

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY

FAILURE TO COMPLY NOTICE

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| Name of Registered Establishment or Agency: The Court Care Home | FTC Ref No: FTC/NH/1451/2016-17/01 |
| Address of Registered Establishment or Agency: 1a Queens Avenue, Ballymoney, BT53 6DF | |
| Name of Registered Provider: Four Seasons (No11) Limited | Issue Date: 3 November 2016 |
| Responsible Individual: Dr Maureen Claire Royston | |
| 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 an unannounced inspection on 27 October 2016, RQIA was unable to validate that effective quality monitoring and governance systems had been implemented, which had the potential to place patients at risk of harm. Serious concerns regarding the lack of management and oversight were evidenced in relation to the following: The registered person failed to ensure that an appropriate quality audit of patient care records was maintained. Audits examined failed to have sufficient depth, to ensure that the deficits in delivery of care were appropriately identified. This was particularly relevant to records of wound care, weight loss and nutritional management and has the potential to impact negatively on outcomes for patients. The registered person failed to ensure that the monthly monitoring reports completed in accordance with Regulation 29 of The Nursing Homes Regulations (Northern Ireland) 2005, were sufficiently robust to identify failings in the delivery of care and to minimise potential risks to patients. The registered person failed to ensure that RQIA were notified in a timely manner of notifiable events, in accordance with Regulation 30 of The Nursing Homes Regulations (Northern Ireland) 2005. | |

Action required to comply with regulations:

The registered person must ensure, 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: care records; wound care; nutrition and weight loss. Records regarding the completion of these quality assurance audits must be available for inspection by RQIA.

The registered person must ensure that a detailed and comprehensive monthly monitoring report is maintained in accordance with Regulation 29 of The Nursing Homes Regulations (Northern Ireland) 2005. Clear action plans, detailing all areas of improvement should be developed and monitored to ensure compliance.

The registered person must ensure that all notifiable events are reported to RQIA in accordance with Regulation 30 of The Nursing Homes Regulations (Northern Ireland) 2005.

The registered person may make written representation to the Chief Executive of RQIA regarding the issue of a failure to comply notice, within one month of receipt of this notice.

Date by which compliance must be achieved by 5 January 2017.

Signed.......... Director of Regulation and Nursing

This notice is made 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.

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| Name of Registered Provider: Four Seasons (No11) Limited | Issue Date: 3 November 2016 |
| Responsible Individual: Dr Maureen Claire Royston | |
| Regulation not complied with: The Nursing Homes Regulations (Northern Ireland) 2005 Regulation 12.- (1) (a) and (b) The registered person shall provide treatment, and any other services to patients in accordance with the statement of purpose, and shall ensure that the treatment and other services provided to each patient – (a) meet his individual needs (b) reflect current best practice | |
| Specific failings to comply with regulations: During an unannounced inspection on 27 October 2016, concerns were identified in relation to the delivery of safe and effective care to patients in The Court Care Home, which included the following: The registered person failed to ensure that care records were maintained with a systematic approach to assessing, planning, reviewing and evaluating care. The registered person failed to ensure that risk assessments and care plans were in place, and sufficiently reviewed in response to the changing needs of the patients. Discrepancies were identified in relation to some of the information recorded. The registered person failed to ensure there was sufficient evidence within the care records, to demonstrate that patient weight loss was being identified and appropriately managed. The registered person failed to ensure staff were delivering care in keeping with the recommendations of other professionals, regarding wound care, weight loss and dietary intake. | |

The registered person failed to ensure that wound care for an identified patient was delivered as required. The records reviewed indicated that wounds that required dressings to be renewed on alternate days had not been changed for up to and including one week.

The registered person failed to ensure that professional standards and guidelines in respect of wound care, nutritional management and weight loss, were being adhered to.

Action required to comply with regulations:

The registered person must ensure that patients' assessment of needs, including risk assessments are completed and updated regularly, to reflect the needs of the patient and inform the care planning process.

The registered person must ensure that care plans are established to guide and inform the delivery of care.

The registered person must ensure that care plans fully reflect any instructions from the multi professional team and that these are implemented accordingly.

The registered person must ensure that patients' weights are monitored and evaluated, in accordance with their care plans and level of risk. Subsequent action taken in response to any identified deficits should be clearly recorded in the patient's individual care records.

The registered person must ensure that supplementary care records such as food and fluid charts and repositioning charts are maintained accurately, and evidence the subsequent action taken in response to any identified deficits.

The registered person must ensure that patient repositioning charts are accurately maintained and reflect the care plan requirements for wound and/or pressure care management.

The registered person must ensure registered nurses evaluate the effectiveness of care delivered, in regards to the management of wounds, nutrition and weight loss. This information must accurately inform the patient's daily progress notes.

The registered person must ensure that registered nurses liaise with members of the multi professional team on an ongoing basis to ensure patients health and welfare.

The registered person must ensure that care records in relation to wounds, nutrition and weight loss are maintained in accordance with professional standards and guidelines.

The registered person may make written representation to the Chief Executive of RQIA regarding the issue of a failure to comply notice, within one month of receipt of this notice.

Date by which compliance must be achieved by 5 January 2017.

Signed.......... Director of Regulation and Nursing

This notice is made under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Nursing Homes Regulations (Northern Ireland) 2005.

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