

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Brooklands Healthcare Londonderry (RQIA ID: 1176)	Name of Registered Person: Therese Elizabeth Conway
Address of Registered Establishment: 25 Northland Road, Londonderry, BT48 7NF	
Issue Date: 12 August 2019	FTC Ref: FTC000070
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> <i>Health and welfare of patients</i> <i>Regulation 13.—</i> <i>(1) The registered person shall ensure that the nursing home is conducted so as –</i> <i>(a) to promote and make proper provision for the nursing, health and welfare of patients;</i> <i>(b) to make proper provision for the nursing and where appropriate, treatment and supervision of patients</i>	
Specific failings to comply with regulations: During an unannounced inspection on 1 August 2019, significant concerns were identified in relation to multiple areas of governance in Brooklands Healthcare Londonderry including but not limited to: <ul style="list-style-type: none">• a lack of effective management of the home• deployment of staff• deficits in auditing arrangements• progress in relation to the area for improvement regarding activities provision• supervision of patients• deficits in care planning and supplementary care records• a lack of training on the new electronic care management system• supervision and appraisal• notification of notifiable events to RQIA in accordance with regulations	

Action required to comply with regulations:

The registered person must ensure that :

- at all times suitably qualified, competent and experienced persons are working at the nursing home in such numbers as are appropriate for the health and welfare of patients
- staff are provided with training appropriate to their roles and responsibilities, in relation to the completion of patient care records
- appropriate staff deployment is maintained to ensure patients' needs are met in a timely manner
- staff appraisal and supervision is implemented and sustained
- all patients have up to date, assessment of needs and individualised care plans in place to direct staff in the delivery of care
- supplementary care records such as food and fluid intake records and change of position records are reflective of care planning directions and are completed contemporaneously
- a robust governance system is established to quality assure patient care records
- RQIA is notified of all incidents/accidents occurring in the home in accordance with Regulation 30 of The Nursing Homes Regulations (Northern Ireland) 2005. This includes retrospective notification of events identified during the inspection on 1 August 2019.

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 October 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.

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FAILURE TO COMPLY NOTICE

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Address of Registered Establishment: 25 Northland Road, Londonderry, BT48 7NF	
Issue Date: 12 August 2019	FTC Ref: FTC000071
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> <i>Health and welfare of patients</i> <i>Regulation 13.—</i> <i>(4) Subject to paragraph (5), the registered person shall make suitable arrangements for the ordering, storage, stock control, recording, handling, safe keeping, safe administration and disposal of medicines used in or for the purposes of the nursing home to ensure that –</i> <i>(b) medicine which is prescribed is administered as prescribed to the patient for whom it is prescribed, and to no other patient; and</i> <i>(c) a written record is kept of the administration of any medicine to a patient.</i>	
Specific failings to comply with regulations: During an unannounced inspection on 1 August 2019 concerns were identified with medicines management. The four areas for improvement identified at the medicines management inspection on 17 September 2018 had not been addressed. In addition: <ul style="list-style-type: none">• The inspection identified omissions in the majority of medicine records sampled. A significant number of unexplained omissions were noted in the medicine administration records. These omissions had been identified by staff in the home but there had been no action taken to effectively address this issue. Receipt records and disposal records of medicines were also incomplete.• Improvement was required in the personal medication records. One patient had two personal medication records, the incorrect strength was documented for one medicine, not all entries had been verified by two registered nurses and some patient photographs were missing.• We found omissions in the records which related to the administration of nutrients and fluids through a PEG tube and were unable to verify whether the patient was getting the correct quantity of fluid each day.	

- We were concerned that two patients had no supply of common painkillers, one for eight days and the second for over two weeks. These patients had previously required these medicines to be administered routinely. These medicines are both readily available from local pharmacies so this lack of action is unacceptable.
- We noted that one patient had missed ten administrations of one medicine in the current medicine cycle which nurses had recorded as out of stock when it was available in the home.
- There was no evidence that these incidents had been reported to the manager, recognised as potential safeguarding issues or notifiable incidents which should be reported to RQIA. The registered nurses had also not recognised the potential effect of these omissions on patients.

Action required to comply with regulations:

The registered persons must ensure that:

- medicine administration records are fully and accurately completed.
- medicine receipt and disposal are fully and accurately recorded.
- personal medication records are fully and accurately completed.
- records of nutrients and fluids administered through a PEG tube are clearly recorded.
- systems are in place so that patients have a continuous supply of their prescribed medicines.
- systems are in place to ensure that RQIA is notified when prescribed medicines are not available for administration.
- robust auditing systems are developed and implemented which identify deficits in the management of medicines and produces an effective action plan. Audits must be completed regularly.

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 October 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)

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