

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY

FAILURE TO COMPLY NOTICE

Name of Registered Establishment or Agency: The Graan Abbey (1215)	FTC Ref: FTC/NH/1215/2015-16/01
Address of Registered Establishment or Agency: Derrygonnelly Road Enniskillen BT74 5PB	
Name of Registered Person: Mrs Carol Kelly Carewell Homes Ltd	Issue Date: 16 June 2015
Regulation not complied with: The Nursing Homes Regulations (Northern Ireland) 2005 Regulation 14 (5) The registered person shall ensure that no patient is subject to restraint unless restraint of the kind employed is the only practicable means of securing the welfare of that or any other patient and there are exceptional circumstances.	
Specific failings to comply with regulations: A care inspection conducted on 13 April 2015 identified concerns regarding the management of restrictive practices within the home. These concerns were discussed with the registered person and manager at a serious concerns meeting in RQIA on 24 April 2015. A further care inspection undertaken on 04 June 2015 continued to identify ongoing concerns in relation to the management of restrictive practices. It was concerning to note that the improvements necessary to ensure full compliance with the required regulation from the previous inspection had not been actioned. The use of restrictive practices was observed throughout all units within the home; however, this was particularly evidenced in Cloisters unit. Within Cloisters unit, a high number of pressure alarm mats and over bed tables were observed in use for patients seated in their bedrooms for the duration of the morning (9:30am - 12:00 midday). Two patients were observed under bedclothes in bed, dressed in their day clothing. Registered nursing and care staff advised that this practice was to keep patients safe and comfortable until they were transferred to the lounge or dining room as staff did not have time to transfer patients prior to 11:30am. Care records for patients using any equipment which restricts freedom of movement, for example, pressure/sensor mats were not robust. There was no evidence that the use of restrictive practice had involved consultation with the multidisciplinary team prior to it being used as outlined in best practice. There was no evidence to support that patient's and/or their representatives had been consulted in relation to the use of restrictive practice.	

Recommendations outlined in care management reviews regarding the care of patients, were not implemented and could have a direct impact on patient safety and independence.

There was limited evidence of the effective promotion of nursing care, which includes robust systems for reviewing, at appropriate intervals, the quality of nursing and other services provided by the home. The lack of governance/management arrangements in the home is concerning, regarding the use of restrictive practices.

Actions required to comply with regulation:

- The registered person must ensure that the use of restrictive practice in the home is in accordance with best practice guidance
- The registered person must ensure that individualised care plans are in place which meet the assessed needs of the patient in regards to restrictive practice
- The registered person must ensure that care plans are maintained with sufficient accurate details to direct staff regarding the use of any restrictive practice
- The registered person must ensure that where care recommendations are made by the multidisciplinary team, these should be implemented and adhered to, to ensure patient welfare and safety
- The registered person must ensure that patients and/or their representatives have been consulted in relation to the use of restrictive practice and records are available to evidence this consultation
- The registered person must review staffing levels and the deployment of staff in each individual unit within the home to ensure that the needs of patients are fully met
- The registered person must review the current governance/management arrangements in the home to ensure the effective and safe delivery of care to patients and the supervision of staff
- The registered person must ensure that all staff working in the home have undertaken training in restraint/restrictive practice and a record of any training undertaken is retained and ensure that learning is embedded into practice
- The registered person must ensure there is an effective system in place to review the management of restrictive practice. A record of any evaluation or audit undertaken must be retained and any deficits identified must be fully actioned.

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 by 18 August 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.