

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment Owen Mor Care Centre (RQIA ID: 020001)	Name of Registered Person: Dr Una McDonald (Acting)
Address of Registered Establishment or Agency: 167 Culmore Road Londonderry BT48 8JH	
Issue Date: 15 May 2019	FTC Ref: FTC000035
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> Registered person: general requirements <i>Regulation 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 unannounced medicines management inspection undertaken on 2 May 2019 raised concerns regarding the overall governance arrangements and medicines management within the home. We found evidence that a number of audits of medicines were undertaken but these were not robust in identifying shortfalls in the management of medicines. We found that identified patients had not received their medicines as prescribed. This is essential to ensure that their health and welfare is not being compromised and the care practices are safe. During the unannounced care inspection undertaken on 5 May 2019, we identified deficits in the oversight, monitoring and governance arrangements in the home. Due to ineffective audit processes there was a failure to drive improvement resulting in a lack of compliance with the quality improvement plan (QIP) following the care inspection on 26 November 2018. The monthly monitoring reports provided to RQIA, by the manager, did not evidence that the home had identified appropriately the concerns raised by RQIA during this inspection.	
Action required to comply with regulations: The acting registered person must ensure that: <ul style="list-style-type: none">• Systems are in place to advise management when patients do not have a supply of their prescribed medicines.• The manager delivers services effectively on a day-to-day basis in accordance with legislative requirements.	

- Robust auditing systems are put in place to quality assure the delivery of nursing and other services provided. This includes, but is not limited to audits of wounds, patient care records, patient weights, accidents and incidents and infection prevention and control audits.
- The monthly monitoring reports, are 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 should be shared with the manager and the senior management team to ensure that the required improvements are made.

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: 26 June 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: Owen Mor Care Centre RQIA ID: (020001)	Name of Registered Person: Dr Una McDonald (Acting)
Address of Registered Establishment: 167 Culmore Road Londonderry, BT48 8JH	
Issue Date: 15 May 2019	FTC Ref: FTC000036
Regulation not complied with: Health and Welfare Regulation 13. - (1) (a) (b) <i>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: RQIA identified on inspection on 26 November 2018 deficits with regard to the management of falls, medicines, notification of incidents to RQIA and management of the home's environment regarding infection prevention and control. During the inspection on the 5 May 2019 we evidenced that a number of care records did not accurately reflect the care needs of patients and contained conflicting information which had the potential to compromise the delivery of safe and effective care. This related particularly to the management of falls, bed rails, enteral feeding, weights/nutrition and wounds/pressure ulceration. Due to deficits in record keeping there was no accurate overview of the number and type of wounds occurring in the nursing home or of patients' weights. We raised concerns regarding infection prevention and control measures and the practices (IPC) of staff and the management of substances hazardous to health (COSHH). We directed staff to ensure these concerns were managed safely. There was a failure to notify RQIA of incidents in accordance with regulations.	

Action required to comply with regulations:

The acting registered person must ensure that:

- Patients care records accurately reflect their assessed needs and are kept under review.
- Falls are managed in accordance with best practice, regional guidelines and protocols.
- An accurate record of falls occurring in the home is maintained.
- Bed rails are managed in accordance with the patients care plan and these are kept under review.
- Care records for any patient requiring enteral feeding must demonstrate clearly and accurately the feeding regime.
- The daily records regarding 24 hour intake is recorded accurately and consistently.
- Patients' weights are monitored on at least a monthly basis and action taken where deficits are identified.
- Staff are able to demonstrate their knowledge in relation to best practice in modification of food and fluids.
- Staff adhere to best practice in relation to infection prevention and control.
- The environment is managed to ensure compliance with COSHH regulations.
- Any patient with a wound and/or pressure ulceration has an up to date care plan in place to direct staff in the provision of wound care.
- Individual patient records must reflect the wound care recommendations of the multi professional team.
- Accurate records are maintained in relation to the number, type and status of wounds in the home.
- RQIA is notified of all incidents/accidents occurring in the home in accordance with Regulation 30 of The Nursing Homes Regulations (Northern Ireland) 2005.

