



The Regulation and
Quality Improvement
Authority

Mountview Retreat
RQIA ID: 1329
19 Rocktown Lane
Knockloghrim
BT45 8QF

Inspector: Inspector's Name
Inspection ID: IN22256

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**Unannounced Care Inspection
of
Mountview Retreat**

29 October 2015

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: www.rqia.org.uk

1. Summary of inspection

An unannounced care inspection took place on 29 October 2015 from 10 00 to 13 30. On the day of the inspection the home was found to be delivering safe, effective and compassionate care. The standard we inspected was assessed as being fully met. Areas for improvement were identified and are set out in the Quality Improvement Plan (QIP) appended to this report.

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

1.1 Actions/enforcement taken following the last inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

1.2 Actions/enforcement resulting from this inspection

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

1.3 Inspection outcome

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

This inspection resulted in no requirements or recommendations being made. Findings of the inspection can be found in the main body of the report.

2. Service details

Registered Organisation/Registered Person: Mr Ciaran Maynes	Registered Manager: Mr Ciaran Maynes
Person in charge of the home at the time of inspection: Mr Maynes	Date manager registered: 20/04/2015
Categories of care: RC-I, RC-LD, RC-LD(E), RC-MP, RC-MP(E), RC-PH, RC-PH(E)	Number of registered places: 9
Number of residents accommodated on day of inspection: 8	Weekly tariff at time of inspection: <i>From £470 to £ 528</i>

3. Inspection focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following standard had been met.

Standard 1 Residents' involvement - Residents' views and comments shape the quality of services and facilities provided by the home.

4. Methods/processes

Prior to inspection we analysed the following records: the previous inspection report and notifications of accidents/incidents.

During the inspection the inspector met with 7 residents and 1 care staff.

The following records were examined during the inspection:

- Care files (four)
- Complaints
- Accidents
- Staff induction

5. The inspection

5.1 Review of requirements and recommendations from previous inspection

The previous inspection of the home was an unannounced care inspection dated 19 May 2015. There were no requirements or recommendations made as a result of that inspection.

5.2 Standard 1 Residents' involvement – Residents' views and opinions shape the quality of services and facilities

Is care safe? (Quality of life)

The care files we examined contained notes of annual care management reviews. These reviews provide a forum for residents and their families to express their views, to the community named worker, about the care they receive in the home. The comments we read were all positive. The home has residents' meetings on a regular basis. The minutes of the meetings were available for inspection. This showed that residents views were sought and responded to. For example residents had suggested more outings from the home. We were informed that outings have increased as a result. Residents were happy with this outcome.

Is care effective? (Quality of management)

Mr Maynes has been registered provider/registered manager of Mountview for one year. He was aware of the importance of monitoring and quality assuring all aspects of the care provision in the home. Satisfaction questionnaires have been devised for both residents and their families. There is a template in place to collate information for the annual quality review report in line with regulation 17. Mr Maynes is currently in the process of completing the report which he confirmed would be in place and available for inspection by the end of 2015.

Is care compassionate? (Quality of care)

There were eight residents in the home for the duration of this inspection. We observed staff providing care for residents in a friendly respectful manner. The manager and staff member on duty felt that care in the home is compassionate. The manager stated that he undertakes duty on the first night himself when a new resident is admitted to the home "just to make sure they settle in". The atmosphere in the home on the day was unhurried and assistance was given to residents in a timely manner and at the resident's own pace. The induction programme for new staff incorporates the core values of choice, dignity and privacy.

Number of requirements:	0	Number of recommendations:	0
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5.3 Additional areas examined

5.3.1 Residents

We spoke with residents on the day all of whom were complimentary about their life in Mountview and spoke of staff kindness and the quality of the food. There had been two new residents admitted since the previous inspection. They were enthusiastic about how they had been made to feel welcome by staff and other residents. A selection of comments made by residents is below –

“I feel safe here, I’m really glad I came”

“This is a great place”

“Great grub”

5.3.2 Relatives

There were no relatives in the home on the day

5.3.3 Staff

In addition to the registered manager there was one care staff on duty. Mr Maynes confirmed that this is satisfactory to meet the needs and numbers of persons accommodated. Observation of practice found it to be friendly, informal and caring.

The staff member felt that Mountview Retreat is a good home and that residents are “very well cared for”

5.3.4 Environment

The environment internally was found to clean and fresh smelling. There is a large lounge and separate dining room with a variety of seating arrangements to suit individual residents.

5.4.5 Accidents/incidents

Accidents and incidents since the previous inspection have been recorded, reported and dealt with as appropriate. A review of a recent untoward event showed that families and the Trust were fully involved in the investigation of same.

5.4.6 Complaints

There have been no complaints recorded since the last inspection

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the home. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations.

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.

Registered Manager	Ciaran Maynes	Date Completed	07-12-15
Registered Person	Ciaran Maynes	Date Approved	07-12-15
RQIA Inspector Assessing Response	Ruth Greer	Date Approved	08-12-15

Please provide any additional comments or observations you may wish to make below:

The inspector was very respectful of the residents and the home and very understanding given that it was a busy day and the inspection was unannounced. For that we would like to say thank you.

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