

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Greenpark Private Nursing Home (RQIA ID: 1486)	Name of Registered Person: Mr Damien Gribben
Address of Registered Establishment: 15 Keady Road, Armagh, BT60 4AA	
Issue Date: 26 May 2021	FTC Ref: FTC000147
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> <i>Registered person: general requirements</i> <i>Regulation 10.—</i> <i>(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: During the unannounced medicines management inspection on 17 May 2021 concerns were identified regarding the lack of robust managerial oversight and governance arrangements within the home as follows: <ul style="list-style-type: none">• No arrangements to audit medicines management within the home.• No formal staff induction and competency assessment to ensure staff managing medicines were deemed competent to do so.• No processes in place to ensure staff received ongoing medicines management training where this formed part of their role.• Lack of managerial awareness of monthly monitoring visits of the home.• Given no robust audit process in place, no medication incidents had been identified or reported to RQIA. The manager and staff were unaware of the nature of incidents that were required to be reported to RQIA.	

Action required to comply with regulations:

The registered person must ensure that:

1. A robust system of audit and review is implemented, that encompasses all aspects of the management of medicines to ensure that there are safe systems in place.
2. When a deficit is identified through the audit process, there is a quality improvement plan in place that evidences:
 - The action(s) that have been put in place to prevent reoccurrence of the deficit in the short, medium and long term
 - The action(s) that have been implemented to assure the necessary improvements are made and sustained across the home.
3. A comprehensive review of training and competency of all staff that have responsibility for managing medicines is undertaken. Any concerns in relation to knowledge, skills or practical application must be identified and a plan for quality improvement in place.
4. A robust induction process is put in place for new staff members involved in the management of medicines.
5. A comprehensive review of managerial arrangements and who has responsibility for managing medicines is completed. The review should conclude who has the responsibility for audit, monitoring and governance of medicines and who will drive improvement when deficits or concerns are identified.
6. An effective, comprehensive and meaningful quality monitoring report is completed fortnightly which reviews and monitors progress with the actions specified in Failure to Comply Notices FTC000147 and FTC000148. Where progress is still required, the quality monitoring report must evidence:
 - The monitoring officer's escalation of deficits and concerns
 - An impact assessment of concerns on safe care and patients welfare
 - The improvement plan that assures patients safety and welfare is protected.
7. The quality monitoring report is forwarded to RQIA, on a fortnightly basis until further notice. The reports should be emailed to Philip Lowry, Pharmacist Inspector, Philip.Lowry@RQIA.org.uk.
8. An enhanced action plan to address the issues identified is submitted to RQIA by 4 June 2021.

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: 20 July 2021

Karen Harvey

Signed.....
Interim Director and Professional Advisor for Social Work/Project Lead 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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FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Greenpark Private Nursing Home (RQIA ID: 1486)	Name of Registered Person: Mr Damien Gribben
Address of Registered Establishment: 15 Keady Road, Armagh, BT60 4AA	
Issue Date: 26 May 2021	FTC Ref: FTC000148
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> <i>Health and welfare of patients</i> <i>Regulation 13.—</i> <i>(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: During the unannounced medicines management inspection on 17 May 2021, concerns were identified in relation to the management of medicines, specifically: <ul style="list-style-type: none">• Safe systems were not in place that ensured patients received their medicines as prescribed including injections, bisphosphonates, analgesic patches and anti-epileptic medicines.• Four out of stock medicines were not followed up promptly to ensure a continuous supply of patient's medications leading to missed doses which has the potential to affect the health and well-being of patients.• Audit discrepancies noted during the inspection showed that medicines had been signed as administered when they had been omitted.	

- Records of receipt of medicines were not fully and accurately completed.
- The date of opening of medicines was not consistently recorded meaning that some medicines could not be audited to show that they had been administered as prescribed.
- Staff administering a controlled drug had recorded the amount administered to the patient in the controlled drugs record book; however there was no record of the amount from the ampoule which was discarded after administration.
- In a number of instances where medicines were not administered due to out of stocks, omissions, refusals etc. the reason for omission was not consistently documented and the entry had not been initialled by the nurse on duty.

Action required to comply with regulations:

The registered person must ensure that:

1. Safe systems are implemented to ensure patients have a supply of their currently prescribed medicines.
2. Medicines are administered as prescribed.
3. Complete and contemporaneous records of the administration of medicines are completed, including controlled drugs.
4. Records of receipt of medicines are completed fully and accurately. The date of opening of medicines should be documented to facilitate auditing of medicines.

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Karen Harvey

**Signed.....
Interim Director and Professional Advisor for Social Work/Project Lead Assurance**

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