

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Drumary House (1152)	Name of Registered Person: Potensial Limited Responsible Individual: Nicki Stadames
Address of Registered Agency: 44 Knockmore Road, Derrygonnelly, BT93 6GA	
Issue Date: 16 May 2024	FTC Ref: FTC000219
Regulation not complied with: The Residential Care Homes Regulations (Northern Ireland) 2005 <i>Registered Person: general requirements</i> <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>	
Specific failings to comply with regulations: During an unannounced inspection on 26 April 2024 serious concerns were identified regarding the lack of robust managerial oversight and governance systems within the home. Furthermore a number of these matters were previously raised at the last inspection on 13 December 2023, or in July 2020 when two Failure to Comply Notices were issued; despite this, improvements have not been maintained. RQIA were concerned in relation to the lack of staffs' knowledge regarding the provision of modified diets to residents and Deprivation of Liberty (DoLs) as the information provided was contradictory to the information retained on care files. This has the potential to place residents at risk especially as there were new staff recently employed in the home who rely on more experienced staff for direction in this regard. Review of the records of accidents and incidents identified that there were a number of accidents and incidents where RQIA were not informed. RQIA are also aware of a delay in staff reporting a safeguarding matter to the home manager and onward to	

the Trust in September 2023. This resulted in delays to the implementation of a protection plan for the residents, placing them an unnecessary risk.

Review of the records of residents' weights identified that these were not being completed for all residents on a monthly basis.

RQIA were concerned that there was a lack of effective oversight of the environment and in particular fire safety. Despite an area for improvement being identified at the last inspection; there was insufficient evidence that actions had been taken to fully address fire safety concerns.

While remedial action was taken to address the deficits in care records and the identified risks in the home; there was a lack of effective oversight of care records and risk management in the home. Furthermore there was a lack of understanding of the seriousness of the risks identified which had the potential to place the residents at risk of significant harm.

RQIA are very concerned in regards to the frequency of manager turnover in this home, with our records indicating at least 10 different changes of manager since 1 February 2020. The lack of effective governance systems and consistent management is likely to be a significant contributory factor.

Action required to comply with regulations:

- A robust and comprehensive system of governance audits must be developed and implemented to identify any deficits in the delivery of care or other services in the home; this should include, but is not limited to, care records, resident weights, accidents and incidents, the environment including identified risks and fire safety.
- Where deficits are identified through the audit process an action plan must be developed to ensure the necessary improvements are addressed.
- The manager's oversight of the audit systems must be clearly evidenced.
- Staff must be able to demonstrate their knowledge of residents' modified diets in accordance with individual care plans.
- Staff must be able to demonstrate their knowledge of deprivation of liberty safeguards in place for residents in accordance with individual care plans.
- Staff must be able to demonstrate their knowledge of health and safety risks and how to manage these.
- All accidents and incidents should be reported to RQIA, without delay.
- All residents' weights should be completed on a monthly basis and action taken to address any concerns.
- Monthly monitoring visits conducted in accordance with Regulation 29 of the Residential Care Homes Regulations (Northern Ireland) 2005, should be meaningful, robust and the findings shared with the manager in order to drive the necessary improvements.

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: 16 July 2024

Elaine Connolly

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 (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.