

# Inspection Report

**Name of Service:** Spa Nursing Home

**Provider:** Spa Nursing Homes Ltd

**Date of Inspection:** 8 July 2025

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

## 1.0 Service information

<b>Organisation/Registered Provider:</b>	Spa Nursing Homes Ltd
<b>Responsible Individual:</b>	Mr Christopher Philip Arnold
<b>Registered Manager:</b>	Mrs Jocelyn Leyson-Bagood
<b>Service Profile –</b> This home is a registered nursing home which provides general nursing care for up to 36 patients under and over the age of 65 years. Patients' bedrooms are situated over three floors and patients have access to communal lounges, dining room and well maintained gardens around the home.	

## 2.0 Inspection summary

An announced pre-registration inspection took place on 8 July 2025 from 2.30pm to 3.10pm by a care inspector and an estates inspector. This was in association with the works contained in variation VA012526 to register a new bedroom which was converted from a lounge. The new maximum number of patients has been confirmed from the home's management team as 28.

Areas for improvement identified at the previous care inspection were not reviewed as part of this inspection and these areas are carried forward for review at the next care inspection.

Following review of the information submitted to RQIA and the findings of the inspection, RQIA granted the application to register the additional bedroom.

No new areas for improvement were identified and the variation application was approved for patient use.

## 3.0 The inspection

### 3.1 How we Inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how the home was performing against the regulations and standards, at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

To prepare for this inspection we reviewed information held by RQIA about this home. This included the previous areas for improvement issued, registration information, and any other written or verbal information received from patients, relatives, staff or the commissioning Trust.

### 3.2 Inspection findings

#### 3.2.1 Care Inspector Findings

The new bedroom with ensuite had been finished to a high standard and was compliant with the Care Standards for Nursing Homes (2022). Staffing levels will be determined by the patients' dependency levels. The room had been added into the home's cleaning schedule to ensure that it was not missed.

In conclusion, from a care perspective RQIA were satisfied that the actions taken in relation to this variation are compliant with current Department of Health (DoH) minimum standards and may be processed to completion.

No areas for improvement were identified.

#### 3.3.2 Estates

Documentation presented during and subsequent to the inspection confirmed that the premises, engineering services and equipment are installed and commissioned in line with relevant legislation, ACOPs and best practice guidance.

The accommodation as specified in this variation application was inspected and found to be compliant with current DoH minimum standards.

The fire risk assessment and legionella risk assessment documents had been reviewed and action plan recommendations are being implemented.

From an estates perspective RQIA were satisfied that the premises' were suitable to meet the aims and objectives, as described in the home's Statement of Purpose.

No areas for improvement were identified.

### 4.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no new areas for improvement being identified. Findings of the inspection were discussed with Joycelyn Bagood, Registered Manager, as part of the inspection process and can be found in the main body of the report.

	Regulations	Standards
<b>Total number of Areas for Improvement</b>	9*	6*

\*The total number of areas for improvement includes 15 which are carried forward for review at the next inspection.

<b>Quality Improvement Plan</b>	
<b>Action required to ensure compliance with The Nursing Homes Regulations (Northern Ireland) 2005</b>	
<b>Area for improvement 1</b> <b>Ref:</b> Regulation 13 (4) <b>Stated:</b> First time <b>To be completed by:</b> 24 May 2022	The registered person shall review the management of insulin to ensure safe systems are in place. This is in particular reference to: <ul style="list-style-type: none"> <li>• ensuring care plans are in place and include sufficient detail of the prescribed insulin regimens</li> <li>• in-use insulin pen devices have the date of opening recorded to facilitate audit and disposal at expiry</li> </ul> Ref: 2.0
	<b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>
<b>Area for improvement 2</b> <b>Ref:</b> Regulation 13 (1) (b) <b>Stated:</b> First time <b>To be completed by:</b> 14 May 2024	The registered person shall ensure that patients who have experienced a fall have their falls risk assessment and care plan reviewed after each fall. Ref: 2.0
	<b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>
<b>Area for improvement 3</b> <b>Ref:</b> Regulation 19 (2) <b>Stated:</b> First time <b>To be completed by:</b> With immediate effect (30 May 2025)	The registered person shall ensure that a record of all visitors to the home is maintained. Ref: 2.0
	<b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>
<b>Area for improvement 4</b> <b>Ref:</b> Regulation 27 (2) (d) <b>Stated:</b> First time <b>To be completed by:</b> With immediate effect (3 June 2025)	The registered person shall ensure that all parts of the home are maintained clean at all times. Ref: 2.0
	<b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>

