

Announced Enforcement Monitoring Finance Inspection Report 12 August 2016



Ross Lodge / Ross House

Residential (RC)
288 Moyarget Road, Dervock, Ballymoney, BT53 8EG
Tel No: 028 2074 1490
Inspectors: Joseph McRandle

www.rgia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

1.0 Summary

An announced enforcement monitoring finance inspection of Ross Lodge/Ross House took place on 12 August 2016 from 10:30 to 11:00 hours.

The purpose of the inspection was to monitor and assess the level of compliance achieved with the required actions indicated within the Failure to Comply Notice (Ref: FTC/RH/1710/2016-17/01) issued to the registered persons of Ross Lodge/Ross House on 15 July 2016.

The areas for improvement and compliance with regulations related to the reimbursement of monies owed to residents identified by the registered persons during finance inspections on 10 August 2015 and 30 June 2016. The notice also required the registered persons to obtain written confirmation from The NHSCT that the amount owed to the identified residents had been repaid in full.

During a follow up finance inspection of Ross Lodge/Ross House undertaken on 30 June 2016 the registered person, Mrs McKinney, reported that no monies had been reimbursed to residents which were identified at a previous finance inspection on 10 August 2015.

Following the announced inspection on 30 June 2016, 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 had to be achieved by 12 August 2016.

Evidence was available during the inspection on 12 August 2016 to confirm that the registered persons had made the necessary improvements to comply with The Residential Care Homes Regulations (Northern Ireland) 2005 as set out in the notice.

An adult safeguarding investigation by the Northern Health and Social Care Trust (NHSCT) is currently ongoing at the time of issuing this report.

*All enforcement notices for registered agencies/ services are published on RQIA's website at: 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
Total number of requirements and recommendations made at this inspection	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection were discussed with Mrs Joyce McKinney, registered person, 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.

1.2 Actions/enforcement taken following the most recent finance inspection

The previous finance inspection was a follow up inspection dated 30 June 2016. A failure to comply notice was issued following this inspection. Compliance with the notice had to be achieved by 12 August 2016.

2.0 Service details

Registered organisation/registered provider: Ross Lodge/Ross House Mrs Joyce McKinney Mr Alex McKinney	Registered manager: Dorothy McClements (Acting)
Person in charge of the home at the time of inspection: Mrs Joyce McKinney	Date manager registered: Registration pending
Categories of care: RC-LD, RC-LD(E), RC-PH, RC-PH(E)	Number of registered places: 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
- Failure to Comply Notice (Ref: FTC/RH/1710/2016-17/01) issued on 15 July 2016
- 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:

- Bank statements
- Copies of emails from NHSCT confirming payment to residents.

4.0 The inspection

4.1 Review of requirements and recommendations from the most recent inspection dated 30 June 2016

The most recent inspection of the home was an announced follow-up finance inspection dated 30 June 2016. The QIP from this inspection will be validated by the finance inspector at their next inspection.

4.2 Review of requirements and recommendations from the last finance inspection dated 30 June 2016.

Last finance inspection statutory requirements		Validation of compliance
Requirement 1 Ref: Regulation 14 (4) Stated: First time As per FTC Notice FTC/RCH/1710/2016 -17/01: 12 August 2016	The registered persons should ensure that the outstanding money is fully reimbursed to the identified residents. The registered persons should provide RQIA with confirmation from the NHSCT that the amount owed to the identified residents has been repaid in full.	Met
	Action taken as confirmed during the inspection: Records showed that monies had been forwarded to a NHSCT bank account from the home's business bank account. Copies of emails were also shown which were forwarded from the Trust stating that the monies had been received and the amount fully paid.	
Recommendion 1 Ref: Standard 4.2 Stated: First time	It is recommended that residents' agreements are updated to show the procedure for residents availing of the taxi firm to undertake journeys. The procedure for charging residents for using taxis should also be included in the agreements.	Carried forward until next inspection
	Action taken as confirmed during the inspection: This was not examined during this inspection and has been carried forward until the next inspection.	

Recommendion 2 Ref: Standard 21 Stated: First time	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. 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).	Carried forward until next inspection
	Action taken as confirmed during the inspection: This was not examined during this inspection and has been carried forward until the next inspection.	

4.3 Inspection findings

An announced enforcement monitoring finance inspection was undertaken at Ross Lodge/Ross House on 12 August 2016. The purpose of the inspection was to assess the level of compliance achieved by the home regarding the failure to comply notice issued on 15 July 2016.

During a follow up finance inspection of Ross Lodge/Ross House undertaken on 30 June 2016 the registered person, Mrs McKinney, reported that no monies had been reimbursed to residents which were identified at a previous finance inspection on 10 August 2015.

A meeting took place in RQIA to discuss the evidence reviewed during this inspection and 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.

Review of records showed that the total amount of monies owed to residents identified during the previous finance inspections on the 10 August 2015 and 30 June 2016 had been fully reimbursed to residents. Bank statements were examined and showed that the monies had been paid from the home's business bank account into a bank account belonging to the NHSCT.

Copies of emails from the NHSCT were also provided during the inspection which confirmed that the full amount of monies owed to the residents had been received by the Trust.

Evidence viewed during this inspection confirmed that the registered persons had made the necessary improvements to comply with The Residential Care Homes Regulations (Northern Ireland) 2005 as set out in the failure to comply notice (Ref. FTC/RH/1710/2016-17/01).

5.0 Quality improvement plan

There were no issues identified during this inspection, and a QIP is neither required, nor included, as part of this inspection report.

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.



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