

# Unannounced Finance Inspection Report 18 October 2018



## Willowview

**Type of Service: Residential Care Home**  
**Address: 45 Killyleagh Road, Saintfield, BT24 7EH**  
**Tel No: 028 9751 0878**  
**Inspector: Joseph McRandle**

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 service from their responsibility for maintaining compliance with legislation, standards and best practice.

## 1.0 What we look for



## 2.0 Profile of service

This is a residential care home registered to provide care for up to 11 persons in the categories of care detailed in section 3.0 of this report.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Willowview  <b>Responsible Individual(s):</b> Imelda Margaret Flanagan Elizabeth Joan Dolan	<b>Registered Manager:</b> Imelda Margaret Flanagan
<b>Person in charge at the time of inspection:</b> Imelda Margaret Flanagan	<b>Date manager registered:</b> 1 April 2005
<b>Categories of care:</b> Residential Care (RC) I - Old age not falling within any other category DE – Dementia PH - Physical disability other than sensory impairment	<b>Number of registered places:</b> 11 Maximum of 6 residents in DE category of care

### 4.0 Inspection summary

An unannounced inspection took place on 18 October 2018 from 11.00 to 13.00 hours.

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

The inspection assessed progress with any areas for improvement identified since the last finance inspection and to determine if the home was delivering safe, effective and compassionate care and if the service was well led.

Evidence of good practice was found in relation to: providing a place for residents to deposit items for safekeeping, members of staff receiving up to date training in adult safeguarding, updating the inventory of residents' property following admission to the home, facilitating journeys on behalf of residents, offering support to residents to manage their own finances, written agreements in place with residents, written agreements showing the current fee and individual charges for agreed itemised services e.g. hairdressing and the system for invoicing residents for services provided by the hairdresser and podiatrist.

No areas requiring improvement were identified during the inspection.

The findings of this report will provide the home with the necessary information to assist them to fulfil their responsibilities, enhance practice and residents experience.

### 4.1 Inspection outcome

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Imelda Flanagan, registered manager, as part of the inspection process and can be found in the main body of the report.

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

#### **4.2 Action/enforcement taken following the most recent care inspection dated 3 September 2018**

The most recent inspection of the home was an unannounced care inspection undertaken on 3 September 2018. Other than those actions detailed in the QIP no further actions were required to be taken. Enforcement action did not result from the findings of this inspection.

#### **5.0 How we inspect**

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records: recent written and verbal communication received since previous care inspection, notifiable events submitted in relation to finance issues, there were no financial issues identified, the returned QIP from the previous finance inspection and the previous finance inspection report.

During the inspection the inspector met with the registered manager.

A poster indicating that the inspection was taking place was displayed at the entrance to the home and invited visitors or relatives to speak to the inspector. No relatives or visitors chose to speak to the inspector. The inspector provided the registered manager with "Have we missed you cards" which were then placed in a prominent position to allow residents or their relatives who were not present on the day of the inspection, the opportunity to give feedback to RQIA regarding the quality of service provision.

The following records were examined during the inspection:

- three residents' finance files
- three residents' written agreements
- a sample of remittances from health and social care trusts showing fees paid on behalf of residents
- the residents' guide
- a sample of copies of invoices from the hairdresser and podiatrist
- a sample of invoices issued to residents for hairdressing and podiatry services
- financial policies and procedures
- property records for one resident

Areas for improvement identified at the last finance inspection were reviewed and assessment of compliance recorded as met, not met or partially met.

The findings of the inspection were provided to the registered manager at the conclusion of the inspection.

## 6.0 The inspection

### 6.1 Review of areas for improvement from the most recent inspection dated 3 September 2018

The most recent inspection of the home was an unannounced care inspection. The completed QIP was returned and approved by the care inspector and will be validated at the next care inspection.

