

# Inspection Report

6 June 2024



## Mountview Retreat

Type of service: Residential Care Home

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[www.rqia.org.uk](http://www.rqia.org.uk)

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Assurance, Challenge and Improvement in Health and Social Care

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## 1.0 Service information

<p><b>Organisation/Registered Provider:</b> Inspired 2 Care Limited</p> <p><b>Responsible Individual:</b> Mrs Rosemary Dilworth</p>	<p><b>Registered Manager:</b> Mrs Emma Rafferty</p> <p><b>Date registered:</b> 5 June 2024</p>
<p><b>Person in charge at the time of inspection:</b> Mrs Emma Rafferty</p>	<p><b>Number of registered places:</b> 9</p> <p>Not more than 2 people requiring use of wheelchairs can be accommodated at any time</p>
<p><b>Categories of care:</b> Residential Care (RC) I – Old age not falling within any other category. MP – Mental disorder excluding learning disability or dementia. MP(E) - Mental disorder excluding learning disability or dementia – over 65 years. LD – Learning disability. LD(E) – Learning disability – over 65 years. PH – Physical disability other than sensory impairment. PH(E) - Physical disability other than sensory impairment – over 65 years.</p>	<p><b>Number of residents accommodated in the residential care home on the day of this inspection:</b> 9</p>
<p><b>Brief description of the accommodation/how the service operates:</b></p> <p>This home is a registered Residential Care Home which provides health and social care for up to nine residents. All accommodation is provided on the ground floor. All residents have access to communal and dining areas with a secure outside space.</p>	

## 2.0 Inspection summary

An unannounced inspection took place on 6 June 2024 from 10.25am to 4pm. The inspection was carried out by a care inspector.

The inspection sought to determine if the home was delivering safe, effective and compassionate care and if the service was well led.

The home was found to be welcoming, clean and free from odours. Staff were observed to be friendly and approachable.

Residents were observed to be relaxed in their surroundings and at ease in their interactions with staff. The residents were involved in activities of their choice throughout the day.

The mealtime experience was calm and organised. Residents were offered choices and support was readily available from staff. The nutritional needs of the residents were found to be met.

Staff were found to be knowledgeable of the needs of individual residents, and were observed to be compassionate and caring in their interactions with residents.

No areas requiring improvement was identified during this inspection.

RQIA were assured that the delivery of care and services provided in Mountview Retreat was safe, effective, and compassionate and that the service was well led.

The findings of this report will provide the manager with the necessary information to improve staff practice and the residents' experience.

### **3.0 How we inspect**

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how they were performing at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the service 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 returned quality improvement plan, registration information, and any other written or verbal information received from residents, relatives, staff or the Commissioning Trust.

Throughout the inspection RQIA will seek to speak with residents, their relatives or visitors and staff for their opinion on the quality of the care and their experience of living, visiting or working in this home.

The daily life within the home was observed and how staff went about their work.

A range of documents were examined to determine that effective systems were in place to manage the home.

## 4.0 What people told us about the service

Residents spoke positively about their experience of life in this home. They referred to the care provision as “good” and “great.” Residents described the staff as helpful and “they couldn’t do enough for you.” The residents praised the food provision and confirmed that there was always a choice available. Residents were able to move around freely with support readily available from staff. Compassionate interactions were observed between staff and the residents. Residents stated there was always activities available to complete and this was noted during the inspection.

Staff were found to be dignified and respectful in their approach towards to residents. Staff advised that there was a good staff team in Mountview Retreat and they all helped each other. Staff stated that there was enough staff on duty to meet the needs of the residents. Staff were found to be knowledgeable of residents needs and preferences and they were able to provide support and reassurance to residents, when required. Staff commented that the manager was very approachable and supportive to them.

## 5.0 The inspection

### 5.1 What has this service done to meet any areas for improvement identified at or since last inspection?

The last inspection to Mountview Retreat was undertaken on 9 June 2023 by a care inspector; no areas for improvement were identified.

## 5.2 Inspection findings

### 5.2.1 Staffing Arrangements

Safe staffing begins at the point of recruitment. There was evidence that a robust system was in place to ensure staff were recruited correctly to protect residents.

The staff duty rota accurately reflected the staff working in the home on a daily basis. The duty rota identified the person in charge on each shift and the manager’s hours were recorded. Staff said there was enough staff on duty to meet the needs of the residents. Staff reported that there was good team work and that they felt well supported in their role.

There were systems in place to ensure staff were trained and supported to do their job. Competency and capability assessments were completed for the person in charge of the home in the absence of the manager. Arrangements were in place to ensure that staff appraisals and supervision were completed.

Appropriate checks had been made to ensure that care workers were appropriately registered with the Northern Ireland Social Care Council (NISCC).

Discussions with staff confirmed that they were knowledgeable in relation to specific details about the care of the residents. It was observed that staff responded to requests for assistance promptly in a caring and compassionate manner.

