

# THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY

## FAILURE TO COMPLY NOTICE

<b>Name of Registered Establishment or Agency:</b> Dunmurry Manor	<b>FTC Ref:</b> FTC/NH/12230/2016-17/03
<b>Address of Registered Establishment or Agency:</b> Rowan Drive, Seymour Hill, Dunmurry, BT17 9PX	
<b>Name of Registered Person:</b> Mr Nadarajah (Logan) Logeswaran	<b>Issue Date:</b> 26 October 2016
<b>Regulation not complied with:</b>  <b>The Nursing Homes Regulations (Northern Ireland) 2005</b>  <b>Regulation 20.- (1) (a)</b>  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 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;	
<b>Specific failings to comply with regulations:</b>  During an unannounced inspection on 17 and 18 October 2016 concerns were identified regarding the staffing arrangements for the home, and the impact of these arrangements on the delivery of patient care. These concerns had also been identified at the previous inspection of 22 to 24 June 2016.  The registered person failed to ensure that safe and effective care was being delivered due to insufficient staffing levels, skill mix, competency, and the experience of staff on duty. During the week preceding the inspection, it was evidenced that the staffing complement varied significantly between four to seven care staff on the day of the inspection. The minimum skill mix of 35% registered nurses and 65% care assistants had not been maintained in accordance with DHSSPS Care Standards for Nursing Homes 2015. The inconsistency of the staffing arrangements meant that staff were unable to provide care in an efficient manner and this had the potential to place patients at risk of harm.  The registered person failed to ensure that the deployment of staff was effective in meeting the needs of the patients. The impact on the delivery of safe and effective care was evident in the lack of quality of care experienced by patients. This included patients left sitting in the dining room for an inappropriately prolonged period after breakfast and lunch had concluded. The mid-morning tea and coffee service did not commence until 12.00 hours and the administration of morning medicines was only completing at 12.00 hours.	

The registered person failed to ensure that staff were appropriately trained and competent to meet the needs of the patients. On the day of the inspection staff competency deficits were evidenced in the following areas: the management of distressed reactions; dementia awareness and the dining experience; prevention and management of pressure ulcers and pressure relieving equipment; the management of pain, and the use of pain assessment tools.

**Action required to comply with regulations:**

The registered person must review the staffing arrangements at Dunmurry Manor to ensure that there is sufficient staff including skill mix to meet the needs of patients accommodated.

The registered person must ensure that staff are appropriately deployed on a daily basis to ensure that the needs of patients are met in a timely manner.

The registered person must ensure that staff are appropriately trained and competent, particularly in the following areas:

- the management of distressed reactions
- dementia awareness and the dining experience
- prevention and management of pressure ulcers and pressure relieving equipment
- the management of pain and use of pain assessment tools

Records of training and competency should be retained for inspection.

**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 4 January 2017**

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.***