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Date by which compliance must be achieved: 26 June 2019

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

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FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Owen Mor Care Centre (RQIA ID: 020001)	Name of Registered Person: Dr Una Mc Donald (Acting)
Address of Registered Establishment: 167 Culmore Road, Londonderry, BT48 8JH	
Issue Date: 15 May 2019	FTC Ref: FTC000039
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> Health and welfare of patients <i>Regulation 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>(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: The findings from the medicines management inspection on 2 May 2019 evidenced that robust systems were not in place for the safe management of medicines. Four of the five areas for improvement identified at the last medicines management inspection had not been effectively addressed. These were in relation to the stock control of medicines, the management of controlled drugs, the administration of medicines and reporting of medicine related incidents. The issues identified have the potential to compromise the health and welfare of the patient. There continued to be instances where patients did not have a continuous supply of their medicines and these had not been reported to the manager or RQIA as a notifiable incident. One patient had not received nine doses of one prescribed medicine between 25 February and 1 March 2019 and six doses of another	

medicine between 17 April and 18 April 2019. Another patient had not received two doses of their prescribed medicine between 1 May 2019 and 2 May 2019.

In a further sample of medicines reviewed, we also found a number of discrepancies in the administration of identified patients' medicines, indicating that the patients had not received their prescribed doses of medicines. No explanation had been documented in relation to omissions.

There was poor management of eye preparations. Four containers of eye drops which were out of date but remained in current use. Two eye preparations were being stored at the wrong temperature which had the potential to change their effectiveness.

We examined the records regarding controlled drugs and found two examples of missing entries. Records of disposal were not evidenced for all discontinued controlled drugs.

Medicine administration records were not being fully and accurately maintained. We were not assured that patients were getting their medicines as prescribed due to the deficits in record keeping.

There was no evidence of an effective auditing process for medicines management.

Action required to comply with regulations:

The acting registered person must ensure that:

- Systems are in place so that patients have a continuous supply of their prescribed medicines.
- Where patients have no supply of their prescribed medicines registered nurses recognise the need to report this as a notifiable incident.
- Patients are administered their medicines in strict accordance with the prescribers' instructions.
- Any ongoing non-administration of a medicine is reported to the prescriber.
- Robust arrangements are in place for the management of eye preparations.
- Controlled drugs records are fully and accurately maintained.
- Medicine administration records are fully and accurately maintained.
- A robust auditing process is developed and implemented for medicines management.

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Date by which compliance must be achieved: 26 June 2019

Signed.....*Sharon Nixon*.....Director of Assurance

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Name of Registered Establishment: Owen Mor Care Centre (RQIA ID: 020001)	Name of Registered Person: Dr Una Mc Donald (Acting)
Address of Registered Establishment: 167 Culmore Road, Londonderry, BT48 8JH	
Issue Date: 15 May 2019	FTC Ref: FTC000040
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> <i>Staffing</i> <i>Regulation 20.—(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>	
Specific failings to comply with regulations: The outcomes of the medicines management inspection undertaken on 2 May 2019 and care inspection on 5 May 2019 raised concerns regarding staff knowledge and understanding of their professional responsibility and accountability. Staff advised that a patient had been woken to be administered a sleep inducing medicine and one other medicine. This demonstrated a limited understanding by staff of the patient's needs. There was evidence that the registered nurses were not following the policies and procedures in relation to all aspects of the management of medicines in the home. A number of nursing and care staff were unable to demonstrate their knowledge and skills regarding the definition and description of pressure ulcers. We found that competency and capability assessments of nursing staff, particularly nurses who took charge of the nursing home in the absence of the manager, had not been reviewed since September 2018.	

Action required to comply with regulations:

The acting registered person must ensure that:

- registered nurses are able to demonstrate their knowledge and safe practice in relation management of medicines.
- registered nurses are deemed competent and capable for the job they are employed to undertake in the nursing home.
- registered nurses and care staff are provided with training in relation to their roles and responsibilities in relation to the safe and effective management of wounds and pressure ulcers.
- Registered nurses can describe accurately the position and grading of pressure ulcers using professional anatomical terms and the nationally recognised pressure ulcer grading system (EUPAP).
- The effect of the training provided is evaluated to assure that the necessary improvements have been made.

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