Residents spoken with, reported that staff were responsive to their needs and did not express any concerns in seeking support from staff reporting: "It's great in here" and "I feel very safe."

### **5.2.2 Care Delivery and Record Keeping**

Staff were skilled in communicating with residents; they were respectful, understanding and sensitive to residents' needs. It was observed that staff respected residents' privacy by their actions such as knocking on doors before entering, discussing residents' care in a confidential manner, and by offering personal care to residents discreetly.

Staff met at the beginning of each shift to discuss any changes in the needs of the residents. In addition, resident care records were maintained which accurately reflected the needs of the residents. Staff were knowledgeable of individual residents' needs, their daily routine wishes and preferences.

Examination of records confirmed that the risk of falling and falls were well managed.

Good nutrition and a positive dining experience are important to the health and social wellbeing of residents. Residents may need a range of support with meals; this may include simple encouragement through to full assistance from staff.

Staff were observed assisting residents with meals where required. Residents received assistance in preparing for meals; to mobilise to the dining room and assistance with clothing protectors, if needed. The dining room was comfortable and calm. Staff had made an effort to ensure residents were comfortable, had a pleasant experience and had a meal that they enjoyed. Staff advised alternative choices/altered meal requests were easily accessible from the kitchen. Appropriate supervision and support was readily available from staff.

Initial assessments were completed on admission and care plans were developed to direct staff on how to meet residents' needs; and included any advice or recommendations made by other healthcare professionals. Residents care records were stored confidentially.

Residents' individual likes and preferences were reflected throughout the records. Care plans were detailed and contained specific information on each residents' care needs and what or who was important to them. Care plans were written in a person centred manner and reflected a human rights approach.

Daily records were kept of how each resident spent their day and the care and support provided by staff. The outcome of visits from any healthcare professional was recorded.

### **5.2.3 Management of the Environment and Infection Prevention and Control**

The home was found to be warm, clean and maintained to a good standard. Resident bedrooms were personalised and contained items which were important to them.

It was observed that residents were able to move around the home around freely and, in addition to their bedrooms had access to communal lounges and dining areas. Residents could choose where to sit and how to spend their time.

Corridors and fire exits were clear from clutter and obstruction. Discussion with the manager confirmed that a review of the most recent fire safety risk assessment was completed last week and they were awaiting receipt of this. The manager further confirmed that no recommendations were made as a result of this assessment.

Throughout the home there was evidence of accessible personal protective equipment (PPE) and hand sanitisers within each communal area. During the mealtime staff were observed to be wearing the correct PPE and to adhere to the correct food hygiene and infection control guidelines.

Staff were observed to carry out hand hygiene at appropriate times and to use PPE in accordance with the regional guidance.

## **5.2.4 Quality of Life for Residents**

The atmosphere was homely, welcoming and relaxed with residents seen to be comfortable, content and at ease in their environment and in their interactions with staff. Discussion with residents confirmed that they were satisfied that they could make their own choices throughout the day with regard to their routine. For example, residents could have a lie in or stay up late to watch TV.

It was observed that staff offered choices to residents throughout the day which included preferences for getting up and going to bed, what clothes they wanted to wear, food and drink options, and where and how they wished to spend their time.

The genre of music and choice of television programmes played in the home was appropriate to residents' preferences and this helped create the nice atmosphere in the home.

Staff were seen to be attentive to residents needs including their social well-being. We observed the staff completing activities with residents which mostly involved one to one time with residents or in small groups. We observed some residents going out for a walk, while others preferred to read their daily papers.

## **5.2.5 Management and Governance Arrangements**

There has been no change in the management arrangements since the last inspection, Mrs Emma Rafferty is the manager of this home.

Staff and residents commented positively about the manager of the home and described her as supportive, approachable and always available for guidance. Staff said that the manager in the home is supportive when it comes to training and development.

There was evidence that a robust system of auditing was in place to monitor the quality of care and other services provided to residents. There was evidence of auditing across various aspects of care and services provided by the home such as regular audits of infection prevention and control, training, supervisions and appraisals.

There was a system in place to manage complaints.

It was established that there was a system in place to monitor accidents and incidents that happened in the home. Accidents and incidents were notified, if required, to residents' next of kin, their care manager and to RQIA.

Residents spoken with said that they knew if they had any concerns that they could speak to the staff or the manager of the home. During our discussions with staff it was evident that they were aware of who the person in charge of the home was, their own role in the home and how to raise any concerns or worries about residents, care practices or the environment.

The home was visited by the responsible individual to consult with residents, their relatives and staff and to examine all areas of the running of the home. The reports of these visits were completed in detail; where action plans for improvement were put in place, these were followed up to ensure that the actions were correctly addressed. These are available for review by residents, their representatives, the Trust and RQIA.

## **6.0 Quality Improvement Plan/Areas for Improvement**

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



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