

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Blair House Care Home (RQIA ID: 11104)	Name of Registered Person: Nicola Cooper
Address of Registered Establishment: 107 Dakota Avenue, Newtownards, BT23 4QX	
Issue Date: 18 June 2019	FTC Ref: FTC000051
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> <i>Registered person: general requirements</i> <i>Regulation 10.–</i> <i>(1) The registered provider and the registered manager shall, having regard to the size of the nursing home, the statement of purpose, and the number and needs of the patients, carry on or manage the nursing home (as the case may be) with sufficient care, competence and skill.</i>	
Specific failings to comply with regulations: During the unannounced care inspection undertaken on 6 – 10 June 2019, we identified deficits in the oversight, monitoring and governance arrangements in the home. There was no oversight of the deployment of staff to ensure there was gender balance on night duty which impacted upon patient choice. Improvements made to the effectiveness of the laundry service have not been sustained or embedded into practice. Laundry equipment was evidenced to be blocking corridors and had the potential to compromise fire safety. There was an ineffective auditing process in relation to the delivery of individual care and the monthly accident audit. The process for the management of complaints was inadequate and failed to ensure that complaints were dealt with effectively. All of the complaints recorded had been received from a health and social care trust staff. The complaints were recorded on the trust forms and the response from the registered manager had been provided to the trust. There were no records to evidence that the registered manager had reviewed the action taken with the complainant or if the complainant was satisfied with the action taken.	

The governance systems including the monthly monitoring visits completed in accordance with Regulation 29 of the Nursing Homes Regulations (Northern Ireland) 2005, and the programme of audits maintained in the home were not effective in reviewing the quality of service delivered and driving the required improvements.

Action required to comply with regulations:

The responsible person must ensure that the allocation of staff on the staff duty rota supports patient choice by ensuring there is a gender balance of staff on each shift.

The responsible person must ensure that systems are implemented to monitor the effectiveness of the laundry to ensure that there is an adequate supply of clean bedlinen and towels and that patients clothes are returned in a timely manner.

The responsible person must ensure that clothes to be returned to patients' bedrooms and linen stores throughout the home are not stored in the corridor outside the laundry but are taken directly from the laundry to the relevant floor of the nursing home.

The responsible person must ensure that sufficiently robust auditing systems are established and maintained to assure the delivery of nursing and other services provided. This includes, but is not limited to the delivery of individual care, care records and the monthly analysis of accidents.

The responsible person must ensure that the monthly monitoring reports completed in accordance with Regulation 29 of The Nursing Homes Regulations (Northern Ireland) 2005, contain clear, time-bound action plans, detailing all areas of improvement required. This should be reviewed by management to ensure all actions are addressed in a timely manner.

The responsible person must ensure that the complaints process is communicated to patients and people who visit them to support them in reporting their concerns directly to the management of home.

The responsible person must ensure that a record of all complaints is held locally and include details of all communication with complainants, the result of any investigations, the action taken, whether or not the complainant is satisfied and how this level of satisfaction was determined.

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 the date of serving this notice.

Date by which compliance must be achieved: 14 August 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 Nursing 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.