

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Barnlee (RQIA ID: 1135)		Name of Registered Person: Mrs Ruth Hill	
Address of Registered Establishment: 37 Lisnaskea Road, Barnhill, Lisnaskea BT92 0HD			
Issue Date: 15 April 2019		Extended From: 21 June 2019	
FTC Ref: FTC000032E			
Regulation not complied with: The Residential Care Homes Regulations (Northern Ireland) 2005 <i>Health and welfare of residents</i> <i>Regulation 13.–(7) The registered person shall make suitable arrangements to minimise the risk of infection and toxic conditions and the spread of infection between residents and staff.</i>			
Specific failings to comply with regulations: Concerns were identified in relation to the hygiene of the environment including: significant rust on shower chairs; water leaks were identified in ensuite bathrooms and this had resulted in stains on the flooring. Tiles in ensuite bathrooms were missing or were not appropriately secured to the wall presenting a risk to health and safety of residents and staff. A build-up of dust and debris was observed in residents' bedrooms. A designated toilet for residents contained significant storage of incontinence products and archived residents' care records. As a consequence, this bathroom could not be used by residents. There was no system in place for effective laundering of linen and clothing. In the laundry area clean clothing was stored beside soiled clothing, increasing the risk of contamination. There was only one washing machine working in the home. There was a deficit identified in the ancillary arrangements in the home. Ancillary duties were not appropriately managed and as a consequence the attention to the cleaning in the home was insufficient. This presented a high risk of infection.			

Action required to comply with regulations:

The responsible individual must ensure that a deep clean of the environment is completed as a matter of urgency.

The responsible individual must ensure that a thorough environmental audit is undertaken. This should identify all areas for improvement in the home and an action plan devised with strict timeframes in regard to the management of this.

The responsible individual must ensure that the ancillary staffing arrangements are reviewed to ensure the standard of environmental cleaning throughout the home is improved and maintained.

The responsible individual must ensure that the staff duty rota should clearly identify the working hours and areas of work for ancillary staff.

The responsible individual must ensure that infection prevention and control training is undertaken and fully embedded into practice with all staff.

The responsible individual must ensure that a system is devised in accordance with best practice guidance to ensure effective laundering of linen and clothing.

The responsible individual must ensure that the second washing machine is repaired.

The responsible individual must ensure sufficiently robust audit and governance systems are in place to quality assure the management of infection prevention and control practice throughout the home.

The responsible individual must ensure that the inappropriate storage is removed from the designated residents' toilet.

The Registered Person may make written representations to the Chief Executive of RQIA regarding the issue of a Failure to Comply Notice, within one month of serving of the original notice issued to you on the above date.

Date by which compliance must be achieved: 15 July 2019

Signed..........Director of Assurance

This notice is served under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Residential Care Homes Regulations (Northern Ireland) (2005)

It should be noted that failure to comply with some regulations is considered to be an offence and RQIA has the power under regulations to prosecute for specified offences.

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Address of Registered Establishment: 37 Lisnaskea Road, Barnhill, Lisnaskea BT92 0HD		
Issue Date: 15 April 2019	Extended From: 25 June 2019	FTC Ref: FTC000031E1
Regulation not complied with: The Residential Care Homes Regulations (Northern Ireland) 2005 <i>Registered person: general requirements</i> <i>Regulation 10.-(1) The registered provider and the registered manager shall, having regard to the size of the residential care home, the statement of purpose, and the number and needs of the residents, carry on or manage the home (as the case may be) with sufficient care, competence and skill.</i>		
Specific failings to comply with regulations: During an unannounced inspection on 8 April 2019, it could not be validated that robust quality monitoring/governance systems had been implemented and sustained; this had the potential to place residents at risk of harm. A review of the records of the visits by the registered provider did not provide sufficient detail to ensure adequate oversight and assurances in relation to the conduct of the home. Concerns were identified in relation to the staffing provision given the dependency and needs of the residents, and the arrangements in place for staff who required supervision in keeping with the adult safeguarding protection plan issued by the Western Health and Social Care Trust (WHSCT). Significant issues were identified in relation to the environment. A review of the audits undertaken by either the registered manager or on behalf of the responsible individual in relation to the environment did not identify any of the multiple deficits evidenced. RQIA was not assured of the oversight arrangements in respect of this area.		

There were inadequate reporting arrangements from staff to the registered manager. The registered manager was unaware of a significant staff management incident which was reported to the person in charge on the previous day.

Concerns were also identified in regards to the staff training arrangements in the home, specifically in regards to adult safeguarding. Two newly inducted staff members had not completed adult safeguarding training.

Action required to comply with regulations:

The responsible individual must ensure that the registered manager establishes, implements and sustains robust quality monitoring and governance systems.

The responsible individual must ensure that the monthly monitoring reports, in accordance with Regulation 29 of the Residential Care Homes Regulations (Northern Ireland) 2005, provide an accurate overview/audit of all areas of the home. This includes, but is not limited to: the hygiene and repair of the general environment; care records; complaints; and accident and incidents. These reports should contain clear action plans, detailing all areas of improvement required.

The responsible individual must undertake a comprehensive review of the staffing arrangements in the home. This should be undertaken in accordance with resident dependency levels and in conjunction with the adult safeguarding protection plan issued by the Western Health and Social Care Trust (WHSCT).

The responsible individual must ensure that the staff duty rota accurately reflects the hours worked by staff and the capacity in which they are working.



The responsible individual must ensure that staff working in the home are knowledgeable in regard to the reporting arrangements in the absence of the manager. Clear lines of communication must be established.

The responsible individual must ensure that adult safeguarding training is delivered to all staff working in the home, and a governance check must ensure that the learning is fully embedded into practice.

The responsible individual must ensure that all newly recruited staff have a basic awareness of adult safeguarding within the first week of induction.

The Registered Person may make written representations to the Chief Executive of RQIA regarding the issue of a Failure to Comply Notice, within one month of serving of the original notice issued to you on the above date.

Date by which compliance must be achieved: 15 July 2019

Signed.......... Director of Assurance

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