

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Knockmoyle Lodge (1208)	Name of Registered Person: Mrs Linda Florence Beckett
Address of Registered Establishment: 29 Knockmoyle Road, Omagh, BT77 7TB	
Issue Date: 20 August 2019	FTC Ref: FTC000075
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>(1) The registered person shall ensure that the nursing home is conducted so as –</i> <i>(a) to promote and make proper provision for the nursing, health and welfare of patients;</i> <i>(b) to make proper provision for the nursing and where appropriate, treatment and supervision of patients</i>	
Specific failings to comply with regulations: During an unannounced inspection on 8 August 2019, significant concerns were identified in relation to the health and welfare of patients in Knockmoyle Lodge including but not limited to: Care records maintained were insufficiently detailed to direct staff in the provision of appropriate care delivery. This included wound care records which were not maintained in accordance with the prescribed plan of care. Repositioning records were not appropriately recorded in respect of absence of directions and directions not being followed in some instances, potentially placing patients at risk. Head injury observations were not carried out on patients post fall as per NICE guidelines. Twelve patients were observed to be up, washed and dressed at 08.15 hours with no recorded information in care records to determine if this was a lifestyle choice by patients or to facilitate the needs of staff. Patients were observed to be seated in the dining area during the morning period for an excessive period, waiting on medication to be administered.	

There was poor management of risks for patients, and identified toiletries were not stored in a secure environment and were easily accessible to patients with dementia. Fluid thickening agents were inappropriately stored within patient bedrooms and dayrooms.

Action required to comply with regulations:

The registered person must ensure that:

- head injury observations are maintained on patients with a potential or actual head injury as per NICE guidelines
- all patients have up to date, assessment of needs and individualised care plans in place to direct staff in the delivery of wound care
- supplementary care records such as change of position records are reflective of care planning directions and are completed contemporaneously
- appropriate staff deployment is maintained to ensure patients' needs are met in a timely manner
- where patients chose to rise early a record of their lifestyle choice is recorded within the daily progress notes and care records
- patients receive care that is person centred and not to facilitate the daily operational systems within the home
- toiletries and chemicals hazardous to health are stored in a secure location
- food thickening agents are appropriately stored.

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: 17 October 2019

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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FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Knockmoyle Lodge (1208)	Name of Registered Person: Mrs Linda Florence Beckett
Address of Registered Establishment: 29 Knockmoyle Road, Omagh, BT77 7TB	
Issue Date: 20 August 2019	FTC Ref: FTC000076
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> <i>Registered person: general requirements</i> <i>Regulation 10. — (1)</i> <i>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 previous inspection of 4 December 2018, a number of areas for improvement were identified. Despite assurances provided on the return of the quality improvement plan and the completion of the monthly monitoring visits, the governance and leadership in Knockmoyle Lodge has failed to make or sustain the required improvements. There has been insufficient regard for the management of quality assurance audits and as a consequence the health and welfare of the patients is significantly compromised. The failures in leadership also include the day to day management of the home, the deployment of staff to ensure that patient needs are met in an appropriate time and manner, and that potential risks to patients' health and welfare are identified and minimised where possible.	
Action required to comply with regulations: The registered person must ensure that: <ul style="list-style-type: none">• robust auditing systems are established in relation to care records, infection prevention and control (IPC), restraint, post falls, control of substances hazardous to health (COSHH), wound care and medicine administration• a system is established for the management of competency and capability	

assessments for all registered nurses in respect of their ability to take charge of the home in the absence of the manager. This should include the date for next review

- a system is established for the management of medicine competency assessments for all registered nurses. This should include the date for next review
- a system is established for the management of all staff supervisions and should include when completed, frequency of review and proposed dates for future compliance
- a system is established for the management of staff annual appraisals with a record of dates completed and when next due
- staff are deployed in sufficient numbers to ensure that patient needs are met in an appropriate time and manner
- the keypad for securing the dining room is removed/disabled to ensure that patients can move freely around the home
- a copy of the quality monitoring reports completed in accordance with Reg 29 of the Nursing Homes, Regulations (Northern Ireland) 2005, is submitted on a fortnightly basis to RQIA until further notice.

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: 17 October 2019

Signed...............**Director of Assurance**

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Name of Registered Establishment: Knockmoyle Lodge (1208)	Name of Registered Person: Mrs Linda Florence Beckett
Address of Registered Establishment: 29 Knockmoyle Road, Omagh, BT77 7TB	
Issue Date: 20 August 2019	FTC Ref: FTC000078
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> <i>Regulation 20.—(1)</i> <i>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> <i>(c) ensure that the persons employed by the registered person to work at the nursing home receive –</i> <i>(i) appraisal, mandatory training and other training appropriate to the work they are to perform.</i>	
Specific failings to comply with regulations: During an unannounced inspection on 8 August 2019, the following deficits were identified: Registered nursing staff were not appropriately trained to meet the needs of patients. This was specifically in regards to the management of patient care records, infection prevention and control (IPC), the use of restraint, medicine administration, wound care and the requirements of NICE guidelines when recording head injury. Registered nurses had not completed a competency and capability assessment in respect of their ability to take charge of the home in the absence of the manager. Medicine management competencies for registered nursing staff had not been reviewed or updated since December 2017. Staff supervision for all staff had not been completed in accordance with DHSSPS Care Standards for Nursing Homes 2015 since June 2018. Annual staff appraisals have not been appropriately maintained.	

Action required to comply with regulations:

The registered person must ensure that:

- staff are provided with training appropriate to their roles and responsibilities, in relation to the management/completion of patient care records, infection prevention and control (IPC), the use of restraint, medicine administration and wound care
- competency and capability assessments are completed with all registered nurses in respect of their ability to take charge of the home in the absence of the manager
- medicine competency is completed with all registered nurses
- staff supervision is commenced on all staff in accordance with DHSSPS Care Standards for Nursing Homes 2015 with a record of dates completed
- annual appraisals are commenced for all staff with a record of dates completed.

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: 17 October 2019

Signed...............Director of Assurance

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