

# Announced Finance Inspection Report 30 June 2016



## Ross Lodge / Ross House

Residential (RC)  
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Inspectors: Joe McRandle  
Ruth Greer

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

Assurance, Challenge and Improvement in Health and Social Care

## 1.0 Summary

An announced follow up finance inspection of Ross Lodge/Ross House took place on 30 June 2016 from 10:00 to 13:00 hours. Ruth Greer, care Inspector from RQIA, was also in attendance.

An enforcement monitoring inspection of Ross Lodge/Ross House was undertaken on 10 August 2015. During this inspection the financial records were examined and showed that residents were owed a substantial amount of monies. The registered person, Mrs McKinney, stated that she was entering into discussions with the Northern Health and Social Care Trust (NHSCT) as she believed there was expenditure that had been undertaken on behalf of residents which should be deducted from the total amount to be reimbursed. The registered person stated that this would take a few weeks and the monies would subsequently be reimbursed to residents.

On 7 April 2016 RQIA wrote to the registered persons requesting an update on the monies to be reimbursed to residents. The registered person, Mrs McKinney, emailed a response to RQIA on 15 April 2016 stating that no monies had been reimbursed since the inspection on 10 August 2015.

During the inspection on 30 June 2016 the registered person reported that no monies had been reimbursed to residents. Records examined during the inspection, showed that the total amount owed to residents had increased since the previous finance inspection on 10 August 2015. In addition to the issuing of a failure to comply notice two recommendations were made following the inspection on 30 June 2016.

An Adult safeguarding investigation by the NHSCT is currently ongoing at the time of issuing this report.

Following the announced inspection, a meeting took place in RQIA to discuss the evidence reviewed during the inspection. The registered person was subsequently invited to attend a meeting on 15 July 2016.

During the meeting the registered person, Mrs McKinney, reported that no arrangements had been made to reimburse the identified residents. As a result of this meeting, a decision was made by RQIA to issue a Failure to Comply Notice.

Compliance with the Failure to Comply Notice issued must be achieved by 12 August 2016.

\*All enforcement notices for registered agencies/ services are published on RQIA's website at: [http://www.rqia.org.uk/inspections/enforcement\\_activity.cfm](http://www.rqia.org.uk/inspections/enforcement_activity.cfm)

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

## 1.1 Inspection outcome

	Requirements	Recommendations
<b>Total number of requirements and recommendations made at this inspection</b>	1	2

Details of the Quality Improvement Plan (QIP) within this report were discussed with Mrs Joyce McKinney, registered person, as part of the inspection process. The timescales for completion commence from the date of inspection.

Enforcement action resulted from the findings of this inspection.

## 1.2 Actions/enforcement taken following the most recent finance inspection

The previous finance inspection was an enforcement monitoring inspection dated 10 August 2015. The registered person was found to be compliant with the two Failure to Comply Notices and these were lifted following this inspection.

## 2.0 Service details

<b>Registered organisation/registered provider:</b> Ross Lodge/Ross House Mrs Joyce McKinney Mr Alex McKinney	<b>Registered manager:</b> Dorothy McClements (Acting)
<b>Person in charge of the home at the time of inspection:</b> Mrs Joyce McKinney	<b>Date manager registered:</b> Registration pending
<b>Categories of care:</b> RC-LD, RC-LD(E), RC-PH, RC-PH(E)	<b>Number of registered places:</b> 13

## 3.0 Methods/processes

Prior to inspection the following records were analysed:

- The registration status of the home
- Written and verbal communication received by RQIA since the last inspection
- The previous finance inspection report
- The returned QIP from the previous finance inspection
- Notifications received since last finance inspection.

The registered person, Mrs McKinney and the home's administrator were present throughout the inspection.

The following records were examined during the inspection:

- Financial records for four residents
- Transport agreements for two residents
- Records and receipts from residents' taxi journeys
- Records of expenditure for four residents
- Financial policies and procedures.

