

# Inspection Report

**Name of Service: Weavers House Nursing Home**

**Provider: Kathryn Homes Ltd**

**Date of Inspection: 9 October 2024**

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

## 1.0 Service information

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|--|---------------------------------------|
| <b>Organisation/Registered Provider:</b>   | Kathryn Homes Ltd                     |
| <b>Responsible Individual:</b>   | Mrs Tracey Anderson                   |
| <b>Registered Manager:</b>   | Miss Gabriela Ciurea – not registered |
| <b>Service Profile:</b><br>This home is a registered Nursing Home which provides nursing care for up to 18 persons with dementia. The home is situated on the ground floor with a Residential Care Home occupying the first and second floors. |                                       |

## 2.0 Inspection summary

An unannounced inspection took place on 9 October 2024, from 9.45 am to 4.10 pm by a care inspector.

The inspection was undertaken to evidence how the home is performing in relation to the regulations and standards; and to determine if the home is delivering safe, effective and compassionate care and if the service is well led.

The inspection found that safe, effective and compassionate care was delivered to patients and that the home was well led. It was evident that staff promoted the well-being of patients and that staff were knowledgeable and well trained to deliver safe and effective care. Details and examples of the inspection findings can be found in the main body of the report.

Patients said that living in the home was a good experience. Patients unable to voice their opinions were observed to be relaxed and comfortable in their surroundings and in their interactions with staff. Refer to Section 3.2 for more details.

This inspection resulted in no areas for improvement being identified.

## 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 registration information, and any other written or verbal information received from patient's, relatives, staff or the commissioning trust.

Throughout the inspection process, inspectors seek the views of those living, working and visiting the home; and review/examine a sample of records to evidence how the home is performing in relation to the regulations and standards.

Through actively listening to a broad range of service users, RQIA aims to ensure that the lived experience is reflected in our inspection reports and quality improvement plans.

### 3.2 What people told us about the service

Patients spoke positively about their experience of life in the home; they said they felt well looked after by the staff who were helpful and friendly. Patients' comments included: "Getting well looked after", "They (staff) are all very good" and "Happy here".

Relatives spoke very positively regarding the overall provision of care within the home. Comments included: "The care here is fantastic", "(Relative) is always well presented", "Good communication from staff", "Very happy overall with the care" and "The staff are very friendly and welcoming".

## 3.3 Inspection findings

### 3.3.1 Staffing Arrangements

Safe staffing begins at the point of recruitment and continues through to staff induction, regular staff training and ensuring that the number and skill of staff on duty each day meets the needs of patients. There was evidence of robust systems in place to manage staffing.

Patients said that there was enough staff on duty to help them. Staff said there was good team work and that they felt well supported in their role and that they were satisfied with the staffing levels. It was observed that staff responded to requests for assistance promptly in a caring and compassionate manner.

Observation of the delivery of care evidenced that patients' needs were met by the number and skills of the staff on duty.

### 3.3.2 Quality of Life and Care Delivery

Staff interactions with patients were observed to be polite, friendly, warm and supportive and the atmosphere was relaxed, pleasant and friendly. Staff were knowledgeable of individual patients' needs, their daily routine, wishes and preferences.

It was observed that staff respected patients' privacy by their actions such as knocking on doors before entering and discussing patients' care in a confidential manner.

Staff were also observed offering patient choice in how and where they spent their day or how they wanted to engage socially with others.

At times some patients may require the use of equipment that could be considered restrictive or they may live in a unit that is secure to keep them safe. It was established that safe systems were in place to safeguard patients and to manage this aspect of care.

Patients may require special attention to their skin care. These patients were assisted by staff to change their position regularly and care records accurately reflected the patients' assessed needs.

Examination of care records and discussion with the manager confirmed that the risk of falling and falls were well managed and referrals were made to other healthcare professionals as needed. For example, patients were referred to the Trust's Specialist Falls Service, their GP, or for physiotherapy.

Good nutrition and a positive dining experience are important to the health and social wellbeing of patients. The dining experience was an opportunity for patients to socialise, and the atmosphere was calm, relaxed and unhurried. There was a pictorial menu on display within the dining room offering a choice of two meals. A mealtime co-ordinator was allocated to oversee the correct delivery of meals to patients. It was observed that patients were enjoying their meal and their dining experience.

Patients commented positively about the food provided within the home with comments such as: "The food is good and plenty of it", and "Plenty of choices".

The importance of engaging with patients was well understood by the manager and staff. An activity schedule was on display within the home offering a range of individual and group activities such as baking, ball games, arts and crafts, knitting, reading or seated exercise.

The manager advised that patients recently attended an arts exhibition at the local library to showcase some of their artwork and provided examples of other events that took place in the home over previous months, such as; a fashion show, car boot sale and a garden party.

The activity therapist was very enthusiastic in their role and was observed positively engaging with patients and encouraging them to participate in activities. During the inspection poetry reading was provided in the morning and keep fit chair exercises in the afternoon; patients appeared to enjoy the activities provided.

Some patients were engaged in their own activities such as; watching TV, resting or chatting to staff. Patients were seen to be content and settled in their surroundings and in their interactions with staff.

### 3.3.3 Management of Care Records

Patients' needs were assessed by a nurse at the time of their admission to the home. Following this initial assessment care plans were developed to direct staff on how to meet patients' needs and included any advice or recommendations made by other healthcare professionals.

Patients care records were held confidentially.

Care records were person centred, well maintained, regularly reviewed and updated to ensure they continued to meet the patients' needs. Nursing staff recorded regular evaluations about the delivery of care.

### 3.3.4 Quality and Management of Patients' Environment

The home was clean, neat and tidy and patients' bedrooms were personalised with items important to the patient. The Manager confirmed that refurbishment was ongoing to ensure that the home is well maintained.

One fire door was obstructed with a wet floor sign. This was brought to the attention of the manager who immediately had this removed and agreed to monitor going forward.

A cupboard within the dining room had bread and a container with a small amount of cereal. The manager immediately had these items removed and agreed to have a lock put on this door. All other cupboard doors were locked.

There was evidence that systems and processes were in place to manage infection prevention and control which included policies and procedures and regular monitoring of the environment and staff practice to ensure compliance.

### 3.3.5 Quality of Management Systems

There has been no change in the management of the home since the last inspection. Miss Gabriela Ciurea has been the Manager in this home since 9 October 2023. The Manager discussed plans to submit an application to register with RQIA.

Staff commented positively about the management team and described them as supportive, approachable and able to provide guidance.

The Manager confirmed that she had recently commenced on the My Home Life Leadership Support Programme and said that this was very beneficial in her role as Manager.

Review of a sample of records evidenced that a robust system for reviewing the quality of care, other services and staff practices was in place. There was evidence that the management team

responded to any concerns, raised with them or by their processes, and took measures to improve practice, the environment and/or the quality of services provided by the home.

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

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



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