

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Clanrye (1332)	Name of Registered Person: Clanrye Mrs Heather Margaret Leo, Responsible Person
Address of Registered Agency: Clanrye (RQIA ID: 1332) 128 Glenarm Road Larne BT40 1DZ	
Issue Date: 19 August 2024	FTC Ref: FTC000223
Regulation not complied with: <p><i>The Residential Care Homes Regulations (Northern Ireland) 2005</i></p> <p><i>Registered person: general requirements</i></p> <p><i>Regulation 10. -(1)</i> <i>The registered provider and the registered manager shall, having regard to the size of the residential care home, the statement of purpose, and the number and needs of the residents, carry on or manage the home (as the case may be) with sufficient care, competence and skill.</i></p>	
Specific failings to comply with regulations: <p>During an unannounced inspection of the home on the 6 August 2024 serious concerns were identified with managerial oversight and governance arrangements within the home, which has the potential to place residents at risk. Whilst some audits were in place, these audits and the overall governance systems were insufficiently robust in identifying deficits in systems, the premises and staff practice to ensure the delivery of safe and effective care. There were limited audits of the home's environment, and no evidence that effective systems were in place to monitor and ensure the premises, furniture and equipment was being kept clean and well maintained. A Failure to comply notice has been served in this regard (Ref: FTC000222).</p> <p>Shortfalls were identified in regard to the manager's oversight and timely progression of staffs' registration with the Northern Ireland Social Care Council (NISCC). Two staff who had started working in the home in February 2024 did not commence their application to register with NISCC until July 2024.</p>	

Staff did not wear full PPE when handling dirty laundry. There was no evidence of staff taking opportunities for hand hygiene during the breakfast meal, and throughout the day. Spillages of body fluids were not effectively cleaned by staff. Cleaning products were left unattended by the domestic, presenting a risk to residents. Whilst IPC and Control of Substances Hazardous to Health (COSHH) audits were undertaken, staff were not being challenged in respect of their poor practices and the manager did not have oversight of these.

RQIA are also concerned that the visits undertaken by or on behalf of the Registered Provider in accordance with Regulation 29 are not effective in identifying and addressing deficits in the delivery of care and other services as evidenced by the inspection.

Action required to comply with regulations:

The registered persons must ensure that:

- a robust and comprehensive system of audits is developed including, but not limited to, the premises, infection prevention and control systems, hand hygiene, and equipment audits.
- where deficits are identified through the auditing process an action plan is developed and there is evidence that required actions have been addressed in a timely manner.
- the manager's oversight of the audits must be clearly evidenced.
- A robust system is in place to ensure staffs' timely registration with NISCC
- The training programme for Infection Prevention and Control (IPC) for staff is reviewed to ensure its effectiveness and all staff should undertake refresher IPC training.
- Staff practice demonstrates clear knowledge and understanding of their roles and responsibilities regarding infection prevention and control measures, including hand hygiene.
- effective governance systems are in place to ensure adherence to best practice in infection prevention and control to ensure learning is embedded into practice.
- there is effective oversight of staffs' adherence to COSHH regulations

- The system for monthly monitoring visits should be reviewed to ensure that where deficits are identified, there is evidence of timely action to address these. The monthly monitoring reports should make reference to progress toward compliance with the actions within the Failure to comply notices.

The Registered Person may make written representations to the Chief Executive of RQIA regarding the issue of a failure to comply notice, within one month of the date of serving this notice.

Date by which compliance must be achieved: 15 October 2024



**Signed
Director of Adult Care Services**

This notice is served under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Residential Care Homes Regulations (Northern Ireland) 2005

It should be noted that failure to comply with some regulations is considered to be an offence and RQIA has the power under regulations to prosecute for specified offences.

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Issue Date: 19 August 2024	FTC Ref: FTC000222
Regulation not complied with: <i>The Residential Care Homes Regulations (Northern Ireland) 2005</i> <i>Fitness of premises</i> <i>Regulation 27.-</i> <i>(2) The registered person shall, having regard to the number and needs of the residents, ensure that –</i> <i>(b) the premises to be used as the home are of sound construction and kept in a good state of repair externally and internally;</i> <i>(c) equipment provided at the home for use by residents or persons who work at the home is in good working order, properly maintained in accordance with the manufacturer's guidance and suitable for the purpose for which it is to be used;</i> <i>(d) all parts of the home are kept clean and reasonably decorated;</i>	
Specific failings to comply with regulations: During an unannounced inspection of the home on the 6 August 2024, RQIA were concerned regarding the ongoing management and maintenance of the home's environment and any redecoration/ refurbishment programme. The inspectors were informed that the dining room was locked and out of use for residents as a large area of the dining room ceiling had collapsed. This incident and subsequent arrangements were not notified to RQIA at the time; nor was there a timeframe for when the repairs to the dining room ceiling would be completed.	

Furniture was found to be in an unsatisfactory state of repair. Nine dining chairs were damaged preventing effective cleaning. One chair in the dining room was missing its arms, and had an exposed screw which has the potential to cause injury to residents. Although this was removed when brought to the manager's attention, it is concerning that this was not identified by the staff or management.

Paint on the bannisters was peeling. The stair lift seat was badly stained with an unknown substance and was not in working order. The downstairs shower room toilet frame was rusty. The lock of the laundry door was broken, potentially allowing residents access to cleaning chemicals and substances hazardous to health. Floor coverings in a number of bedrooms were damaged and in need of replacing.

The top surface of the medicine trolley was damaged and could not be effectively cleaned and the surface of the trolley was heavily soiled. The medicine trolley was also not attached to the wall as the tether cord was broken. A broken, soiled bucket with residue of an unknown liquid was left beside the medicine trolley, along with a plastic bin lid and pouch of cat food.

Trip hazards were identified throughout the home, with a number of cables observed unsecured along the floor, and boxes of incontinence products stored on bedroom floors.

The general cleanliness of some parts of the home was below the standard expected. A number of light switches were noted to be dirty. Damage was noted to the paintwork on doors and the surfaces of some were not clean and there was evidence of damp on the walls. A strong malodour was noted in a number of bedrooms throughout the home.

Whilst it is acknowledged that significant actions have been taken since the inspection to address many of the matters identified, RQIA remain concerned that there are insufficiently robust systems in place to ensure the proactive, ongoing and timely maintenance and repair to the premises and equipment.

Action required to comply with regulations:

The registered person must ensure that:

- A comprehensive, time bound environmental audit is completed and an action plan drawn up detailing any furniture, fixtures, fittings or equipment to be repaired or replaced in the home. The stair lift, medicine trolley, dining chairs and dining room ceiling must be repaired/replaced without delay.
- A timebound plan is implemented to replace damaged floor coverings in the home, in the identified bedrooms.
- A rolling programme of redecoration is in place for the home, which is reviewed regularly.
- Staff have access to and are aware of the process to log maintenance issues in the home.
- The home's maintenance log is regularly reviewed by the manager and actions are taken in a timely manner.
- A thorough deep clean of the home is completed.
- Cleaning schedules for the home are updated and compliance effectively monitored by management.
- A robust audit process is implemented to ensure the standard of hygiene and cleanliness throughout the home is maintained to an acceptable standard and in keeping with infection prevention and control guidelines.

The Registered Person may make written representations to the Chief Executive of RQIA regarding the issue of a failure to comply notice, within one month of the date of serving this notice.

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**Signed
Director of Adult Services.**

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