



# Unannounced Finance Inspection Report 04 January 2019



## Trench Park

**Type of Service: Residential Care Home**  
**Address: 28 Trench Park, Belfast, BT11 9FG**  
**Tel No: 028 9504 3990**  
**Inspector: Briege Ferris**

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

Assurance, Challenge and Improvement in Health and Social Care

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 with two beds which provides care on a respite/short break basis for residents with a learning disability.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Belfast HSC Trust  <b>Responsible Individual:</b> Martin Dillon	<b>Registered Manager:</b> Jane McGowan
<b>Person in charge at the time of inspection:</b> Jane McGowan	<b>Date manager registered:</b> 29 July 2008
<b>Categories of care:</b> Residential Care (RC) LD – Learning Disability LD (E) - Learning disability – over 65 years	<b>Number of registered places:</b> 2

### 4.0 Inspection summary

An unannounced inspection took place on 04 January 2019 from 10.30 to 13.30 hours.

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

There were examples of good practice found in relation to:

- the availability of a safe place to enable residents to deposit money or valuables for safekeeping
- a mechanism to record residents' income and expenditure was in place
- personal property records were maintained for residents
- in respect of the arrangements in place to support individual residents to manage their money while using the service
- mechanisms to obtain feedback and views from residents and their representatives

Areas requiring improvement were identified in relation to ensuring that:

- each resident is provided with an individual written agreement setting out the terms and conditions of their stay in the home
- within the income and expenditure records to ensure that:
  - Entries are arithmetically accurate
  - Entries are signed by two people
  - Money with and change returned is recorded (not the amount of the expense).

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>	1	1

Details of the Quality Improvement Plan (QIP) were discussed with Jane McGowan, registered manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

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

## 5.0 How we inspect

Prior to the inspection, the record of notifiable incidents reported to RQIA in the last twelve months was reviewed; this established that none of these incidents related to residents' money or valuables. The record of calls made to RQIA's duty system was reviewed and this did not identify any relevant issues.

During the inspection, the inspector met with the registered manager and a senior member of care staff.

The following records were examined during the inspection:

- The statement of purpose and service user guide
- A sample of residents' income and expenditure records "Personal spending details"
- A sample of written policies and procedures
- One resident's individual written agreement
- Two residents' personal property records detailing items which they have brought to their rooms "Personal inventory"

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 29 November 2018

The most recent inspection of the home was an announced care inspection.

### 6.2 Review of areas for improvement from the last finance inspection

The home has not previously received an RQIA finance inspection.

**6.3 Inspection findings**

**6.4 Is care safe?**

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

The registered manager confirmed that adult safeguarding training was mandatory for all staff.

Discussions established that there were no current suspected, alleged or actual incidents of financial abuse, nor were there any finance-related restrictive practices in place in respect of resident monies and valuables.

A senior member of care staff showed the inspector where the safe place in the home was located. The safe place was available to hold resident monies or any valuables for safekeeping. Discussions established that any monies were returned with residents on discharge. As there were no residents in the home at the time of the inspection, no monies or valuables were on deposit.

**Areas of good practice**

There were examples of good practice found, adult safeguarding training was mandatory for all staff and a safe place was available in 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

**6.5 Is care effective?**

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

The arrangements in place for the home to receive the personal monies of residents using the service were discussed with the registered manager. She reported that most residents brought a small sum of money with them for the duration of each respite stay in the home which was used as the resident wished throughout their stay. Residents either had their money safeguarded within the home’s safe place or they chose to keep their money themselves.

Discussion and a review of a sample of residents’ files identified that admission/discharge forms were maintained which included detail as to how much money the resident had been admitted with and how much was being sent home with the resident.

The registered manager noted that any balance unspent at the end of a resident’s stay was signed out with the resident when they were being discharged home. She confirmed that no monies were retained by the home for a future stay by the resident and generally valuables were not deposited for safekeeping. As noted above, at the time of the inspection, there were no residents within the home and therefore no residents’ monies within the safe place.

Records of income and expenditure entitled “Personal spending details” were in place to record transactions. A review of a sample of these records identified that a template was in place to record transactions. This detailed from left to right across the page, the date, the details of the entry, space for two staff members to sign, whether the entry was a deposit “in”, a withdrawal “out” and the running balance. Feedback was provided to the registered manager in respect of the order of these entries, it was noted that best practice was for the signatures to be recorded at the end of each line.

Discussion with the registered manager established that a more comprehensive template to record transactions was available and this was shown to the inspector on the day within a policies file. The registered manager confirmed that it was her intention to commence use of this template as all of the resident files were due to be reviewed and updated using a new filing structure. She noted that this would be a good opportunity to commence use of the updated income and expenditure document.