### 6.2 Review of areas for improvement from the last finance inspection dated 25 August 2015

Areas for improvement from the last finance inspection		Validation of compliance
Action required to ensure compliance with The Residential Care Homes Regulations (Northern Ireland) 2005.		
<p><b>Area for improvement 1</b></p> <p><b>Ref:</b> Regulation 5 (1) (a) (b)</p> <p><b>Stated:</b> First time</p>	<p>The registered person must provide a written agreement to each resident (or their representative) accommodated at the home.</p> <p>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.</p> <p>The agreement must give details of the current amount paid by the Health and Social Care Trust and the contribution paid by the resident (if any).</p> <p>The agreement must be signed by the resident or their representative (if resident lacks capacity to make decisions in relation to the agreement) and a representative from the home. Where a resident or their representative is unable or chooses not to sign this must be recorded.</p> <p>Where a Health and Social Care Trust managed resident does not have a representative to sign the agreement, the resident's agreement should be shared with a representative from the Trust.</p>	<p><b>Met</b></p>

	Copies of the agreements must be retained within residents' files.	
<p><b>Area for improvement 2</b></p> <p><b>Ref:</b> Regulation 4 (4)</p> <p><b>Stated:</b> First time</p>	<p><b>Action taken as confirmed during the inspection:</b></p> <p>A review of three residents' files evidenced that agreements were retained in all three files. The agreements showed the current fee paid on behalf of residents. All three agreements were signed by the residents or their representatives and a representative from the home.</p>	
	<p><b>Action taken as confirmed during the inspection:</b></p> <p>A review of three residents' written agreements evidenced that the agreements were updated since the previous finance inspection on 25 August 2015. The agreements were in line with the contracts between the home and the Health and Social Care Trusts e.g. temporary absence from the home by residents.</p>	<b>Met</b>
<p><b>Area for improvement 3</b></p> <p><b>Ref:</b> Regulation 5 (2) (a)</p> <p><b>Stated:</b> First time</p>	<p>The registered person must ensure that residents or their representatives are informed in writing at least 28 days in advance of any increase in fees. A copy of the correspondence should be retained in the residents' files.</p> <p>The individual written agreement should include a provision informing residents that written notification will be provided within the legislative timescale.</p>	
	<p><b>Action taken as confirmed during the inspection:</b></p> <p>Discussion with staff and a review of records confirmed that all residents' fees were paid by the Health and Social Care Trusts. Residents were informed of any increases by the Trusts and subsequently by the home.</p> <p>A review of three residents' written agreements evidenced that since the previous finance inspection a provision had been</p>	<b>Met</b>



	included within the agreements stating that residents would be informed, in writing, of increases in fees within the legislative timescale.	
<b>Area for improvement 4</b>  <b>Ref:</b> Regulation 19 (2) Schedule 4 (9) (a)  <b>Stated:</b> First time	<p>The registered person must ensure that monies held on behalf of the resident identified during the inspection are recorded accurately.</p> <p>A reconciliation of monies must be undertaken to determine the amount owned by the resident following the deduction of monies for services provided.</p> <p><b>Action taken as confirmed during the inspection:</b>  A review of records evidenced that reconciliations between the resident's monies held and the records of monies held were undertaken following the previous finance inspection on 25 August 2015. The records showed the amount owned by the resident following the deduction of monies for services provided.</p> <p>Discussion with staff and a review of records confirmed that since the previous finance inspection it is policy at the home for residents to manage their own monies.</p>	<b>Met</b>
<b>Action required to ensure compliance with Residential Care Homes Minimum Standards 2011.</b>		<b>Validation of compliance</b>
<b>Area for improvement 1</b>  <b>Ref:</b> Standard 15.7  <b>Stated:</b> First time	<p>It is recommended that the hairdresser, podiatrist and a member of staff sign the hairdressing and podiatry records to confirm the service took place.</p> <p><b>Action taken as confirmed during the inspection:</b>  A review of records confirmed that since the previous finance inspection the hairdresser and podiatrist had signed the records along with a member of staff to confirm the service took place.</p>	<b>Met</b>
<b>Area for improvement 2</b>  <b>Ref:</b> Standard 21  <b>Stated:</b> First time	It is recommended that policies and procedures are implemented in relation to the safeguarding of residents' finances. All procedures undertaken on behalf of residents should be included.	<b>Met</b>

