



The Regulation and
Quality Improvement
Authority

Hanna Street
RQIA ID: 1756
8 Hanna Street
York Road
Belfast, BT15 1GQ

Inspector: Joe McRandle
Inspection ID: IN23967

Tel: 028 9504 2810
Email: barbara.mcgarrrity@belfasttrust.hscni.net

**Unannounced Finance Inspection
of
Hanna Street**

10 December 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 finance inspection took place on 10 December 2015 from 10.00 to 12.00. Overall on the day of the inspection the home was found to be delivering safe, effective and compassionate care in relation to the management of residents' finances. Areas for improvement were identified and are set out in the Quality Improvement Plan (QIP) appended to this report. This inspection was underpinned by the Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards (2011).

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	1

The details of the QIP within this report were discussed with Karen McCoy and Deirdre Young, Residential Workers as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Belfast Health and Social Care Trust/ Mr Martin Joseph Dillon	Registered Manager: Barbara McGarrity
Person in Charge of the Home at the Time of Inspection: Karen McCoy, Residential Worker	Date Manager Registered: 01/04/2005
Categories of Care: RC-LD, RC-LD(E)	Number of Registered Places: 2
Number of Residents accommodated on the day of Inspection: 2	Weekly Tariff at Time of Inspection: £470

Inspection Focus

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

Statement 1

The home maintains complete and up to date records in respect of the terms and conditions of the provision of accommodation and personal care.

Statement 2

Arrangements for receiving and spending residents' monies on their behalf are transparent, have been authorised and the appropriate records are maintained.

Statement 3

A safe place is provided within the home premises for the storage of money and valuables deposited for safekeeping; clear, up to date and accurate records are maintained.

Statement 4

Arrangements for providing transport to residents are transparent and agreed in writing with the resident/their representative.

3. Methods/Process

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

- Discussion with staff
- Audit traces carried out on a sample of residents' records
- Audit of residents' individual files
- Spot check on residents' monies and valuables
- Audit of policies and procedures
- Evaluation and feedback.

Prior to inspection the following records were analysed:

- Records of incidents notified to RQIA in the last twelve months.

The following records were examined during the inspection:

- The resident's guide
- Three residents' individual files
- Records of payment of fees for residents
- Records of safe contents
- Inventory of residents personal possessions
- Policy and Procedure on residents' finances.

4. The Inspection

4.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the home was an unannounced care inspection dated 16 April 2015. The completed QIP was returned and approved by the care inspector.

4.2 Review of Requirements and Recommendations from the last Finance Inspection

There has been no previous finance inspection of this service.

5.3 Statement 1 - The home maintains complete and up to date records in respect of the terms and conditions of the provision of accommodation and personal care

Is Care Safe?

A resident's guide was in place at the time of inspection. The guide detailed the services provided to residents as part of the weekly fee. Discussion with staff confirmed that as this was a short stay respite service no additional services were provided to residents e.g. hairdressing. The guide included a written agreement which was issued to residents on admission to the home.

Review of three residents' files evidenced that individual written agreements were in place for all three residents. We noticed that the agreements did not show the current weekly fee to be paid by, or on behalf of, the residents. The method of payment of the fee and the details of the person paying the fee were also not included in the agreements. We also noticed that two of the agreements were signed by the residents and a representative of the home. The remaining agreement was signed by a representative from the home however; it was not signed by the resident or their representative.

We discussed with staff one of the agreements that had been signed by a resident. Staff confirmed that the resident did not have the capacity to understand the terms and conditions of the agreement they had signed. Staff agreed to issue the agreement to the resident's representative in order to be signed on the resident's behalf.

A recommendation is listed within the QIP of this report in relation to the above findings.

Is Care Effective?

Review of records and discussion with staff confirmed that no member of staff acted as an appointee for any resident, i.e. a person authorised by the Social Security Agency (SSA) to receive and manage the social security benefits on behalf of an individual.

Discussion with staff also confirmed that no member of staff 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.

Policies and procedures for the management and control of residents' finances were in place at the time of the inspection.

Is Care Compassionate?

Review of residents' agreements confirmed that a provision was included in the agreements stating that residents will be notified four weeks in advance of any increase in fees.

Areas for Improvement

Overall on the day of inspection, we found that the financial arrangements were contributing to effective and compassionate care in relation to statement 1. One area was identified for improvement in relation to safe care; this was in relation to updating residents' agreements.

Number of Requirements:	0	Number of Recommendations:	1
--------------------------------	----------	-----------------------------------	----------

5.4 Statement 2 - Arrangements for receiving and spending residents' monies on their behalf are transparent, have been authorised and the appropriate records are maintained

Is Care Safe?

As previously mentioned in this report a recommendation has been listed within the QIP for residents agreements to be updated to show the current fee paid by, or on behalf of, residents.

No records of payments of fees by residents were available at the time of inspection. Discussion with staff confirmed that details of the residents' stay were forwarded to the Belfast Health and Social Care Trust (BHSCT). The Trust subsequently invoiced residents or their representatives for the number of days the residents stayed at the home.

Is Care Effective?

