



The Regulation and
Quality Improvement
Authority

Melmount Manor Care Centre
RQIA ID: 1744
1 Orchard Road
Strabane
BT82 9QR

Inspector: John McAuley
Inspection ID: IN022783

Tel: 02871383990
Email: Annie.frobisher@larchwoodni.com

**Unannounced Care Inspection
of
Melmount Manor Care Centre
The Sperrins Residential Unit**

19 May 2015

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: www.rqia.org.uk

1. Summary of Inspection

An unannounced inspection took place on 19 May 2015 from 10.15am to 2pm. Overall on the day of the inspection the home was found to be delivering safe, effective and compassionate care. No areas for improvement were identified during this inspection.

This inspection was underpinned by the Residential Care Homes Regulations (Northern Ireland) 2005, The DHSPSS Residential Care Homes Minimum Standards (2011), NICE guidelines on the management of urinary incontinence in women (September 2013), NICE guidelines on the management of faecal incontinence (June 2007) and Guidance and Audit Implementation Network (GAIN) guidelines available for palliative care.

This report relates to the residential unit (The Sperrins) of the home.

1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

1.2 Actions/Enforcement Resulting from this Inspection

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

1.3 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 can be found in the main body of the report.

2. Service Details

Registered Organisation/Registered Person: Ciaran Henry Sheehan	Registered Manager: Annie Frobisher
Person in Charge of the Home at the Time of Inspection: Annie Frobisher plus Team Leader Carole McShane for the residential unit	Date Manager Registered: 28 December 2012
Categories of Care: NH-DE, NH-I, RC-DE, NH-PH	Number of Registered Places: 81 Total 12 Residential
Number of Residents Accommodated on Day of Inspection: 11	Weekly Tariff at Time of Inspection: £470

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following standard and theme has been met:

Standard 14: The Death of a Resident is Respectfully Handled as They Would Wish.

Theme: Residents Receive Individual Continence Management and Support.

4. Methods/Process

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

- Prior to inspection we analysed the following records notification reports and previous inspection report.
- During the inspection we met with all the residents, two staff of various grades and the registered manager.
- We inspected the following records: residents' care records, accident/ incident reports, complaints and compliment records, policies and procedures and aligned guidance available to standards inspected.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the practice was an unannounced care inspection dated 18 September 2014. No requirements or recommendations were made during this inspection.

5.2 Standard 14: The Death of a Resident is Respectfully Handled as They Would Wish

Is Care Safe? (Quality of Life)

Residents can and do spend their final days of life in the home. This is unless there is a documented health care need that prevents this. In general, however, if a resident's needs become complex and are assessed as nursing care, then the resident can be transferred to the nursing care part of the home. This is with the consent of the resident and their next of kin or representative.

In our discussions with staff they advised that they considered the care to be compassionate. The team leader provided us with an example on how with the resident's wish, other residents and staff who wished to comfort a resident who was dying were enabled to. The team leader also explained that other residents and staff are informed in a sensitive manner of the death of a resident. Other residents and staff have the opportunity to pay their respect and are provided with support if needed. In our discussions with staff confirmed that they felt supported in dealing with this aspect of care.

We noted that within the home's policy, when a death of a resident occurs, their belongings are handled with care and respect. The room is permitted to be vacant. The resident's next of kin or family take the lead in dealing with the deceased resident's belongings at a sensitive and convenient time after the burial.

We reviewed a sample of compliment letters and cards was undertaken. These were received from families of the deceased residents. In these correspondences there were nice messages of praise and gratitude for the compassion and kindness received during this period of care. This included welcoming relatives to the home with provision of refreshments and kind, caring staff interactions.

Spiritual needs of the resident were assessed. In our discussions with staff we confirmed they had knowledge and understanding of residents' spiritual requests and choices at this time of care.

Is Care Effective? (Quality of Management)

Residents can spend their final days in the home unless there are documented health care needs to prevent this.

A care plan is put in place for each resident who is receiving palliative care by district nurses.

We reviewed residents' care records and could confirm that a care plan was in place pertaining to this need. Details included arrangements with spiritual care, if so wished.

Is Care Compassionate? (Quality of Care)

The home has policies and procedures pertaining to terminal and palliative care and death of a resident. These policies and procedures guide and inform staff on this area of care. There is also associated guidance available for staff.

The registered manager has plans in place to provide staff with specific training in this area of care.

