

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY

FAILURE TO COMPLY NOTICE



Name of Registered Establishment or Agency: Colinvale Court	FTC Ref: FTC/NH/1074/2015-2016/01
Address of Registered Establishment or Agency: Glen Road, Belfast, BT11 8BU	
Name of Registered Person: Mr Raymond Liam Murphy	Issue Date: 14 September 2015
Regulation not complied with: The Nursing Homes Regulations (Northern Ireland) 2005 Regulation 10. -(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.	
Specific failings to comply with regulations: During an unannounced care inspection of Colinvale Court on 7 September 2015 issues were identified with regards to the management and governance arrangements in the home which were negatively impacting on the health and welfare of patients. A safeguarding investigation remains ongoing in relation to Colinvale Court. As a result of this investigation information in relation to the competency of a number of registered nursing staff was shared with RQIA by the commissioning trust. During the inspection on 7 September 2015 RQIA also identified issues in relation to the competency of staff and their ability to deliver safe and effective care. There was limited evidence that the registered nurses on duty recognised the needs of patients, were proactively addressing them or directing patient care. Registered nurses on duty failed to identify the needs of patients in relation to personal care, nutrition and hydration and wound care. The registered manager is not currently working in Colinvale Court and the acting manager confirmed her intention to return to her substantive post within the next two weeks. The registered person indicated that plans were underway to secure the appointment of a new manager on 21 September 2015. RQIA are concerned about the lack of governance and oversight arrangements in Colinvale Court.	

Action required to comply with regulations:

- The registered person must ensure that the management arrangements are immediately reviewed to ensure that staff are supervised and monitored and safe and effective care is being delivered to patients
- The registered person must inform the commissioning trust of any instances when the required level of competent nurse cover is not available including the actions being taken to address this situation
- The registered person must ensure that robust systems of governance and oversight are in place to promote and make proper provision for the nursing, health and welfare of patients.

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 receipt of this notice.

Date by which compliance must be achieved is 1 October 2015

Signed............... **Director of Regulation and Nursing**

This notice is made 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.

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY

FAILURE TO COMPLY NOTICE

Name of Registered Establishment or Agency: Colinvale Court	FTC Ref: FTC/NH/1074/2015-2016/02
Address of Registered Establishment or Agency: Glen Road, Belfast, BT11 8BU	
Name of Registered Person: Mr Raymond Liam Murphy	Issue Date: 14 September 2015
Regulation not complied with: The Nursing Homes Regulations (Northern Ireland) 2005 Regulation 12.-(1) The registered person shall provide treatment, and any other services to patients in accordance with the statement of purpose, and shall ensure that the treatment and other services provided to each patient – (a) meet his individual needs; (b) reflect current best practice;	
Specific failings to comply with regulations: During an unannounced care inspection of Colinvale Court on 7 September 2015 issues were identified with regards to the quality of nursing provision provided to patients in the home which were having a negative impact on patient care outcomes. Eleven out of 34 patients were being nursed in bed at the time of the inspection. The acting manager and staff confirmed that three of these patients were waiting for seating assessments by the Occupational Therapist (OT) from the commissioning trust. The rationale for other patients being nursed in bed varied. There was no evidence that referrals for seating assessments had been made or followed up. In one instance staff confirmed that one patient awaiting a seating assessment had been nursed in bed for a period of two months. Current best practice would indicate that nursing patients in bed for extended periods may be detrimental to their health and welfare. RQIA are concerned that referrals to allied health professionals were either not completed, carried out in a timely manner or followed up to ensure the needs of patients are being met. Concerns were also identified in relation to the condition of one patient. A review of the patient's care records confirmed that over recent weeks there were numerous changes to the patient's health. The changes in health were being	

managed individually and there was no evidence that staff recognised the overall deterioration in the patient's health. Nor was there evidence that appropriate onward referrals were being made.

The planned menu was not being followed. Catering staff confirmed that the planned menu was under review. However, records of food currently being served were not being retained in sufficient detail to confirm that the nutritional needs of patients were being met. Staff also confirmed that the menu review had not included consultation with nursing staff nor had reference been made to current best practice guidance in relation to menu planning in a nursing home setting. The menu choices for each day were not available. In addition there was no evidence of fluids being made available to patients outside of meal times and patients on a modified diet were not being offered food during the mid-morning snack.

Deficits in the standard of personal care for patients were identified. This included lack of attention to detail regarding nail care, hair care, mouth care, shaving and clothing choice.

Action required to comply with regulations:

- The registered person must ensure that an urgent care management review is requested for the four patients identified to staff during the inspection on 7 September 2015
- The registered person must ensure that referrals have been made to allied health professionals in a timely manner and appropriately followed up to ensure patients' needs are met
- The registered person must review the practice of patients being routinely nursed in bed
- The registered person must ensure that sufficiently detailed records are maintained of the food and fluid intake of each patient
- The registered person must ensure that the menu review is undertaken in consultation with the nursing and care staff and in line with best practice guidance
- The registered person must ensure that fluids are made available to all patients at all times
- The registered person must ensure that options for patients on a modified diet are available at all times including snack times
- The registered person must ensure that the menu choices for each day are made available to patients in a suitable format
- The registered person must ensure that the standard of personal care to patients is improved. Particular attention must be paid to nail care, hair care, mouth care, shaving and clothing choice.

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 receipt of this notice.

