

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Clanrye (RQIA ID: 1322)	Name of Registered Persons: Heather Margaret Leo
Address of Registered Establishment: 128 Glenarm Road, Larne, County Antrim, BT40 1DZ	
Issue Date: 7 July 2020	FTC Ref: FTC000101
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 inspection of 25 and 29 June 2020, inspectors were concerned regarding the lack of governance and management arrangements of the home. There was a lack of a robust system to regularly review the quality of care and other services provided by the home. This includes, but is not limited to, the oversight and management of the home's environment, infection prevention and control measures, management of falls, recording and reporting of accidents and incidents, care records and recruitment processes. Records evidenced that deficits in the governance systems had been identified in November 2019 through monthly monitoring audits. However, there was a lack of evidence to confirm that the home's management had made the necessary improvements to address these deficits in a timely manner.	

Action required to comply with regulations:

The registered person must ensure that:

- the manager carries on and manages the residential care home with sufficient care, competence and skill
- any person given the role of being in charge of the residential home is deemed competent and capable to do so
- a robust system of governance, including regular audits, is put in place to ensure that the quality of care and other services provided by the home are reviewed at regular intervals
- there is clear evidence that when deficits are identified through the audit process, an action plan is put in place to ensure the necessary improvements are made
- RQIA is provided with a comprehensive refurbishment plan detailing specific and realistic timescales for environmental improvement
- robust cleaning schedules for the home are implemented and monitored by management
- RQIA are provided with a copy of the action plan in place to address the infection prevention and control (IPC) deficits identified by NHSCT IPC team during their visit to the home on 17 June 2020, including timescales for improvement
- all staff working in the home can demonstrate their knowledge and skill of infection prevention and control measures commensurate with their role and function in the home
- the home's policy and procedure for the management of falls is reviewed and updated to reflect regional and local protocols and to guide and support staff. This includes actual and suspected head injuries
- the home's accident and incident records are clear, accurate and traceable
- RQIA are notified of any event occurring in the home in accordance with Regulation 30 of the Residential Care Homes Regulations (Northern Ireland) 2005
- the recruitment process is reviewed and managed in accordance with regulation to ensure the safety of residents
- records of the recruitment process for any staff member, recruited in the last five years, is available for inspection
- quality monitoring reports are completed in accordance with Regulation 29 of the Residential Care Homes Regulations (Northern Ireland) 2005 and forwarded to RQIA by the fourth day of each month.

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: 17 August 2020

Signed..........Director of Improvement

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.