## 4.0 The inspection

### 4.1 Review of requirements and recommendations from the most recent inspection dated 21 January 2016

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

### 4.2 Review of requirements and recommendations from the last finance inspection dated 10 August 2015

Last care inspection statutory requirements		Validation of compliance
<p><b>Requirement 1</b></p> <p><b>Ref:</b> Regulation 19 (2)</p> <p><b>Stated:</b> Second time</p>	<p>The registered person must ensure that written confirmation is obtained from The Social Security Agency of the name of the person at the home acting as appointee for the residents identified during the inspection.</p> <p>The registered person must ensure written confirmation is obtained from the Office of Care and Protection for the registered person to act as power of attorney for the resident identified during the inspection.</p> <p><b>Action taken as confirmed during the inspection:</b></p> <p>Since the previous finance inspection on 10 August 2015 the registered person has relinquished appointeeship for all residents. Confirmation letters from the Social Security Agency were shown during the inspection. The letters gave details of the dates the registered person was the residents' appointee prior to relinquishing the authority to receive and manage the residents' benefits.</p> <p>A further letter was shown during the inspection from the Social Security Agency stating that the registered person had been the power of attorney for the resident identified during the inspection in August 2015.</p>	<b>Met</b>
<p><b>Requirement 2</b></p> <p><b>Ref:</b> Regulation 14 (4)</p> <p><b>Stated:</b> Second time</p>	<p>The registered person must ensure that agreements are in place between the registered person and residents or their representatives detailing the terms and conditions of the transport scheme.</p> <p>The needs and resources of residents must be</p>	<b>Met</b>

	<p>considered when applying the charge for using the minibus. The agreement should include a provision for residents or their representatives to opt out of using the minibus.</p>	
	<p><b>Action taken as confirmed during the inspection:</b></p> <p>Since the previous finance inspection on 10 August 2015 the home has ceased providing a mini bus for residents to undertake journeys. The home has engaged the services of a local taxi firm to provide Journeys.</p> <p>Agreements were in place for residents prior to the transport scheme being discontinued. The agreements included the terms and conditions for using the minibus and a provision for residents to opt out of the transport scheme.</p> <p>The agreements examined during the inspection had been signed by representatives of the residents and the registered manager from the home.</p>	

### 4.3 Inspection findings

A follow up finance inspection was undertaken at Ross lodge/Ross House on 30 June 2016. The purpose of the inspection was to review the QIP from the previous finance inspection on 10 August 2015 and to assess what action the registered persons had taken to reimburse monies to residents which were identified by the home at the inspection in August 2015.

During the inspection on 30 June 2016 the registered person, Mrs McKinney, reported that no monies had been reimbursed to residents. Records examined during the inspection showed that the total amount owed to residents, by the home, had increased since the inspection on 10 August 2015.

At the previous finance inspection on 10 August 2015 the registered person, Mrs McKinney, stated that she was entering into discussions with the NHSCT as she believed there was expenditure that had been undertaken on behalf of residents which should be deducted from the total amount to be reimbursed. The registered person stated that this would take a few weeks and the monies would subsequently be reimbursed to residents.

A copy of an email forwarded to the NHSCT, dated 21 August 2015, was showed to the inspectors on 30 June 2016. The email identified the names of the residents for whom the monies were owed and the amount owed to each resident. The registered person stated in the email that the home realised that residents' "must be paid back the monies."

During the inspection on 30 June 2016 the inspectors were showed a list of items the registered person stated had been purchased on behalf of one resident since 2012. The registered person confirmed that the items were recorded from memory and receipts were not available for a number of the items. Records also examined showed that monies were owed, to the home, by three other residents. The registered person stated that these records related to journeys undertaken by the three residents in the home's minibus for which they were never charged.

The registered person also stated that no log book was maintained for the minibus however the details of the journeys were taken from the "Day Activity Book".

A requirement is listed within the QIP to this report in relation to the reimbursement of monies owed to residents by the home.