	A record should be retained showing that staff have read and understood the policies and procedures.	
	<p><b>Action taken as confirmed during the inspection:</b> A review of the policies and procedures evidenced that the policies were updated since the previous finance inspection on 25 August 2015. The financial procedures undertaken by staff on behalf of residents were included in the revised policies.</p> <p>A record of the names of the members of staff who had read and understood the revised policies and procedures was retained in the home at the time of the inspection.</p>	
<p><b>Area for improvement 3</b></p> <p><b>Ref:</b> Standard 4.2</p> <p><b>Stated:</b> First time</p>	<p>It is recommended that the registered person reviews the resident's agreement in relation to the application of an interest charge for late payments.</p> <p>The revised agreement should be issued to residents or their representatives. A signed copy of the updated agreements must be retained within residents' files.</p>	<b>Met</b>
	<p><b>Action taken as confirmed during the inspection:</b> A review of three residents' agreements evidenced that the terms and conditions for applying the interest charge for late payment of fees had been removed since the previous finance inspection.</p> <p>Signed copies of the revised agreements were retained within the residents' files.</p>	
<p><b>Area for improvement 4</b></p> <p><b>Ref:</b> Standard 21</p> <p><b>Stated:</b> First time</p>	<p>It is recommended that the registered person reviews the system of invoicing residents or their representatives for services provided.</p> <p>The podiatrist should issue an invoice for service provided and issue a receipt for any payment received on behalf of residents.</p>	<b>Met</b>
	<p><b>Action taken as confirmed during the inspection:</b> A review of records evidenced a significant improvement in the system for invoicing residents for services provided by the hairdresser and podiatrist. Invoices were</p>	



	<p>provided by both the hairdresser and podiatrist when the service was completed. The records were signed by the hairdresser and podiatrist when they received payment for the service. A member of staff had also signed the records to confirm the payment made.</p>	
<p><b>Area for improvement 5</b></p> <p><b>Ref:</b> Standard 15.7</p> <p><b>Stated:</b> First time</p>	<p>It is recommended that the registered person ensures that receipts are retained from all transactions undertaken on behalf of residents.</p> <p>Where a receipt is not available, the record should be annotated to reflect this.</p> <p><b>Action taken as confirmed during the inspection:</b> Discussion with staff confirmed that since the previous finance inspection it is the policy at the home for residents to manage their own monies. No purchases are undertaken on behalf of residents. The inspector was informed by the registered manager that residents or their representatives purchased essential items e.g. toiletries when required.</p>	<p><b>Met</b></p>
<p><b>Area for improvement 6</b></p> <p><b>Ref:</b> Standard 15.7</p> <p><b>Stated:</b> First time</p>	<p>It is recommended that the registered person updates residents' transaction sheets with payments made on behalf of residents for services provided and when items are purchased on behalf of residents'.</p> <p><b>Action taken as confirmed during the inspection:</b> Discussion with staff confirmed that since the previous finance inspection it is the policy at the home for residents to manage their own monies. No purchases are undertaken on behalf of residents.</p> <p>Services provided by the hairdresser and podiatrist are paid by the home and residents are subsequently invoiced for the services provided.</p>	<p><b>Met</b></p>
<p><b>Area for improvement 7</b></p> <p><b>Ref:</b> Standard 8.7</p> <p><b>Stated:</b> First time</p>	<p>It is recommended that the registered person ensures that an up to date inventory is maintained of furniture and personal possessions brought into the home by, or on behalf of, residents. It is also recommended that the registered person ensures that a retrospective record is made of the furniture and personal possessions owned by existing</p>	<p><b>Met</b></p>

	<p>residents accommodated in the home.</p> <p>A reconciliation of these records should be undertaken regularly (at least quarterly).</p>	
	<p><b>Action taken as confirmed during the inspection:</b></p> <p>Discussion with staff and a review of records evidenced that the inventory of residents' possessions had been brought up to date since the previous finance inspection.</p> <p>Discussion with staff also confirmed that records were updated with items acquired and disposed of after admission for which staff had been made aware of.</p>	

### 6.3 Inspection findings

#### 6.4 Is care safe?

**Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.**

Discussion with the registered manager confirmed that it was policy at the home for residents to manage their own finances. No monies or valuables were held on behalf of residents at the time of the inspection. A place was provided at the home if residents required monies or valuables to be held for safekeeping. At the time of the inspection there were satisfactory controls around the physical location of the safe place and the staff members with access to it.

Discussion with the registered manager confirmed that members of staff had received up to date training in relation to adult safeguarding.

Policies and procedures for the management and control of residents' finances were in place at the time of the inspection. The policies reflected the financial operational areas of the home.