Discussion with staff confirmed that due to residents staying on a short respite basis residents did not avail of additional services at the home e.g. hairdressing and podiatry.

Discussion with staff confirmed that residents or their representatives purchased toiletries and other essential items when required. Discussions also confirmed that staff did not make purchases on behalf of residents during their stay at the home.

Discussion with the staff confirmed that no bank accounts were managed on behalf of residents.

Is Care Compassionate?

Discussion with staff confirmed that where a resident lacked capacity to manage their own monies staff would provide assistance to the resident. Records confirmed that a financial agreement was available for residents or their representatives to sign if they required assistance from staff. The agreement stated that the resident would be supported in "strict accordance" with the BHSCT's financial policies and procedures.

Areas for Improvement

There were no areas of improvement in relation to statement 2.

Number of Requirements:	0	Number of Recommendations:	0
--------------------------------	----------	-----------------------------------	----------

5.5 Statement 3 - A safe place is provided within the home premises for the storage of money and valuables deposited for safekeeping; clear, up to date and accurate records are maintained

Is Care Safe?

Discussion with staff confirmed that it was policy at the home for residents to manage their own monies. No monies or valuables were held on behalf of residents at the time of the inspection.

A safe place was provided at the home if residents required monies or valuables to be held for safekeeping. We were satisfied with the controls around the physical location of the safe place and the staff members with access.

Is Care Effective?

Discussion with staff and review of records confirmed that an inventory of residents' property was maintained at the home. The inventory was updated when items were brought into the home by or on behalf of residents. Records showed that when residents were admitted to the home all of the residents' possessions were listed. The record was signed by two members of staff. Records also showed that when residents left the home two members of staff signed the record to confirm that the possessions listed at admission were returned to the residents.

Is Care Compassionate?

A safe place is provided to enable residents to deposit monies and valuables when required. A lockable facility was also provided in each resident's room.

Areas for Improvement

There were no areas of improvement in relation to statement 3.

Number of Requirements:	0	Number of Recommendations:	0
--------------------------------	----------	-----------------------------------	----------

5.6 Statement 4 - Arrangements for providing transport to residents are transparent and agreed in writing with the resident/their representative

Is Care Safe?

At the time of inspection the home did not operate a transport scheme.

Is Care Effective?

At the time of inspection the home did not operate a transport scheme.

Is Care Compassionate?

At the time of inspection the home did not operate a transport scheme.

Areas for Improvement

There were no areas of improvement in relation to statement 4.

Number of Requirements:	0	Number of Recommendations:	0
--------------------------------	----------	-----------------------------------	----------

5.7 Additional Areas Examined

No additional areas were examined during this inspection.

6 Quality Improvement Plan

The issues identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Karen McCoy and Deirdre Young, Residential Workers, as part of the inspection process. The timescales commence from the date of inspection.

The registered person/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 person/manager 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 the RQIA would apply standards current at the time of that application.

6.1 Statutory Requirements

This section outlines the actions which must be taken so that the registered person meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Residential Care Homes Regulations (Northern Ireland) 2005.

6.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and The Residential Care Homes Minimum Standards (2011). They promote current good practice and if adopted by the registered person may enhance service, quality and delivery.

6.3 Actions Taken by the Registered Manager/Registered Person

The QIP should be completed by the registered person/registered manager and detail the actions taken to meet the legislative requirements stated. The registered person will review and approve the QIP to confirm that these actions have been completed. Once fully completed, the QIP will be returned to finance.team@rqia.org.uk and assessed by the inspector.

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/agency/service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained in this report do not absolve the registered provider/manager from their responsibility for maintaining compliance with minimum standards and regulations. It is expected that the requirements and recommendations set out in this report will provide the registered provider/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the home.

Quality Improvement Plan

Recommendations

Recommendation 1

Ref: Standard 4

Stated: First time

To be Completed by:
22 January 2016

It is recommended that the registered manager ensures that updated written agreements are in place for all residents accommodated at the home.

The agreement must meet standard 4 of the DHSSPS Residential Care Homes Minimum Standards (2011).

The agreements must detail the amount to be paid by the Health and Social Care Trust and the contribution to be paid by the resident (if any). The method of payment and the details of the person paying the fee must also be included in the agreement.

Agreements should 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.

Copies of the signed agreements must be retained within residents' files.

Response by Registered Person(s) Detailing the Actions Taken:

In response to this recommendation the registered manager has ensured :

Resident agreements now detail the contribution to be paid by the resident and the amount the H&SCT are paying, the methods of payment and details of the person paying the fee. This meets standard 4 of the DHSSPS Residential Care Homes Minimum Standards (2011)

Agreements are signed by the resident or their representative (if resident lacks capacity). Where a resident or their representative is unable or chooses not to sign this is recorded. The record is also signed by a representative from the home

Copies of the signed agreements are retained within resident's files.

Registered Manager Completing QIP	Barbara McGarrity	Date Completed	13/01/2015
Registered Person Approving QIP	Martin Dillon	Date Approved	09/02/2016
RQIA Inspector Assessing Response	Joseph McRandle	Date Approved	24/02/16

****Please ensure this document is completed in full and returned to finance.team@rqia.org.uk from the authorised email address****