

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

<b>Name of Registered Establishment:</b> Hawthorn House (RQIA ID: 1257)	<b>Name of Registered Person:</b> Dr Maureen Claire Royston
<b>Address of Registered Establishment:</b>  16 –16a Hawthornden Road Belfast BT4 3JU	
<b>Issue Date:</b> 11 July 2018	<b>FTC Ref:</b> FTC000011
<b>Regulation not complied with:</b>  <b>The Nursing Homes Regulations (Northern Ireland) 2005</b> <b>Regulation 20.- (1) (a)</b>  <i>(1) The registered person shall, having regard to the size of the nursing home, the statement of purpose and the number and needs of patients –</i> <i>(a) ensure that at 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;</i>	
<b>Specific failings to comply with regulations:</b>  During an unannounced inspection on 5 July 2018 concerns were identified in relation to the delivery of safe and effective care to patients in Hawthorn House.  Discussion with the manager and staff, in addition to observation of care delivery to patients, evidenced that staffing arrangements were not appropriate to meet the needs of patients. This particularly concerned the care of patients with diabetes and those requiring oxygen therapy. Staff on duty reported feeling under significant pressure specifically on days whenever one nurse was on duty with the support of a Care Home Assistant Practitioner (CHAP). It was observed that nursing oversight of the CHAP on duty was limited despite the CHAP managing a number of dependent patients and facilitating three multiprofessional visits on the morning of the inspection.  Despite concerns being escalated to the manager the concerns were not effectively addressed.  There was limited evidence of formal supervision and appraisal of staff.	

**Action required to comply with regulations:**

- The registered person shall ensure that at all times staff are rostered in sufficient numbers with the required skill mix to meet the assessed needs of patients.
- The registered person shall ensure that nursing staff delegate tasks and duties to care staff that is within their scope of competence while ensuring that the delegated task has been carried out to the required standard.
- The registered person shall ensure that any deficits in relation to staff knowledge and competence in relation to the care of patients with diabetes and those in need of oxygen therapy are addressed through training and/or supervision, commensurate with their roles and responsibilities.
- The registered person shall ensure that the manager has oversight of the care delivery to patients and there is evidence that any concerns are addressed promptly.
- The registered person shall ensure that a schedule is in place to ensure that all staff receives formal supervision and appraisal.

**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: 22 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.***

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<b>Address of Registered Establishment:</b> 16 –16a Hawthornden Road, Belfast, BT4 3JU			
<b>Issue Date:</b> 11 July 2018		<b>Extended From:</b> 22 August 2018	
<b>FTC Ref:</b> FTC000012E			
<b>Regulation not complied with:</b>  <b><i>The Nursing Homes Regulations (Northern Ireland) 2005 Regulation 13 –</i></b>  <b><i>(1) The registered person shall ensure that the nursing home is conducted so as –</i></b> <b><i>(a) to promote and make proper provision for the nursing, health and welfare of patients;</i></b> <b><i>(b) to make proper provision for the nursing and where appropriate, treatment and supervision of patients.</i></b>			
<b>Specific failings to comply with regulations:</b>  During an unannounced inspection on 5 July 2018 concerns were identified in relation to the delivery of safe and effective care to patients in Hawthorn House.  Discussion with the manager, registered nurse and care staff in addition to a review of care and medicine records, evidenced that there were delays in the administration of diabetic medication to one insulin controlled diabetic patient and one tablet controlled diabetic patient. It was further noted that medicine records for these patients had not been completed in an accurate and contemporaneous manner by the registered nurse. Misleading information concerning one patient's blood glucose reading was provided by care staff. The elevated blood sugar of one patient was not managed in a timely and effective manner by the registered nurse. It was also found that communication between nursing and care staff on duty in regards to the care of these two patients was ineffective and/or contradictory.  It was further evidenced that care delivery to one patient receiving oxygen therapy was managed ineffectively by staff. This had the potential to impact the welfare of the patient.			

Communication between nursing and care staff in regards to the oxygen management of this patient, including collaboration with the multiprofessional team, was found to be inadequate.

This resulted in nursing staff having an inaccurate understanding of the patient's care needs. Care records reviewed were not reflective of the needs of these patients. Audits of patients' care records were insufficiently robust as they had not identified the deficits found at the inspection.

Discussion with the manager and registered nurse on duty throughout the inspection failed to provide assurance that identified deficits in regards to care delivery were being addressed in an appropriate and timely manner.

**Action required to comply with regulations:**

- The registered person shall ensure that diabetic medications are administered in a timely manner and recorded in an accurately and contemporaneously in the care and medicines records.
- The registered person shall ensure that blood glucose readings are completed in a timely manner and documented accurately and contemporaneously.
- The registered person shall ensure that all patients requiring diabetic management have person centred care plans in place to direct their care and that these are reflective of their current needs.
- The registered person shall ensure that oxygen therapy is administered safely and effectively.
- The registered person shall ensure that all patients requiring oxygen therapy have holistic, person centred care plans in place to direct their care and that these are reflective of their current needs.
- The registered person shall ensure that the staff team communicate effectively to meet the assessed care needs of patients.
- The registered person shall ensure that nursing staff liaise promptly with the multidisciplinary team when required and take appropriate and timely action in response.
- The registered person shall ensure that a system is in place to audit patients' care records and that these are completed effectively in order to quality assure care delivery to patients.

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**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: 21 September 2018**

Signed.....*Thomas Nixon*..... **Director of Assurance**

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