

Inspection Report

Name of Service:	Pond Park Care Home
Provider:	Healthcare Ireland No 2 Ltd
Date of Inspection:	10 February 2026

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

1.0 Service information

Organisation/Registered Provider:	Healthcare Ireland No 2 Ltd
Responsible Individual:	Ms Amanda Mitchell
Registered Manager:	Ms Julie McCall
Service Profile – This home is a registered nursing home which provides care for up to 58 patients. The home is divided in three units; the Pond Park House and the Millennium Unit are located on the first floor in which patients receive general nursing care; and the Wallace Unit located on the ground floor where care is provided to people living with dementia. Each unit has communal living and dining areas.	

2.0 Inspection summary

An unannounced inspection took place on 10 February 2026 from 7 am until 10 am by two care inspectors.

RQIA received information on 6 February 2026 through the whistle-blowing process which raised concerns in relation to early waking of patients. In response to this information RQIA decided to undertake an unannounced, out of hours, inspection which focused on this concern.

As a result of this inspection, no new areas for improvement were identified. Details can be found in the main body of this report. The whistle-blower(s) claim in relation to early morning waking was not substantiated.

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.

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. Inspectors will also observe care delivery and may conduct a formal structured observation during the inspection.

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.

3.3 Inspection findings

Due to the out of hour's inspection, the majority of patients were sleeping. Those patients who preferred to rise early were happy to share their views. Comments were shared, such as, "I've always been an early riser" and, "I get up and washed early".

Staff spoke in positive terms about the provision of care, their roles and duties and managerial support.

On arrival to the home we observed most patients sleeping comfortably in bed and a small number of patients were observed to be up out of bed and ready for their day.

Discussion with staff evidenced that they were knowledgeable about patients' individual preferences in relation to sleep and waking times. Staff were able to identify a small number of patients who liked to get up and washed early in the morning and demonstrated a good understanding of the importance of patient choice. All staff spoken with denied early morning waking of patients and affirmed that they have never been instructed to get patients up to suit the needs of the home over patient choice.

Patient care records evidenced that only patients who wished to get up early were assisted by night staff to wash and dress. Care records included details of preferred sleep and rising times and were also patient centred in relation to environmental preferences such as lighting, bedding and clothing.

There was evidence that these care records were continually reviewed to ensure they reflected the current wishes of the patients.

The whistle-blower(s) claim in relation to early morning waking was not substantiated.

There has been no change in the management of the home since the last inspection. Mrs Julie McCall has been the manager in this home since 11 May 2021.

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

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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