THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Oriel House	**Name of Registered Person:** Oriel House Mrs Margaret Teresa Thompson (Registered Person)
Address of Registered Establishment: 30 Oriel Road, Antrim, BT41 4HP	
Issue Date: 5 October 2026	**FTC Ref:** FTC000264

Regulation not complied with:

The Residential Care Homes Regulations (Northern Ireland) 2005

Further requirements as to health and welfare

Regulation 14.-
(4) *The registered person shall make arrangements, by training persons employed or by other measures, to prevent residents being harmed or suffering abuse or being placed at risk of harm or abuse.*

Specific failings to comply with regulations:
An unannounced inspection was undertaken to Oriel House (RQIA ID: 11119) on 14 September 2026.

It was noted that the fire risk assessment had been completed on 15 August 2026. The risk assessment identified three actions, including the completion of fire drills for the staff, clearing of debris around the oil tank and removing combustibles from an electrical cupboard, requiring completion as soon as reasonably practicable. The manager was unable to provide access to the current fire risk assessment for the service. The manager advised the inspectors that the home had not been provided with a copy. There was no evidence that these actions had been completed or that the manager had appropriate oversight of the identified fire safety risks. Failure to ensure that identified actions were promptly addressed could result in known fire safety hazards remaining unmanaged and had the potential to place residents, staff and others at risk of harm in the event of a fire.

The policy for managing service users' finances had not been reviewed since October 2021. An updated policy submitted to RQIA following the inspection did not provide clear procedures detailing how written records and receipts of all transactions are maintained; this creates a risk of inconsistent practice and inadequate financial controls. In the absence of up to date detailed policies and procedures staff may not understand the required controls for handling service users' monies.

While the manager advised that all residents had capacity to manage their finances, it was noted that person centred care plans to support this were not in place.

The manager advised that the home did not hold monies for any residents. However, patients' private property (PPP) requests were observed in one resident's file. Records were not maintained for deposits and withdrawals to and from the business account for residents. Failure to maintain these records provides a lack of evidence that residents monies are managed appropriately.

The manager stated that all residents pay the hairdresser and podiatrist directly. However, financial records were not maintained and receipts were not provided. Failure to maintain these records provides a lack of evidence that residents monies are managed appropriately.

Action required to comply with regulations:

The registered person shall ensure that:

- The current Fire Risk Assessment must be made available for the manager of the home in order to ensure actions arising from the assessment are addressed, monitored and completed within agreed timescales.

- A robust system is developed and implemented to ensure that policies and procedures for the management of service users' finances are kept up to date, and made accessible to staff.

- Comprehensive and person centred care plans are in place for all residents in regard to managing their own monies.

- A system is developed and implemented so as to ensure that all staff involved in the management of residents' monies, are trained in accordance with the home's financial policies and procedures.

- Implement and evidence a robust system to record all financial transactions for residents, including withdrawals and deposits, so that these transactions are transparent and fully auditable.

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: 30 November 2026

Signed July

pp 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 Nursing Home 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.