**Standard 27 – Premises and grounds**'.

8.2.2 The flooring in the toilet situated off the main corridor was poorly fitted at the edges leading to an unacceptable infection control risk. This floor finish should be suitably sealed or replaced with a suitable impervious, slip resistant finish. (Item 1 in the attached Quality Improvement Plan)

8.2.3 The bedroom furniture in several bedrooms was noted as being in poor physical condition. A condition survey should be undertaken for the bedroom furniture throughout the home. This will allow a suitable time bound program to be developed for the replacement of the bedroom furniture as required. (Item 2 in the attached Quality Improvement Plan)

8.3 **Standard 28 - Safe and healthy working practices** - *The home is maintained in a safe manner*

8.3.1 By in large, safe and healthy working practices appear evident throughout the home in accordance with this standard. The nurse call system is suitably maintained in conjunction with the fire alarm and detection system. Portable electrical appliance testing was undertaken on 7 February 2014 and no failures were noted. The home was inspected by the local council's environmental health officer on 11 September 2013 and was awarded a score of 4 at this time.

8.3.2 The fixed electrical installation was last inspected on the 3 April 2009. This important inspection is now overdue. The manager was already aware of this fact and is currently in the process of employing an electrical contractor to undertake this task. Confirmation should be provided to RQIA on completion of

this inspection, confirming that the fixed electrical installation is in a 'satisfactory' condition. (Item 3 in the attached Quality Improvement Plan)

- 8.3.3 It is essential that all thermostatic mixing valves are subject to regular maintenance and cleaning in accordance with the manufacturer's instructions. (Item 4 in the attached Quality Improvement Plan)
- 8.3.4 It is essential that all shelving throughout the home has a suitably sealed finish which will allow it to be easily cleaned in accordance with current infection control best practice. (Item 5 in the attached Quality Improvement Plan)
- 8.4 *Standard 29: Fire safety - Fire safety precautions are in place that reduce the risk of fire and protect residents, staff and visitors in the event of fire.***
- 8.4.1 Fire Safety procedures in the home are, in the main, generally in line with this standard. The fire alarm and detection system, emergency lighting installation and portable fire-fighting equipment are suitably serviced, inspected and maintained in line with current best practice. A fire drill was carried out within the home on 7 August 2013, and fire safety training is regularly provided to all staff. A review of the homes' fire risk assessment was undertaken on the 7 August 2013. The fire risk assessor holds suitable third party accreditation and the home have just completed a program of works to fit automatic 'swing free' door closers to all bedroom doors throughout the home. This on-going commitment to fire safety within the home is to be commended. However, one issue was identified for attention by the registered manager as a result of this inspection. This is detailed below and in the section of the attached quality improvement plan titled '**Standard 29 – Fire Safety**'.
- 8.4.2 As part of the fire safety training undertaken by all staff in the home, a fire safety questionnaire is completed. It is recommended that staff date and sign this fire safety questionnaire as a record that fire safety training has been completed. (Item 6 in the attached Quality Improvement Plan)

9.0 QUALITY IMPROVEMENT PLAN

The details of the Quality Improvement Plan appended to this report were discussed with Mrs Elizabeth Dolan and Mrs Imelda Flanagan as part of the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Residential Homes Regulations (Northern Ireland) 2005 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the home to improve the quality of life experienced by residents.

The registered provider is required to record comments on the quality improvement plan.

10.0 Enquiries

Enquiries relating to this report should be addressed to:

**Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
BELFAST BT1 3BT**

Quality Improvement Plan
Announced Estates Inspection

Willowview

13 May 2014

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

NOTES:

The details of the quality improvement plan were discussed with Mrs Elizabeth Dolan and Mrs Imelda Flanagan as part of the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Residential Care Homes Regulations (Northern Ireland) 2005 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the residential home to improve the quality of life experienced by residents.

The registered provider is required to record comments on the quality improvement plan.

The quality improvement plan is to be signed below by the registered provider and registered manager and returned to:

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower
5 Lanyon Place
BELFAST
BT1 3BT

SIGNED: _____

SIGNED: _____

NAME: _____
(print) REGISTERED PROVIDER

NAME: _____
(print) REGISTERED MANAGER

DATE: _____

DATE: _____

Announced Estates Inspection to Willowview Residential Care Home on 13 May 2014

Assurance, Challenge and Improvement in Health and Social Care

Standard 27 – Premises and grounds

The following requirements and recommendations should be noted for action in relation to Standard 27 – Premises and grounds

Item	Regulation Reference	Requirement	Timescale	Details Of Action Taken By Registered Person (s)
1	Regulation 27 (2)(d)	Suitably seal the exposed edges, or, replace the floor finish in the toilet situated off the main corridor with a suitable impervious, slip resistant finish. (Refer to 8.2.2 in the report)	12 Weeks	
Item	Regulation Reference	Recommendation	Timescale	Details Of Action Taken By Registered Person (s)
2	Standard 27.1	Undertake a condition survey for the bedroom furniture throughout the home, and prepare a suitable time bound program for the replacement of the bedroom furniture as required. (Refer to 8.2.3 in the report)	12 Weeks	

Standard 28 – Safe and healthy working practices

The following requirements and recommendations should be noted for action in relation to Standard 28 – Safe and healthy working practices

Item	Regulation Reference	Requirement	Timescale	Details Of Action Taken By Registered Person (s)
3	Regulation 27 (2)(q) 14 (2)(a)(c)	Provide confirmation to RQIA upon completion of the 5 yearly inspection of the fixed electrical installation. This should confirm that the installation is in a 'satisfactory' condition. (Refer to 8.3.2 in the report)	8 Weeks	

Announced Estates Inspection to Willowview Residential Care Home on 13 May 2014

Assurance, Challenge and Improvement in Health and Social Care

Standard 28 – Safe and healthy working practices

The following requirements and recommendations should be noted for action in relation to Standard 28 – Safe and healthy working practices

Item	Regulation Reference	Requirement	Timescale	Details Of Action Taken By Registered Person (s)
4	Regulation 27 (2)(q) 14 (2)(a)(c)	Ensure that all thermostatic mixing valves are subject to regular maintenance and cleaning in accordance with the manufacturer's instructions. (Refer to 8.3.3 in the report)	Immediate & On-going	
5	Regulation 14 (2)(a)(c)	Ensure that all shelving throughout the home has a suitably sealed finish which will allow it to be easily cleaned in accordance with current infection control best practice. (Refer to 8.3.4 in the report)	12 Weeks	

Standard 29 – Fire Safety

The following requirements and recommendations should be noted for action in relation to Standard 29 – Fire Safety

Item	Regulation Reference	Recommendation	Timescale	Details Of Action Taken By Registered Person (s)
6	Standard 29.4	It is recommended that staff date and sign their completed fire safety questionnaires as a record that they have completed fire safety training (Refer to 8.4.2 in the report)	Immediate & On-going	

Announced Estates Inspection to Willowview Residential Care Home on 13 May 2014

Assurance, Challenge and Improvement in Health and Social Care