

**THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)**

**FAILURE TO COMPLY NOTICE**

<b>Name of Registered Establishment:</b>  Glenmachan Tower House (RQIA ID: 1255)	<b>Name of Registered Person:</b>  Dr Albert Alan Stephens
<b>Address of Registered Establishment:</b>  13 Glenmachan Road, Belfast, BT4 2NL	
<b>Issue Date:</b> 04 May 2018	<b>FTC Ref:</b> FTC000002
<b>Regulation not complied with:</b>  <b><i>The Nursing Homes Regulations (Northern Ireland) 2005                  Regulation 12 (1)(a) and (b)</i></b>  <i>The registered person shall provide treatment, and other services to patients in accordance with the statement of purpose, and shall ensure that the treatment and other services provided to each patient –</i> (a) <i>meets his individual needs</i> (b) <i>reflects current best practice</i>	
<b>Specific failings to comply with regulations:</b>  During an unannounced inspection on the 25 April 2018, concerns were identified in relation to the delivery of safe and effective care to patients in Glenmachan Tower House, which included the following:  There was a lack of evidence to demonstrate that safe and effective care and treatment was being delivered and recorded, in regards to the management of wound care and the use of pressure relieving equipment.  Care records reviewed did not provide assurances that the wound management needs of individual patient's had been maintained in accordance with multi professional advice.  For one identified patient there were no care plans in place despite the patient having multiple wounds. For the same patient the renewal of dressings was not maintained in keeping with the directions of the Tissue Viability Nurse (TVN).  For a second patient the wound management care plan did not reflect the guidance from the Clinical Nurse Facilitator. There were two pressure ulcer assessment records on file; it was difficult to ascertain which was being followed. The main wound on the second patient did not have a wound assessment on file. As a consequence a risk of confusion was identified for staff as they tried to establish which wound the wound progress records related to.	

Care records examined did not evidence a systematic approach to the management of wound care including recording the use of pressure relieving equipment. Care records failed to evidence the type of pressure relieving equipment used or the setting at which the equipment should be set.

Registered nurses in Glenmachan Tower House had failed to ensure sufficient governance arrangements, which would ensure that pressure relieving equipment was being used appropriately to meet the patient's assessed needs.

**Action required to comply with regulations:**

- The registered person must ensure all patients with wounds and/or pressure damage have up to date care plans in place to direct staff in the provision of wound care.
- The registered person must ensure that an accurate record is maintained in relation to the number, type and status of wounds in the home.
- Individual patient records must reflect the wound care recommendations of the multi professional team.
- The registered person must ensure that all pressure relieving equipment used is appropriately set to meet the needs of each individual patient.
- The registered person must ensure that staff are provided with training relevant to their role and responsibilities in relation to; the management of wounds, prevention of pressure damage, the management of pressure relieving equipment and record keeping.
- The registered person must ensure sufficiently robust audit and governance systems are in place to quality assure the delivery of wound care.

**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: 04 July 2018**

Signed.....*Jane Canolly*.....*Ex* 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.***

# THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

## FAILURE TO COMPLY NOTICE

<b>Name of Registered Establishment:</b> Glenmachan Tower House (RQIA ID: 1255)		<b>Name of Registered Person:</b> Dr Albert Alan Stephens	
<b>Address of Registered Establishment:</b> 13 Glenmachan Road, Belfast, BT4 2NL			
<b>Issue Date:</b> 4 May 2018		<b>Extended From:</b> 4 July 2018	
<b>FTC Ref:</b> FTC000002E1			
<b>Regulation not complied with:</b>  <b><i>The Nursing Homes Regulations (Northern Ireland) 2005 Regulation 12 (1)(a) and (b)</i></b>  <i>The registered person shall provide treatment, and other services to patients in accordance with the statement of purpose, and shall ensure that the treatment and other services provided to each patient –</i> <i>(a) meets his individual needs</i> <i>(b) reflects current best practice</i>			
<b>Specific failings to comply with regulations:</b>  During an unannounced inspection on the 25 April 2018, concerns were identified in relation to the delivery of safe and effective care to patients in Glenmachan Tower House, which included the following:  There was a lack of evidence to demonstrate that safe and effective care and treatment was being delivered and recorded, in regards to the management of wound care and the use of pressure relieving equipment.  Care records reviewed did not provide assurances that the wound management needs of individual patient's had been maintained in accordance with multi professional advice.  For one identified patient there were no care plans in place despite the patient having multiple wounds. For the same patient the renewal of dressings was not maintained in keeping with the directions of the Tissue Viability Nurse (TVN).  For a second patient the wound management care plan did not reflect the guidance from the Clinical Nurse Facilitator. There were two pressure ulcer assessment records on file; it was difficult to ascertain which was being followed. The main wound on the second patient did not have a wound assessment on file. As a consequence a risk of confusion was identified for staff as they tried to establish which wound the wound progress records related to.			

Care records examined did not evidence a systematic approach to the management of wound care including recording the use of pressure relieving equipment. Care records failed to evidence the type of pressure relieving equipment used or the setting at which the equipment should be set.

Registered nurses in Glenmachan Tower House had failed to ensure sufficient governance arrangements, which would ensure that pressure relieving equipment was being used appropriately to meet the patient's assessed needs.

**Action required to comply with regulations:**

- The registered person must ensure all patients with wounds and/or pressure damage have up to date care plans in place to direct staff in the provision of wound care.
- The registered person must ensure that an accurate record is maintained in relation to the number, type and status of wounds in the home.
- Individual patient records must reflect the wound care recommendations of the multi professional team.
- The registered person must ensure that all pressure relieving equipment used is appropriately set to meet the needs of each individual patient.
- The registered person must ensure that staff are provided with training relevant to their role and responsibilities in relation to; the management of wounds, prevention of pressure damage, the management of pressure relieving equipment and record keeping.
- The registered person must ensure sufficiently robust audit and governance systems are in place to quality assure the delivery of wound care.

**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 serving of the original notice issued to you on the above date.**

**Date by which compliance must be achieved: 4 August 2018**

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.***