In our discussions with staff they demonstrated that they had knowledge and understanding how to care for this area of need. Staff also confirmed that there was a supportive ethos with the management in the home, in helping staff and residents deal with dying and death.

Areas for Improvement

There were no areas of improvement identified with this standard inspected. The overall assessment of this standard considered this standard to be compassionate, safe and effective.

Number of Requirements	0	Number Recommendations:	0
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5.3 Theme: Residents Receive Individual Continence Management and Support

Is Care Safe? (Quality of Life)

Staff have received training in continence management. In our discussions with staff they also demonstrated knowledge and understanding of this area of care.

We reviewed residents' care records found that an individualised assessment and plan of care was in place. Issues of assessed need are referred to district nursing services. The district nurse in consultation with the resident and the home prescribes a plan of care. This plan of care includes provision of incontinence aids.

From our observations we found there to be adequate supplies of aprons, gloves and hand washing dispensers.

In our discussions with staff, general observations together with a review of care records we identified no mismanagement of this area of care, such as malodours or breakdown of skin integrity.

Is Care Effective? (Quality of Management)

The home has policies and procedures pertaining to the management of continence. There are also associated guidance and information available for staff.

Staff have received training in continence management.

Identified issues of assessed need are reported to the district nursing services, for advice and direction.

Is Care Compassionate? (Quality of Care)

From our discreet observations of care practices we found that residents were treated with care, dignity and respect when being assisted by staff. Continence care was undertaken in a discreet private manner.

Areas for Improvement

There were no areas of improvement identified with this standard inspected. The overall assessment of this standard considered this standard to be compassionate, safe and effective.

Number of Requirements	0	Number Recommendations:	0
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Additional Areas Examined

We met with all the residents in the home at the time of this inspection. In accordance with their capabilities, they all expressed or indicated that they were happy with their life in the home, their relationship with staff, and the provision of meals.

Some of the comments made included statements such as;

- "This place couldn't be any better. I am very happy here."
- "They all very good to me."
- "The food is lovely."
- "It's all great here."

5.4.2 Relatives' Views

There were no visiting relatives in the home at the time of this inspection.

5.4.3 Staff Views

We met with two members of staff of various grades on duty. All staff spoke positively about their roles and duties, staff morale, teamwork and managerial support. Staff informed us that they felt a good standard of care was provided for and they had the necessary resources and skills to provide for.

Ten staff questionnaires were distributed for return.

5.4.4 General Environment

We found that the home was clean and tidy, with good housekeeping arrangements in place. The general décor and furnishings were of a good standard. A programme of upgrading of new flooring and paintwork had taken place. This had a noticeably positive effect, particularly with creating a bright environment in terms of visibility. Memoir aids such as date boards, clocks, and signage was in place.

Residents' bedrooms were comfortable and nicely personalised.

Communal lounges were comfortable and offered choice of seating for residents to avail of.

5.4.5 Accident / Incident Reports

We reviewed these reports from the previous inspection and found these to be appropriately managed and reported.

5.4.6 Care Practices

Throughout our discreet observations of care practices we noted residents being treated with dignity and respect. Care duties were organised at an unhurried pace, with time afforded for interactions with residents. Good practices were observed with team working, with the team leader, senior care assistant and housekeeper.

Staff interactions with residents were found to be polite, friendly warm and supportive. Care interventions were explained in a sensitive, clear manner with positive effect.

We observed that a homely atmosphere was in place with residents being comfortable, content and at ease. A reminiscent activity was in place, which a number of residents enjoyed. Daily newspapers were provided for.

An appetising dinner time meal was provided for. Supervision and assistance with this was done in an appropriate manner. For example there was observed to be good promotion and provision of choice of meals.

5.4.7 Fire Safety

Fire safety training including fire safety drills were maintained on an up to date basis.

At the time of this inspection we observed no obvious risks within the environment in terms of fire safety, such as wedging opening of doors or inappropriate storage in the electrical switch room.

Areas for Improvement

There were no areas of improvement identified with these additional areas examined.

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.

Registered Manager	Annie Frobisher	Date Completed	18/06/15
Registered Person	Ciaran Sheehan	Date Approved	18/06/15
RQIA Inspector Assessing Response	John McAuley	Date Approved	19/06/15

Please provide any additional comments or observations you may wish to make below:

Please complete in full and returned to care.team@rqia.org.uk from the authorised email address

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the home. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations.