

Unannounced Enforcement Care Inspection Report 19 April 2017



Mertoun Park

Type of Service: Residential Care Home
Address: 17 Orchard Court, Knocknagoney, Holywood BT18 9QE
Tel No: 028 9504 0588
Inspectors: Laura O'Hanlon and Raymond Sayers

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

1.0 Summary

An unannounced inspection of Mertoun Park took place on 19 April 2017 from 13.15 to 15.30.

The purpose of the inspection was to assess the level of compliance achieved by the home regarding the two failure to comply (FTC) notices issued on 30 March 2017. The areas for improvement and compliance with regulation were in relation to fire safety issues (FTC/RC/1006/2016-17/02) and the failure to notify RQIA of renovations to the home (FTC/RC/1006/2016-17/03). The date for compliance with the FTC notices was 19 April 2017.

Evidence was available on the day of the inspection to validate full compliance with the above two FTC notices.

The inspection was undertaken jointly by Laura O'Hanlon (care inspector) and Raymond Sayers (estates inspector). Mr Sayers' findings will be outlined under a separate premises inspection report.

This inspection was underpinned by The Residential Care Homes Regulations (Northern Ireland) 2005 and DHSSPS Residential Care Homes Minimum Standards, August 2011.

1.1 Inspection outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	0

This inspection resulted in no new requirements or recommendations being made. One requirement was carried forward for review at the next care inspection.

Findings of the inspection were discussed with Mr Patrick Heaney, Manager, Ms Anne Campbell, Operations Manager (Learning Disability), Belfast Health and Social Care (HSC) Trust and Esther Rafferty, Service Manager of Hospital Services, Belfast HSC Trust, as part of the inspection process and can be found in the main body of the report.

Enforcement action did not result from the findings of this inspection.

1.2 Actions/enforcement taken following the most recent care inspection

The most recent inspection of the home was an unannounced care inspection dated 23 March 2017. As a result of this inspection the two FTC notices were issued. The date for compliance with the notices was 19 April 2017.

2.0 Service details

Registered organisation/registered person: Belfast Health and Social Care Trust Martin Joseph Dillon	Registered manager: Patrick Heaney
Person in charge of the home at the time of inspection: Patrick Heaney	Date manager registered: 08 December 2015
Categories of care: LD - Learning Disability LD (E) – Learning disability – over 65 years	Number of registered places: 14

3.0 Methods/processes

Prior to inspection the following records were analysed:

- The actions required as indicated in the FTC notices:
 FTC Ref: FTC/RC/1006/2016-17/02
 FTC Ref: FTC/RC/1006/2016-17/03
- The previous inspection report
- Written and verbal communication received by RQIA since the last care inspection
- The submitted variation to registration documentation
- Notifications received since the last inspection

The following records were examined during the inspection:

- Fire safety risk assessment
- Maintenance of fire-fighting equipment, alarm system, emergency lighting, fire doors, etc
- Records of fire drills
- Records of fire safety training
- An action plan for the management of the home during the renovations to the home

4.0 The inspection

4.1 Review of requirements and recommendations from the most recent inspection Dated 23 March 2017

The most recent inspection of the home was an unannounced care inspection dated 23 March 2017. One requirement was carried forward for review at the next care inspection.

4.2 Review of requirements and recommendations from the last care inspection dated 23 March 2017

Last care inspection statutory requirements		Validation of compliance
<p>Requirement 1</p> <p>Ref: Regulation 27. - (4) (a)</p> <p>Stated: First time</p> <p>To be completed by: 19 April 2017</p>	<p>The registered person must ensure that the current fire safety risk assessment is updated to reflect the ongoing work in the home and submitted to RQIA.</p> <p>This requirement formed part of the FTC notice.</p> <p>Action taken as confirmed during the inspection: Discussion with the registered manager and review of the fire safety risk assessment confirmed that an updated fire safety risk assessment was completed on 3 April 2017.</p>	Met
<p>Requirement 2</p> <p>Ref: Regulation 27. - (4) (b)</p> <p>Stated: First time</p> <p>To be completed by: 19 April 2017</p>	<p>The registered person must ensure that the daily and weekly checks of fire systems and the fire alarm tests are immediately recommenced.</p> <p>This requirement formed part of the FTC notice.</p> <p>Action taken as confirmed during the inspection: Discussion with the registered manager and review of the record of safety checks of fire systems and fire alarms confirmed these were completed on a daily basis.</p>	
<p>Requirement 3</p> <p>Ref: Regulation 27. - (4) (b)</p> <p>Stated: First time</p> <p>To be completed by: 19 April 2017</p>	<p>The registered person must ensure that all fire exit routes are unobstructed and a written record is maintained of these checks.</p> <p>This requirement formed part of the FTC notice.</p> <p>Action taken as confirmed during the inspection: An inspection of the environment confirmed that all fire exit routes were unobstructed. A written record was maintained of these checks.</p>	

<p>Requirement 4</p> <p>Ref: Regulation 32. - (1) (h)</p> <p>Stated: First time</p> <p>To be completed by: 19 April 2017</p>	<p>The registered person must ensure the required variation to registration documentation is submitted to RQIA in accordance with the legislation.</p> <p>The registered person must ensure that RQIA are informed of any future alterations to the home.</p> <p>This requirement formed part of the FTC notice.</p>	<p>Met</p>
<p>Action taken as confirmed during the inspection:</p> <p>A completed application for variation was received by RQIA on 3 April 2017. Discussion with the registered manager confirmed that he was aware of the requirement to ensure that RQIA are informed of any future alterations to the home.</p>		
<p>Requirement 5</p> <p>Ref: Regulation 29 (3)</p> <p>Stated: First time</p> <p>To be completed by: 24 March 2017</p>	<p>The registered provider must ensure that the monthly monitoring visits are completed and a report produced and made available for residents, their representatives, staff, trust representatives and RQIA to read.</p>	<p>Carried forward for review at the next care inspection</p>
<p>Action taken as confirmed during the inspection:</p> <p>This requirement was not reviewed at this inspection and was carried forward for review at the next care inspection.</p>		

