

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Springlawn Nursing Home (RQIA ID: 1213)	Name of Registered Persons: Mrs Linda Florence Beckett
Address of Registered Establishment: 44 Old Dromore Road, Omagh, BT78 1RB	
Issue Date: 14 May 2019	FTC Ref: FTC000043
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 2 May 2019, significant concerns were identified regarding care planning and omissions of care in Springlawn Nursing Home. Review of care records evidenced care planning was not reflective of patient needs and multidisciplinary team recommendations. Deficits were identified with regards to care delivery and record keeping in relation to falls management, fluid intake, wound management, repositioning, bowel management and restrictive practice and the patient dining experience.	
Action required to comply with regulations: <ul style="list-style-type: none">• The registered person must ensure that 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 all patients have up to date and individualised care plans in place to direct staff in the delivery of care.• The registered person must ensure that patient care records reflect the specific recommendations of the multidisciplinary team.	

- The registered person must ensure that care records are reviewed and evaluated regularly in accordance with regulations.
- The registered person must ensure a record is kept of all food and drink consumed where a patient's care plan identifies an associated risk.
- The registered person must ensure sufficiently robust audit and governance systems are in place to quality assure patient care records.
- The registered person must ensure the patient dining experience is reviewed with regards to the quality of cutlery, crockery, glassware and condiments.

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: 13 July 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: 14 May 2019	FTC Ref: FTC000044
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 regards to the size of the nursing home, the statement of purpose, and the number and needs of the patients, carry out or manage the nursing home (as the case may be) with sufficient care, competence and skill.</i>	
Specific failings to comply with regulations: Concerns were identified in relation to a lack of sufficient management hours and the resultant impact on governance arrangements. The registered manager is allocated 30 hours per week, of which 20 hours are worked in the capacity of a staff nurse within the home. As a consequence, this inspection has identified a number of deficits in the overall quality assurance, governance and delivery of care. The areas of concern identified include: <ul style="list-style-type: none">● The robustness of care record audits and their failure identify the deficits in care previously referenced.● Failure of audits to identify deficits in infection prevention and control/environment concerns.● No audit arrangements in place for wounds or restrictive practices within the home.● Evidence of a lack of contemporaneous record keeping in relation to falls management, fluid intake, wound management, repositioning, bowel management and restrictive practice.● Deficits in recruitment practices.	

Action required to comply with regulations:

- The responsible individual must ensure that the registered manager establishes, implements and sustains robust quality monitoring and governance systems in relation to care records, falls, accidents and incidents, wounds, restrictive practice, infection prevention and control/environment and complaints.
- 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 responsible individual must ensure that recruitment processes comply with legislative requirements and DHSSPS guidance.
- The responsible individual must ensure that a copy of the monthly monitoring reports are submitted on a monthly basis to RQIA, no later than three days after the last day of the month.

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: 13 July 2019

Signed.....*J Lewis Nixon*.....Director of Assurance

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