Date by which compliance must be achieved is 15 October 2015

Signed.......... Director of Regulation and Nursing

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THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY

FAILURE TO COMPLY NOTICE

Name of Registered Establishment or Agency: Colinvale Court	FTC Ref: FTC/NH/1074/2015-2016/03
Address of Registered Establishment or Agency: Glen Road, Belfast, BT11 8BU	
Name of Registered Person: Mr Raymond Liam Murphy	Issue Date: 14 September 2015
Regulation not complied with: The Nursing Homes Regulations (Northern Ireland) 2005 Regulation 13.-(1) The registered person shall ensure that the nursing home is conducted so as – (a) to promote and make proper provision for the nursing, health and welfare of patients; (b) to make proper provision for the nursing and where appropriate, treatment and supervision of patients.	
Specific failings to comply with regulations: During an unannounced care inspection of Colinvale Court on 7 September 2015 issues were identified in relation to care and treatment which were having a negative impact on the health and welfare of patients. A review of the care of two patients with wounds was undertaken and evidenced a number of concerns in relation to the management of wound care. Dressings in situ for both patients were observed to be in a poor condition. On reviewing the care records it was confirmed that both of the patients had been assessed by the commissioning trust tissue viability nurse specialist and care prescribed. However, there was a lack of evidence that the prescribed frequency of treatment regime was being followed. In addition records in relation to the wound care were being retained in three different locations making it difficult to ascertain when the wound care had been delivered. The records did not reflect either the current condition of the wounds at each dressing change or the condition of the dressings on a daily basis. There was no evidence of the multi-disciplinary decision making processes in relation to the use of restrictive practices including bed rails and pressure mats.	

A review of care records evidenced that risk assessments and care plans were either not in place, not sufficiently reviewed in response to the changing needs of patients or contained conflicting information.

Poor quality copies of risk assessments were also evident rendering these illegible. As a result of this, the reader was unable to determine the patients' assessed needs.

The folders of the patient care records examined were broken and required to be replaced. Poor archiving of information in the patient care records resulted in the files being overly cumbersome. RQIA are concerned that as a result of these issues nursing staff would be unable to establish the needs of patients to ensure delivery of safe and effective care.


RQIA are concerned that assessments of need, nursing care records, nursing interventions and instructions from allied health professionals were not completed and carried out in a timely manner to ensure the needs of patients are being met.

Action required to comply with regulations:

- The registered person must ensure that all patients with wounds have their treatment regimes carried out as prescribed
- The registered person must review the current system of retaining wound care records and ensure that all records in relation to wound care are retained in a central location
- The registered person must ensure that a record is kept of the condition of patient wounds at each dressing change
- The registered person must ensure that when the condition of the wound changes appropriate actions are taken in response
- The registered person must ensure that there is multi-disciplinary consultation for patients where restrictive practices are in use. Evidence of this consultation must be retained
- The registered person must ensure that all documentation in relation to patient care including risk assessments is legible and informs patient care delivery
- The registered person must ensure that risk assessments have been updated at least monthly or when the patients' condition changes and reflect the current needs of the patients
- The registered person must ensure that care plans have been updated at least monthly or when the patients' condition changes and reflect the current needs of the patients
- The registered person must ensure that the damaged care record folders are replaced
- The registered person must ensure that documents within care records are appropriately archived.

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 receipt of this notice.

Date by which compliance must be achieved is 15 October 2015

Signed.......... Director of Regulation and Nursing

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THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY

FAILURE TO COMPLY NOTICE

Name of Registered Establishment or Agency: Colinvale Court	FTC Ref: FTC/NH/1074/2015-2016/04
Address of Registered Establishment or Agency: Glen Road, Belfast, BT11 8BU	
Name of Registered Person: Mr Raymond Liam Murphy	Issue Date: 14 September 2015
Regulation not complied with: The Nursing Homes Regulations (Northern Ireland) 2005 Regulation 20.-(1) The registered person shall, having regard to the size of the nursing home, the statement of purpose and the number and needs of patients – (a) 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;	
Specific failings to comply with regulations: During an unannounced care inspection of Colinvale Court on 7 September 2015 a number of issues were identified with regards to the competency of the nursing staff working in the home. A safeguarding investigation remains ongoing in relation to Colinvale Court. As a result of this investigation information in relation to the competency of a number of registered nursing staff was shared with RQIA by the commissioning trust. During the inspection on 7 September 2015 RQIA also identified issues in relation to the competency of staff and their ability to deliver safe and effective care. There was limited evidence that the registered nurses on duty recognised the needs of patients, were proactively addressing them or directing patient care. Registered nurses on duty failed to identify the needs of patients in relation to personal care, nutrition and hydration and wound care. In one instance an inspector requested that a patient's wound dressing which was overdue and in a poor condition be renewed that day. The registered nurse advised that they may not have sufficient time during their shift to attend to this. There were three registered nurses on duty at the time. However, there was no evidence of team work or reallocation of duties to ensure that patient needs were met.	

Action required to comply with regulations:

- The registered person must monitor the performance of the registered nurses to ensure that safe and effective care is being delivered. Where deficits are identified action must be taken
- The registered person must ensure that when registered nurses are in charge of the home they are effectively leading and directing the care of patients
- The registered person must implement a system for effective teamwork and allocation of duties to ensure the needs of all patients are met in a timely manner.

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