4.3 Inspection findings

FTC Ref: FTC/RC/1006/2016-17/02

Notice of Failure to Comply with Regulation 27. (4) (a) (b) of The Residential Care Homes Regulations (Northern Ireland) 2005

27. (4) The registered person shall –

(a) have in place a current written risk assessment and fire management plan that is revised and actioned when necessary or whenever the fire risk has changed;

(b) take adequate precautions against the risk of fire, including the provision of suitable fire equipment;

In relation to this notice the following three actions were required to comply with this regulation:

- The registered person must ensure that the current fire safety risk assessment is updated to reflect the ongoing work in the home and submitted to RQIA.
- The registered person must ensure that the daily and weekly checks of fire systems and the fire alarm tests are immediately recommenced.
- The registered person must ensure that all fire exit routes are unobstructed and a written record is maintained of these checks

A review of the fire safety risk assessment confirmed that this was completed on 3 April 2017. Discussion with the registered manager confirmed that all of the recommendations included within this risk assessment were addressed with the exception of one. This outstanding recommendation is in the process of being actioned by the BHSCT.

Discussion with the registered manager and a review of the record of safety checks of fire systems and fire alarms confirmed these were completed on a daily basis. The registered manager advised that this forms part of the action plan in place during the course of the renovations in the home.

An inspection of the environment confirmed that all fire exit routes were unobstructed. A written record was maintained of these checks. In addition to this a daily check of the environment is completed with the site foreman and the staff member in charge at 16.30 and written records of these checks were reviewed during the inspection.

A record of a recent fire drill confirmed that was undertaken on 7 April 2017. A review of the fire safety training records confirmed this was completed October 2016. The registered manager was advised of the need to ensure that staff undertake fire safety training on a six monthly basis.

Evidence was available at this inspection to validate full compliance with the actions of the FTC notice.

FTC Ref: FTC/RC/1006/2016-17/03

Notice of Failure to Comply with Regulation 32. (1) (h) of The Residential Care Homes Regulations (Northern Ireland) 2005

Regulation 32. - (1) (h)

32. (1) The registered person shall give notice in writing to the Regulation and Improvement Authority as soon as it is practicable to do so, if any of the following events is proposed to take place –

(h) the premises of the home are significantly altered or extended, or additional premises are acquired.

In relation to this notice the following two actions were required to comply with this regulation:

- The registered person must ensure the required variation to registration documentation is submitted to RQIA in accordance with the legislation.
- The registered person must ensure that RQIA are informed of any future alterations to the home.

An application for variation was received by RQIA on 3 April 2017 and a floor plan was submitted to RQIA on 13 April 2017. Confirmation was provided in writing that the required fee would be paid to RQIA. Discussion with the registered manager confirmed that he was aware of the requirement to ensure that RQIA are informed of any future alterations to the home.

Evidence was available at this inspection to validate full compliance with the actions of the FTC notice.

Areas for improvement

No areas for improvement were identified during the inspection. One requirement was carried forward for review at the next care inspection.

Number of requirements	0	Number of recommendations	0
-------------------------------	---	----------------------------------	---

5.0 Quality improvement plan

This inspection resulted in no new requirements or recommendations being made. One requirement was carried forward for review at the next care inspection.

Findings of the inspection were discussed with Mr Patrick Heaney, Registered Manager, Ms Anne Campbell, Operations Manager (Learning Disability), Belfast Health and Social Care (HSC) Trust and Esther Rafferty, Service Manager of Hospital Services, Belfast HSC Trust, as part of the inspection process.

The registered provider/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all requirements and recommendations contained within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of the residential care home. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises RQIA would apply standards current at the time of that application.

5.1 Statutory requirements

This section outlines the actions which must be taken so that the registered provider meets legislative requirements based on The Residential Care Homes Regulations (Northern Ireland) 2005.

5.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and DHSSPS Residential Care Homes Minimum Standards, August 2011. They promote current good practice and if adopted by the registered provider/manager may enhance service, quality and delivery.

5.3 Actions to be taken by the registered provider

The QIP should be completed and detail the actions taken to meet the legislative requirements and recommendations stated. The registered provider should confirm that these actions have been completed and return the completed QIP to web portal for assessment by the inspector.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the registered provider from their responsibility for maintaining compliance with the regulations and standards. It is expected that the requirements and recommendations outlined in this report will provide the registered provider with the necessary information to assist them to fulfil their responsibilities and enhance practice within the service.

Quality Improvement Plan

Statutory requirements

Requirement 1

Ref: Regulation 29 (3)

Stated: First time

To be completed by:
24 March 2017

The registered provider must ensure that the monthly monitoring visits are completed and a report produced and made available for residents, their representatives, staff, trust representatives and RQIA to read.

Action required to ensure compliance with this requirement was not reviewed as part of this inspection and this will be carried forward to the next care inspection.

Response by registered provider detailing the actions taken:
In response to this requirement, the registered provider will ensure that the monthly quality monitoring visits are completed each month and a report made available for residents, their representatives, staff, trust representatives and RQIA.

Please ensure this document is completed in full and returned to care.team@rqia.org.uk from the authorised email address



The Regulation and Quality Improvement Authority

9th Floor

Riverside Tower

5 Lanyon Place

BELFAST

BT1 3BT

Tel 028 9051 7500

Fax 028 9051 7501

Email info@rqia.org.uk

Web www.rqia.org.uk

 @RQIANews