

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Greenhaw Lodge Care Centre (RQIA ID: 1180)	Name of Registered Person: Mr Christopher Walsh
Address of Registered Establishment: 42 Racecourse Road, Londonderry, BT48 8DA	
Issue Date: 5 March 2020	FTC Ref: FTC000089
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> Registered person: general requirements <i>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.</i>	
Specific failings to comply with regulations: The inspection on 25 February 2020 identified concerns regarding the overall governance arrangements and medicines management within the home. Due to ineffective audit processes there was a failure to identify issues and drive improvement in relation to the management of medicines. We found that some patients had not received their medicines as prescribed which is essential to ensure that their health and welfare is not being compromised. The monthly monitoring reports completed under Regulation 29 had not highlighted shortfalls in the management of medicines. Mr Walsh advised during the inspection that the reports did not evidence the concerns raised by RQIA during this inspection.	
Action required to comply with regulations: <ul style="list-style-type: none">• Systems must be implemented which identify that patients do not have the required supply of their prescribed medicines and registered nurses must highlight these to management.• Robust auditing systems must be implemented to quality assure the management of medicines.	

- The monthly monitoring reports must be completed in accordance with Regulation 29 of the Nursing Homes Regulations (Northern Ireland) 2005, and contain clear, time-bound action plans, detailing all areas of improvement required. The completed Regulation 29 report must be shared with the manager and the senior management team to ensure that the required improvements are made in a timely way.
- Regulation 29 reports must be completed every two weeks and submitted to RQIA within five working days of completion.

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: 30 April 2020

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.

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Issue Date: 5 March 2020	FTC Ref: FTC000090
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> <i>Health and welfare of patients</i> <i>13.—(4) Subject to paragraph (5), the registered person shall make suitable arrangements for the ordering, storage, stock control, recording, handling, safe keeping, safe administration and disposal of medicines used in or for the purposes of the nursing home to ensure that –</i> <i>(a) any medicine which is kept in a nursing home is stored in a secure place; and</i> <i>(b) medicine which is prescribed is administered as prescribed to the patient for whom it is prescribed, and to no other patient; and</i> <i>(c) a written record is kept of the administration of any medicine to a patient.</i>	
Specific failings to comply with regulations: <ul style="list-style-type: none">• During the inspection on 25 February it was noted that 15 out of 20 patients sampled had been without one or more doses of their prescribed medicines within the last 28 days.• The registered nurses had not recognised that medicines not being available for administration had the potential to adversely affect patient care.• There was evidence that one patient's medicine had been used for another patient as they had no supply of their own.• There were large overstocks of medicines evidencing poor stock control.• There was evidence that the medicines administration records were not completed accurately.• The medicines overstock cupboards were unlocked, very disorganised and the treatment room required cleaning.	
Action required to comply with regulations: <ul style="list-style-type: none">• A robust auditing process must be developed and implemented for medicines	

management.

- Systems must be implemented to ensure that patients have a continuous supply of their prescribed medicines.
- Registered nurses must ensure that when a patient misses a dose of their medicines due to insufficient stock, they inform the registered manager and the incident is reported to RQIA .
- Registered nurses should ensure medicines are required prior to requesting a further supply from the prescriber.
- Medicines must be administered in strict accordance with the prescribers' instructions and from the patient's own supply.
- Medicine administration records must be completed accurately and kept updated.
- Medicines storage areas must be secure, clean and organised.
- Further training and competency assessment on the management of medicines must be is completed for all staff with responsibility for managing medicines.

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