

Inspection Report

Name of Service: Mulhern Close Residential Home

Provider: Inspire Wellbeing

Date of Inspection: 27 January 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:	Inspire Wellbeing
Responsible Individual:	Ms Kerry Anthony
Registered Manager:	Mrs Michelle Agnew
Service Profile – This home is a registered residential care home which provides health and social care for up to 12 residents. The home is made up of three self-contained units, which each accommodates four residents. There is an administration unit, which has a large activity area for residents. An enclosed garden and courtyard space is also available for residents use.	

2.0 Inspection summary

This unannounced inspection took place on 27 January 2026, from 9.10am to 1.30pm. A care inspector conducted the inspection.

The inspection was undertaken to evidence how the home is performing in relation to the regulations and standards; and to assess progress with the one area for improvement identified by RQIA, during the last care inspection on 15 April 2025; and to determine if the home is delivering safe, effective and compassionate care and if the service is well led.

The one previous area of improvement was assessed as met.

There was safe, effective and compassionate care delivered in the home and the home was well led by the manager.

It was evident that staff promoted the dignity and well-being of residents.

Residents were observed to be relaxed and comfortable in their surroundings and in their interactions with staff.

No areas of improvement were identified during this inspection.

RQIA were assured that the delivery of care and service provided in Mulhern Close Residential Care Home was safe, effective, compassionate and that the home was well led.

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 residents, 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.

3.2 What people told us about the service

Residents appeared comfortable and at ease in their interactions with staff and their environment.

Four relatives spoken with, praised the home for the care and the kindness and support received from staff. One relative said that the home always seemed to identify solutions not problems, which they found most reassuring.

One visiting healthcare professional praised the atmosphere in the home, saying it was kind and welcoming.

Staff spoke positively in terms of the provision of care and advised that there was good care provided in this home. Staff said there was good staffing levels, teamwork, training and managerial support.

3.3 Inspection findings

3.3.1 Staffing Arrangements

Observation of the delivery of care evidenced that residents' needs were met by the number and skills of the staff on duty. It was noted that there was enough staff in the home to respond to the needs of the residents in a timely way; and to provide residents with a choice on how they

wished to spend their day, for example with activity provision and management of behavioural support plans.

3.3.2 Quality of Life and Care Delivery

Staff had knowledge and understanding of each individual resident's usual conduct, behaviours and means of communication. Responses and interventions of staff promote positive outcomes for residents.

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

Staff said there was good support with seeking advice and training with residents' individual behaviours. This included the relevant professional(s) and where appropriate, the resident's representative.

Behavioural support plans were detailed in the resident's care plan. Consent was sought from the resident's representative and they were informed of the approach or response to be used. Specific behaviour management programmes were approved by an appropriately trained professional and formed part of the resident's care plan.

Discreet observations of a one to one engagement between a staff member and a resident in their scheduled activity was excellent. The resident was seen to be in enjoyment and fulfilment from same with good use of support, warmth and compassion with the staff member involved. Another member of staff was able to explain that there was a group of staff trained to do this engagement with this resident.

Staff were provided with the necessary training, guidance and support in respect of these plans. Care was followed up by timely multi-disciplinary reviews of the resident's care plan.

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

The importance of engaging with residents was well understood by the manager and staff. Residents' needs were met through a range of individual and group activities and events. A visiting reflexologist was in attendance with individual residents at the time of this inspection. Two other residents also attended an external yoga class.

3.3.3 Management of Care Records

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

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

3.3.4 Quality and Management of Residents' Environment

The home was clean, tidy and fresh smelling throughout, with a good standard of décor and furnishings being maintained. Communal areas were suitably furnished and comfortable. Bathrooms and toilets were clean and hygienic.

The laundry department was tidy and well organised.

Cleaning chemicals were stored safely and securely.

The grounds of the home were suitably maintained, with good accessibility for residents to avail of.

3.3.5 Quality of Management Systems

Mrs Michelle Agnew is the registered manager of the home. Staff spoke positively about the managerial arrangements in the home, saying that they would readily feel comfortable about raising any issue of concern.

It was established that the manager had a system in place to monitor accidents and incidents that happened in the home. Accidents and incidents were notified, if required, to the resident's next of kin and their aligned named worker, and as appropriate to RQIA.

The home was visited each month by a representative on the behalf of 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. These reports are available for review by residents, their representatives, the Trust and RQIA.

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 Mrs Michelle Agnew, Registered Manager, as part of the inspection process and can be found in the main body of the report.



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