Discussion with staff confirmed that there were no finance related restrictive practices in place.

#### Areas of good practice

There were examples of good practice found in relation to: providing a place for residents to deposit items for safekeeping and members of staff receiving up to date training in adult safeguarding.

#### Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

### 6.5 Is care effective?

**The right care, at the right time in the right place with the best outcome.**

Discussion with the registered manager confirmed that no member of staff was the appointee for any resident i.e. a person authorised by the Social Security Agency to receive and manage the social security benefits on behalf of an individual. Discussion with the registered manager also confirmed that no member of staff at the home 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.

Discussion with staff confirmed that no bank accounts were managed on behalf of any resident and no comfort fund monies were maintained on behalf of residents.

Discussion with staff confirmed that an inventory of residents' property was maintained when residents were admitted to the home. Discussion with staff also confirmed that records were updated with items acquired and disposed of after admission for which staff had been made aware of.

#### Areas of good practice

There were examples of good practice found in relation to updating the inventory of residents' property following admission to the home.

#### Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

### 6.6 Is care compassionate?

**Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.**

The home did not provide a transport scheme at the time of the inspection. Discussions with the registered manager confirmed that alternative arrangements were in place to support residents wishing to undertake journeys; this included the use of taxis which were paid for by the residents or their representatives.

Discussion with the registered manager confirmed that arrangements were in place to offer support to residents for managing their own monies.

## Areas of good practice

There were examples of good practice found in relation to facilitating journeys on behalf of residents and offering support to residents for managing their own finances.

## Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

### 6.7 Is the service well led?

**Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.**

Review of records confirmed that copies of payment remittances from the health and social care trusts showing the weekly fee charged 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. Discussion with staff confirmed that all residents fees were paid by the health and social care trusts and no residents were paying a contribution towards their fee. Discussion with staff also confirmed that residents were not paying an additional amount towards their fee over and above the amount agreed with the health and social care trusts.

A residents' guide was in place at the time of the inspection. The guide included the details of the services provided to residents as part of their weekly fee. The residents' guide also included a written agreement which was issued to residents on admission to the home. A review of three residents' files evidenced that copies of signed written agreements were retained within all three files. The agreements were in line with standard 4.2 of the Residential Care Homes minimum standards 2011, as they included the current fee charged to residents and the individual charges for agreed itemised services e.g. hairdressing.

Discussion with staff confirmed that it was policy for the hairdresser and podiatrist to be paid by the home and the home would subsequently invoice residents for the service provided. Discussion also confirmed that the hairdresser and podiatrist provided invoices after providing the service to residents. A review of a sample of invoices from the hairdresser and podiatrist showed that the names of the residents receiving the service, the service provided to the residents, the amounts charged to residents and the date the service took place were recorded on the invoices. In line with good practice the hairdresser and podiatrist had signed the records along with a member of staff.

A review of the corresponding invoices forwarded to residents agreed to the amounts recorded on the invoices from the hairdresser and podiatrist. Good practice was observed as the corresponding invoice numbers from the hairdresser and podiatrist were recorded on the invoices forwarded to residents. The records also showed the date the invoices were paid by the residents. The inspector commented on the good practice operated at the home for retaining the records for the hairdresser and podiatrist.

Discussion with staff confirmed that no purchases were undertaken on behalf of residents. The inspector was informed by the registered manager that residents or their representatives purchased essential items e.g. toiletries when required.

The inspector discussed with the registered manager, the arrangements in place in relation to the equality of opportunity for residents and the importance of staff being aware of equality legislation and recognising and responding to the diverse needs of residents. Willowview did not collect any equality data on residents and the registered manager was advised to contact the Equality Commission for Northern Ireland for guidance on best practice in relation to collecting the data.

### **Areas of good practice**

There were examples of good practice in relation to: written agreements in place with residents, written agreements showing the current fee and individual charges for agreed itemised services e.g. hairdressing and the system for invoicing residents for services provided by the hairdresser and podiatrist.

### **Areas for improvement**

No areas for improvement were identified during the inspection.

	<b>Regulations</b>	<b>Standards</b>
<b>Total number of areas for improvement</b>	0	0

## 7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.





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

Email [info@rqia.org.uk](mailto:info@rqia.org.uk)

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

 @RQIANews