

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Blair Mayne Residential Care Home (RQIA ID: 020364)	Name of Registered Person: Nicola Cooper
Address of Registered Establishment: 107 Dakota Avenue, Newtownards, BT23 4QX	
Issue Date: 18 June 2019	FTC Ref: FTC000052
Regulation not complied with: <i>The Residential Care 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 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 the unannounced inspection of 6 - 10 June 2019, concerns were identified regarding the sufficiency of staff to meet the needs of the residents at night given the layout of the building. There was evidence of a lack of effective managerial, monitoring and governance arrangements and oversight in the home. For example laundry equipment was evidenced to be blocking corridors and had the potential to compromise fire safety, and the garden shed was observed to be unsecured and contained various chemicals which posed a potential risk to resident's safety. There was a lack of protected managerial time available for the team leader to complete specific management responsibilities such as the management of care records. There was no evidence of how the training needs of residential care staff were being met in relation to the completion of specific documentation. There was no evidence of annual care reviews being completed.	

The Regulation 29 reports for the residential home were not wholly available for the inspection. Those that were reviewed indicated a lack of continuity in review and completion of action plans.

The process for the management of complaints was inadequate and failed to ensure that complaints were dealt with effectively. There were no records to evidence that a complaint recorded on the Regulation 29 visit in January 2019, had been appropriately managed or addressed.

Action required to comply with regulations:

The responsible person must ensure that they undertake a comprehensive review of staffing arrangements in the home to ensure that there are sufficient numbers of staff on both floors of the home at all times.

The responsible person must ensure that robust auditing systems are established to ensure effective managerial oversight in the home. This includes, but is not limited to, monitoring and audits of the home's environment, care records, fire safety procedures, laundry arrangements and the delivery of individual care.

The responsible person must ensure that those staff with additional administrative or managerial duties are given protected time to complete these tasks.

The responsible person must ensure that a social care model is developed and maintained within the residential setting and that care records are person centred and specific to residential care and the needs of individual residents.

The responsible person must ensure that training is provided for all residential care staff in the social care model of care, record keeping and care planning.

The responsible person must ensure that a robust system of monitoring and delivering annual resident care reviews is established.

The responsible person must ensure that the monthly monitoring reports completed in accordance with Regulation 29 of The Residential Care 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 records of all complaints are 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.....*John Nixon*.....**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
(Northern Ireland).***

***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.***