Since the inspection on 10 August 2015 the home has ceased providing a mini bus to residents. The home has engaged the services of a local taxi firm as an option for residents to undertake their Journeys. Records examined during the inspection showed the details of the journeys undertaken by each resident and the amount charged by the taxi firm. Receipts from the taxi driver were retained along with the records.

The transport agreements in place with residents at the time of the inspection on 30 June 2016 related to the period the home charged residents for the use of the minibus. This was also the case for the policies and procedures currently operated at the home for using the transport scheme.

A recommendation is listed within the QIP of this report for residents' agreements to be revised to show the arrangements for using the taxi firm (including the procedure for charging residents for the journeys). A further recommendation is listed for the policies and procedures operated at the home to be revised to reflect the current procedure for providing transport to residents.

## 5.0 Quality improvement plan

Any issues identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Mrs Joyce McKinney, registered person, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/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 provider 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, RQIA would apply standards current at the time of that application.

## 5.1 Statutory requirements

This section outlines the actions which must be taken so that the registered provider meets legislative requirements based on The Residential Care Homes Regulations Northern Ireland (2005).

## 5.2 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 provider may enhance service, quality and delivery.

## 5.3 Actions taken by the Registered Provider

The QIP should be completed and detail the actions taken to meet the legislative requirements stated. The registered provider should confirm that these actions have been completed and return completed QIP to [finance.team@rqia.org.uk](mailto:finance.team@rqia.org.uk) / web portal for review by the inspector.

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 registered provider from their responsibility for maintaining compliance with the regulations and standards. It is expected that the requirements and recommendations outlined in this report will provide the registered provider with the necessary information to assist them to fulfil their responsibilities and enhance practice within the service.

<b>Quality Improvement Plan</b>	
<b>Statutory requirements</b>	
<b>Requirement 1</b>  <b>Ref:</b> Regulation 14 (4)  <b>Stated:</b> First time  <b>To be completed by:</b> As per FTC Notice FTC/RCH/1710/2016- 17/01: 12 August 2016.	<p>The registered persons should ensure that the outstanding money is fully reimbursed to the identified residents.</p> <p>The registered persons should provide RQIA with confirmation from the NHSCT that the amount owed to the identified residents has been repaid in full.</p> <p><b>Response by registered provider detailing the actions taken:</b>            Outstanding money was fully reimbursed via BACS into an account specified by the Trust. The payment was made in two installments as agreed the last of which was deposited 2<sup>nd</sup> August 2016. David McIlwaine emailed RQIA to confirm the money had been received.</p>
<b>Recommendations</b>	
<b>Recommendation 1</b>  <b>Ref:</b> Standard 4.2  <b>Stated:</b> First time  <b>To be completed by:</b> 05 August 2016	<p>It is recommended that residents' agreements are updated to show the procedure for residents availing of the taxi firm to undertake journeys.</p> <p>The procedure for charging residents for using taxis should also be included in the agreements.</p> <p><b>Response by registered provider detailing the actions taken:</b>            Residents' agreements are currently being updated, all of which will include the procedure for residents using taxis as a mode of transport and the procedure for charging for each journey taken.</p>
<b>Recommendation 2</b>  <b>Ref:</b> Standard 21  <b>Stated:</b> First time  <b>To be completed by:</b> 05 August 2016	<p>It is recommended that the policies and procedures operated at the home are updated to include the current procedure for residents using taxis to undertake journeys.</p> <p>The policy should include a provision to show that a review of the service provided by the taxi firm is undertaken annually to confirm that residents are receiving value for money (e.g. quotes from other taxi firms).</p> <p><b>Response by registered provider detailing the actions taken:</b>            Policy and procedures for residents using taxis as a mode of transport is currently being updated. The policy will include a provision to show that a review will be completed yearly to ensure residents are receiving value for money.</p>

*\*Please ensure this document is completed in full and returned to [agencies.team@rqia.org.uk](mailto:agencies.team@rqia.org.uk) from the authorised email address\**





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