<p><b>Area for improvement 5</b></p> <p>Ref: Regulation 18 (2) (j)</p> <p>Stated: First time</p> <p>To be completed by: With immediate effect (3 June 2025)</p>	<p>The registered person shall ensure that the home is kept free from offensive odours.</p> <p>Ref: 2.0</p> <p><b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</b></p>
<p><b>Area for improvement 6</b></p> <p>Ref: Regulation 27 (2) (m)</p> <p>Stated: First time</p> <p>To be completed by: 3 July 2025</p>	<p>The registered person shall ensure that patients have a lockable space in their bedrooms to lock any items they wish away.</p> <p>Ref: 2.0</p> <p><b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</b></p>
<p><b>Area for improvement 7</b></p> <p>Ref: Regulation 14 (2) (a) and (c)</p> <p>Stated: First time</p> <p>To be completed by: 31 July 2024</p>	<p>The registered person shall ensure that radiators in the home are maintained at a low heat, otherwise, covered to minimise the risk of accidental burns.</p> <p>Ref: 2.0</p> <p><b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</b></p>
<p><b>Area for improvement 8</b></p> <p>Ref: Regulation 27 (2) (b)</p> <p>Stated: First time</p> <p>To be completed by: With immediate effect (3 August 2025)</p>	<p>The registered person shall ensure that the flooring in the identified bedrooms and corridor is repaired and levelled to ensure patients' comfort and safety.</p> <p>Ref: 2.0</p> <p><b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</b></p>
<p><b>Area for improvement 9</b></p> <p>Ref: Regulation 14 (2) (a)(c)</p> <p>Stated: First time</p> <p>To be completed by: With immediate effect (3 June 2025)</p>	<p>The registered person shall ensure that the doors leading to the attic are locked to restrict access.</p> <p>Ref: 2.0</p> <p><b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</b></p>

<b>Action required to ensure compliance with the Care Standards for Nursing Homes (December 2022)</b>	
<b>Area for improvement 1</b>  <b>Ref:</b> Standard 4.8  <b>Stated:</b> First time  <b>To be completed by:</b> 31 May 2024	The registered person shall ensure that wound care plans reflect the recommended dressing frequency and individual care plans are in place.  Ref: 2.0  <b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>
<b>Area for improvement 2</b>  <b>Ref:</b> Standard 46  <b>Stated:</b> Second time  <b>To be completed by:</b> 30 June 2025	The registered person shall ensure the infection prevention and control deficits identified at this inspection are addressed:  Ref: 2.0  <b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>
<b>Area for improvement 3</b>  <b>Ref:</b> Standard 47 Criteria (3)  <b>Stated:</b> First time  <b>To be completed by:</b> With immediate effect (3 June 2025)	The registered person shall ensure that storage areas in the home are kept in a safe and tidy manner and items within stored appropriately.  Ref: 2.0  <b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>
<b>Area for improvement 4</b>  <b>Ref:</b> Standard 44 (E10)  <b>Stated:</b> First time  <b>To be completed by:</b> 3 July 2025	The registered person shall ensure that windows are restricted to 100mm.  Ref: 2.0  <b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>

<p><b>Area for improvement 5</b></p> <p><b>Ref:</b> Standard 44 (E56)</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 3 July 2025</p>	<p>The registered person shall ensure that staff have a lockable space to lock personal items away.</p> <p>Ref: 2.0</p> <hr/> <p><b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</b></p>
<p><b>Area for improvement 6</b></p> <p><b>Ref:</b> Standard 37.1</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> With immediate effect (3 June 2025)</p>	<p>The registered person shall ensure that all patients' records are stored appropriately and not left accessible to persons who are not authorised to view them.</p> <p>Ref: 2.0</p> <hr/> <p><b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</b></p>



## The Regulation and Quality Improvement Authority

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