THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

<table>
<thead>
<tr>
<th>Name of Registered Establishment:</th>
<th>Name of Registered Person:</th>
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<tr>
<td>Valley Nursing Home (1502)</td>
<td>Mr Paul Warren-Gray</td>
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<th>Address of Registered Establishment:</th>
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<td>8 Tullybroom Road, Clogher, BT76 0UW</td>
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| Issue Date: 16 July 2019 | FTC Ref: FTC000069 |

Regulation not complied with:

The Nursing Homes Regulations (Northern Ireland) 2005

Visits by registered provider

Regulation 29.—
(1) Where the registered provider is an individual, but not in day-to-day charge of the nursing home, he shall visit the home in accordance with this regulation.

Specific failings to comply with regulations:

During the unannounced care inspection on 6 July 2019 to 8 July 2019 deficits were identified in relation to the lack of effective managerial, monitoring and governance arrangements in the home. This included a lack of oversight and effective quality assurance in regard to several areas including but not limited to: the quality of the internal environment; infection prevention and control practices; managerial arrangements within the home; the dining experience of patients; the provision of safe, effective and compassionate care delivery to patients; the provision of activities to patients.

Feedback from staff confirmed that monthly monitoring visits were taking place on behalf of the responsible individual and deficiencies were previously identified in monthly monitoring visits. However, the necessary improvements had not been made. The effectiveness of monthly monitoring visits were therefore considered inadequate.

Action required to comply with regulations:

The responsible individual must ensure that:

- sufficiently robust auditing systems are in place to quality assure the delivery of nursing and other services provided. This includes, but is not limited to, environmental audits; infection prevention and control audits; an audit of the dining experience of patients; the management, provision and review of activities to patients on a weekly basis; and that staff communication with patients is appropriate, effective and compassionate.
• monthly monitoring reports are completed every 28 days in accordance with Regulation 29 of the Nursing Homes Regulations (Northern Ireland) 2005, and are sufficiently robust. Monthly monitoring reports must contain clear and time-bound action plans which detail all areas of improvement required and how these improvements are being monitored and maintained. The completed Regulation 29 report should be shared with the registered manager and the senior management team to ensure that the required improvements are effectively reviewed.

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 September 2019

Signed.................................................................Director of Assurance

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.