A review of a sample of the existing income and expenditure records identified some weaknesses in the record keeping. All of the entries had not been signed by two people, several entries had not been signed, and there were arithmetic errors within the records. One entry also recorded a deposit/money on admission, and no expenditure recorded however no money was signed out on discharge. Several entries recorded actual expenditure rather than recording the withdrawal of monies to make a purchase and the return of any change, while other entries had recorded the withdrawal and the return of the change.

These findings indicated a lack of consistency in practice between staff members and gaps and errors in the record keeping which should be addressed by management in a timely manner with staff members recording transactions.

An area for improvement was made in respect of this finding.

The registered manager confirmed that no services attracting an additional charge (e.g.: hairdressing) were delivered to residents while they were using the service.

The home maintained “Personal inventory” sheets for residents to detail items which the resident had brought with them for their stay in the home, these were signed and dated by staff members.

### **Areas of good practice**

There were examples of good practice found: a mechanism to record income and expenditure was in place and property records were maintained for residents.

### **Areas for improvement**

One area for improvement was identified during the inspection in relation to ensuring that within the residents’ income and expenditure records: entries are arithmetically accurate, signed by two people and that money withdrawn for expenditure and change returned (if any) is recorded (not the amount of the expense).

	<b>Regulations</b>	<b>Standards</b>
<b>Total number of areas for improvement</b>	0	1

## 6.6 Is care compassionate?

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

As noted above, the arrangements for the home to support residents with their money while using the service were discussed with the registered manager. Discussion established that the resident could make choices and decisions in respect of how they wished to spend their money and it was clear that the residents' preferences were supported as appropriate.

### Areas of good practice

There were examples of good practice identified for example, in relation to listening to and taking account of the choices and preferences of the resident using the service.

### 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 residents in order to deliver safe, effective and compassionate care.**

The statement of purpose and service user guide included a range of information for a new resident and was written in an easy-read format. Written policies and procedures were easily accessible and addressed practices in the home including the management of residents' monies and property, complaints and compliments, whistleblowing and records management. A sample of two residents' files was reviewed and these included a range of documents.

The first resident's file included an individual written agreement setting out the basic terms of residency with reference to relevant trust policies. The agreement noted that it had been discussed with the representative of the resident over the phone and a record had been made that they agreed to the content of the document accordingly.

A review of the second's resident's file identified that they did not have an individual written agreement in place. This was discussed with the registered manager who reviewed the archive for documents in the home; however the document had not been archived. The registered manager noted that a file audit had been taking place of all the residents who used the service, however this resident's file had not yet been reviewed and she noted the forthcoming review would have discovered that the agreement was not in place.

The inspector highlighted that there should be evidence that the home had provided an individual agreement to each resident or their representative and an area for improvement was made in respect of this finding. It was noted that respite fees were not paid to the home directly; this was arranged by the finance department in the Belfast Health and Social Care Trust.

The inspector discussed with the registered manager the arrangements in place in the home to ensure that residents experienced equality of opportunity and that staff members were aware of equality legislation whilst recognising and responding to the diverse needs of residents. The registered manager noted that staff received training in this regard.

### Areas of good practice

There were examples of good practice found, written policies and procedures were available to guide financial practices in the home and the home and there were arrangements in place to ensure that residents experienced equality of opportunity.

### Areas for improvement

One area for improvement was identified during the inspection in relation to ensuring that each resident is provided with an individual written agreement setting out the terms and conditions of their stay in the home.

	Regulations	Standards
<b>Total number of areas for improvement</b>	1	0

## 7.0 Quality improvement plan

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Jane McGowan, registered manager, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all areas for improvement identified 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 the residential care home. 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.

## 7.1 Areas for improvement

Areas for improvement have been identified where action is required to ensure compliance with The Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards (Updated August 2011).

## 7.2 Actions to be taken by the service

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP via Web Portal for assessment by the inspector.



<b>Quality Improvement Plan</b>	
<b>Action required to ensure compliance with the Residential Care Homes Regulation (Northern Ireland)2005</b>	
<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><b>To be completed by:</b> 31 January 2019</p>	<p>The registered person shall ensure that each resident is provided with an individual written agreement setting out the terms and conditions of their stay in the home.</p> <p>Ref: 6.7</p>
	<b>Response by registered person detailing the actions taken:</b>
<b>Action required to ensure compliance with the DHSSPS Residential Care Homes Minimum Standard (Updated August 2011).</b>	
<p><b>Area for improvement 1</b></p> <p><b>Ref:</b> Standard 15.7</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 05 January 2019</p>	<p>The registered person shall ensure that within the income and expenditure records:</p> <ul style="list-style-type: none"> <li>• Entries are arithmetically accurate</li> <li>• Entries are signed by two people</li> <li>• Money withdrawn and change returned (if any) is recorded (not the amount of the expense)</li> </ul> <p>Ref: 6.5</p>
	<b>Response by registered person detailing the actions taken:</b>

*\*Please ensure this document is completed in full and returned via Web Portal\**



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](https://twitter.com/RQIANews)