

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Parkview Care Home (1254)	Name of Registered Person: Beaumont Care Homes Limited Mrs Ruth Burrows Responsible Individual
Address of Registered Agency: Parkview Care Home Glencairn Road, Forthriver Road, Belfast. BT13 3PU.	
Issue Date: 5 November 2024	FTC Ref: FTC000228
Regulation not complied with: The Nursing Homes Regulations (Northern Ireland) 2005 Regulation 10.- (1) The registered provider and the registered manager shall, having regard to the size of the nursing home, the statement of purpose, and the number and needs of the patients, carry on or manage the nursing home (as the case may be) with sufficient care, competence and skill.	
Specific failings to comply with regulations: During the unannounced inspection on 22 October 2024 significant concerns were identified in relation to the governance and oversight in the home and the lack of progress with the areas for improvement identified during previous care inspections conducted on 21 May 2021, 15 February 2022, 8 November 2022, 8-9 August 2023 and 23-24 April 2024, in particular areas for improvement relating to Infection Prevention and Control (IPC) and patient care records. A significant number of issues were evident in relation to environmental cleanliness and the management of infection prevention and control (IPC). Staff were observed wearing nail polish or gel nails which was unchallenged by management. Significant concerns were identified in regards to the environmental cleaning and cleaning of equipment including crash mats, bedrail bumpers, bed frames, armchairs including cushions, multiple side tables, fridges, microwave, wheel chairs and manual handling equipment. Ineffective cleaning of floors was also noted. Some patients' beds had been made up with soiled bed linen. It was evident that staff did not recognise the risks associated with the spread of infection. The sofa in a dining area had significant damage to arms and the sofa in the staff room in the Carrickfergus unit was also torn. In the laundry, tiles were missing behind the tumble dryer and chipped work tops were observed. The paint was flaking on the ceiling and the door frame was very dusty/dirty. The door to	

the laundry was badly marked and the door to foyer was chipped and marked. The damage identified prevented effective cleaning taking place.

Completed governance audits reviewed, had not identified the deficits in regards to IPC measures, staff practice, record keeping or the cleanliness of the environment and equipment as evidenced during this inspection. In addition, the audit action plans in place were not time specific and it was unclear, from the records reviewed, if any action had been taken to address the deficits identified.

Review of reports of the quality monitoring undertaken in accordance with Regulation 29 and on behalf of the Responsible Individual did not evidence the scope of concerns identified by RQIA or that the governance system/s were failing to recognise or respond to deficits in a timely and/or sustainable manner.

Given the evidence and lack of response and /or the sustainability of improvements, RQIA are concerned that there is a lack of consideration given to the dignity and value placed on the patient's in regards to their environment.

RQIA identified a number of hazards which had the potential to place patients at risk of harm. A selection of food and drinks were observed to be accessible in a number of rooms throughout the Strathearn and Carrickfergus units. There were patients living in these units who required modified diets as recommended by the Speech and Language Therapist as a result of dysphagia. The failure to securely store these foods resulted in patients, some of whom lacked the ability to manage risks to themselves, having unrestricted access to the foodstuff potentially placing them at risk .

A staff room in the Carrickfergus unit was unlocked and various items were accessible to patients such as chemicals, food, drinks and staff belongings. A number of bottles of hand soap and sanitisers were also accessible throughout the home.

RQIA are concerned that the management and staff in the home failed to recognise the potential risks that patients were exposed to as a result of the storage arrangements of food items, chemicals and access to the staff room.

Action required to comply with regulations

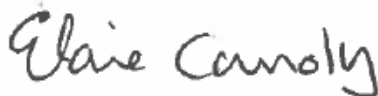
The Responsible Individual must ensure that:

- a robust and comprehensive system of governance audit is implemented to identify any deficits in the delivery of nursing care or other services in the home; this should include, but is not limited to, environmental hazards and Infection Prevention and Control(IPC).
- where deficits are identified through the audit process a time bound action plan must be developed to ensure the necessary improvements are addressed.
- the manager's oversight of the audit systems must be clearly evidenced
- the home is maintained clean and equipment and furniture is kept clean and in a good state of repair.

- Staff undertake updated training in IPC and this training is embedded into practice.
- Staff practice in relation to IPC is robustly monitored and when deficits are identified action is taken.
- Regulation 29 reports include oversight of the governance systems, progress with the Quality Improvement Plans arising from inspection, and time bound action plans are developed to address any deficits.
- there is a robust system in place to minimise risks to patients which includes the safe management of food and fluids, hot surfaces, access to chemicals used for cleaning/hairdressing and access to equipment.
- the system to identify/recognise and manage various types of hazards to patients is clearly understood by staff commensurate with their role and responsibilities.

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: 6 January 2025



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 Nursing 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.