

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Rockfield Care Home (RQIA ID: 1496)		Name of Registered Person: Briege Agnes Kelly	
Address of Registered Establishment or Agency: Windmill Road, Newry, BT34 2QW			
Issue Date: 9 July 2019		Extended From: 9 September 2019	
FTC Ref: FTC000060E1			
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> <i>Health and Welfare</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, and 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: Our previous care inspection of 22 February 2018 identified deficits with regard to the management of falls, development of care records and updating of risk assessments. During the inspection of 28 June 2019 deficits were identified again in the management of falls in the home. Review of one patient's care record evidenced medical advice was not sought following a head injury as a result of a fall. In addition our review of additional records confirmed clinical and neurological observations were not consistently taken in keeping with NICE best practice guidance. There was also a lack of robust evidence of guidance for staff on the actions to be taken following a fall. Concerns were identified regarding the quality of care records which failed to provide sufficient detail to guide and direct staff in the specifics of patient care. Review of care records for two patients recently admitted to the home demonstrated that a full selection of care plans had not been developed to meet the patient's needs. Concerns were also identified regarding completion of supplementary care records. Gaps were identified in repositioning and skin check records and records were not recorded contemporaneously. A number of risk assessments had not been updated in line with planned care. In addition deficits were identified in the records for administration of topical medicine for two identified patients.			

Similar issues area for improvement had been identified during the previous care inspection on 19 November 2018.

Action required to comply with regulations:

- The registered person must ensure that falls are managed in accordance with best practice, regional guidelines and protocols
- The registered person must ensure that a falls policy is developed to guide staff on the actions to be taken following a fall
- The registered person must ensure that registered nursing staff are provided with training relevant to their role and responsibilities in relation to the completion and management of patient care records
- The registered person must ensure that patients care records are completed within five days of admission to the home
- The registered person must ensure that patients care records are individualised, accurately reflect patients assessed needs and are kept under review
- The registered person must ensure supplementary care records are reflective of care planning directions and are completed contemporaneously.

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: 9 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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Issue Date: 9 July 2019		Extended From: 9 September 2019	
FTC Ref: FTC000061E1			
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: Our previous care inspection of 22 February 2018 identified deficits with regard to the provision of staff. Review of the duty rota from week commencing 24 June 2019 and discussion with the registered manager confirmed that at times the registered manager was working on a number of occasions as a care assistant in the home to supplement short notice absence. Staff supervision and appraisal was not being maintained in line with Regulations and Care Standards; this had been identified as an area for improvement during the previous care inspection on 19 November 2018. Whilst training had been delivered to staff in the management of Control of Substances Hazardous to Health (COSHH) and Infection Prevention and Control (IPC) some concerns are raised that the training was not fully embedded into practice. IPC and COSHH deficits had been identified as an area for improvement during the previous care inspection on 19 November 2018.			

Concerns were raised in regards to medicine management. Medicines were observed to be left unattended on top of medicine trolley and one medicine trolley was left unattended and was unable to be locked due to a broken mechanism. Staff confirmed this trolley had been broken since 8 May 2019.

Action required to comply with regulations:

- The registered person must ensure the registered manager has sufficient management hours to ensure effective quality monitoring and governance systems are implemented and maintained
- The registered person must 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.
- The registered person must ensure that a robust system for staff appraisal and supervision is implemented and sustained
- The registered person must ensure that the effect of the training provided in relation to IPC and COSHH is evaluated to assure that the necessary improvements have been made
- The registered person must ensure that registered nurses are able to demonstrate their knowledge and safe practice in relation management of medicines.

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Issue Date: 9 July 2019		Extended From: 9 September 2019	
FTC Ref: FTC000062E1			
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 inspection of 28 June 2019 we were concerned that the quality of management and governance within the home was insufficiently robust to assure the quality of service provided. The areas of concern include the following; <ul style="list-style-type: none">• review of records identified multiple events that had not been notified to RQIA in accordance with Regulations• care record audits failed to identify the deficits in care planning and record keeping previously referenced• audits maintained failed to ensure that infection prevention and control (IPC) and control of substances hazardous to health (COSHH) training was embedded into practice• locking mechanisms had been applied to external exit doors and the door to the homes garden. Whilst signage to indicate the key code for exit was provided, it was very small and difficult to read especially for patients or their representatives with visual impairment. Patients care plans did not reflect the use of exit restrictions.			

Action required to comply with regulations:

- The registered person must ensure that the registered manager or her representative delivers services effectively on a day-to-day basis in accordance with legislative requirements
- The registered person must ensure that RQIA is notified of all incidents/accidents occurring in the home in accordance with Regulation 30 of The Nursing Homes Regulations (Northern Ireland) 2005. This includes retrospective notification of events identified during the inspections on 28 June 2019
- The registered person must ensure that the registered manager establishes, implements and sustains robust quality monitoring and governance systems in relation to care records, falls, restrictive practice, IPC and COSHH
- The registered person must ensure that the use of keypad locks within the home is reviewed in conjunction with guidance from the Department of Health on Human Rights / Deprivation of Liberty and the home's registered categories of care
- The registered person must ensure that a copy of the monthly monitoring reports is submitted on a monthly basis to RQIA until further notice. This should be with RQIA no later than three days after the last day of the month.

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