



# Unannounced Follow-up Care Inspection Report 18 April 2019



## Lisgarel

**Type of Service: Residential Care Home**  
**Address: Gloucester Park, Larne BT40 1PD**  
**Tel No: 028 2827 4833**  
**Inspector: Alice McTavish**

[www.rqia.org.uk](http://www.rqia.org.uk)

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Assurance, Challenge and Improvement in Health and Social Care

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 service provider from their responsibility for maintaining compliance with legislation, standards and best practice.

## 1.0 What we look for



## 2.0 Profile of service

This is a residential care home with 40 beds that provides care for older people.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Northern HSC Trust  <b>Responsible Individual:</b> Tony Stevens	<b>Registered Manager:</b> Andrew David Jamison
<b>Person in charge at the time of inspection:</b> Andrew David Jamison	<b>Date manager registered:</b> 17 August 2015
<b>Categories of care:</b> Residential Care (RC) I - Old age not falling within any other category	<b>Number of registered places:</b> 40  The home is approved to provide care on a day basis only to 4 persons.

### 4.0 Inspection summary

An unannounced inspection took place on 18 April 2018 from 11.15 to 13.15.

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

Whistleblowing information was received in RQIA on 16 April 2019, raising concerns about a tenant accommodated in a unit adjoining Lisgarel residential home having unrestricted access to the home. This inspection was undertaken to establish if any breach of regulations or minimum standards had occurred, and the issues raised were discussed with senior management in the Northern Health and Social Care Trust.

The following areas were examined during the inspection:

- The home's environment
- Responsibilities of the registered manager and staff

The findings of this report will provide the home with the necessary information to assist them to fulfil their responsibilities, enhance practice and resident experience.

### 4.1 Inspection outcome

Enforcement action resulted from the findings of this inspection.

The enforcement policies and procedures are available on the RQIA website.

[https://www.rqia.org.uk/who-we-are/corporate-documents-\(1\)/rqia-policies-and-procedures/](https://www.rqia.org.uk/who-we-are/corporate-documents-(1)/rqia-policies-and-procedures/)

## 4.2 Action/enforcement taken following the most recent care inspection

No further actions were required to be taken following the most recent inspection on 6 March 2019.

## 5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records: the report of the last care inspection and whistleblowing information received by RQIA.

During the inspection the inspector met with the registered manager and two care staff.

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

## 6.0 The inspection

### 6.1 Review of areas for improvement from the most recent inspection dated 6 March 2019

The most recent inspection of the home was an unannounced care inspection. There were no areas for improvement identified.

## 6.2 Inspection findings

### The home's environment

The footprint of the residential care home was examined to establish what access tenants had to the home and to establish how the residents in the home had their rights of privacy, dignity and safety protected. It was found that tenants living in the chalets adjoining the home could avail of unrestricted access to the residential home. This posed a potential risk to the security of the residential home and the safety of the residents.

### Roles and responsibilities of the registered manager and staff

We discussed with the registered manager what responsibilities the management of Lisgarel had to the tenants in the chalets and how fire safety was maintained. The registered manager and staff described how there was a long standing expectation by senior Trust management that they would provide some limited services and support to those tenants living in the chalets; these tasks were additional to their roles in the residential care home.

The findings of the inspection raised a number of concerns in respect of security of the residential care home and safety of residents.

The Trust was directed by RQIA on 18 April 2019 to take immediate actions to address access and egress from the home to the chalets. Concerns, however, remained regarding the risks of

Lisgarel operating outside of their current statement of purpose; the lack of governance and oversight in not recognising the potential risks for residents; the responsibilities of Lisgarel staff in delivering care to tenants; and fire safety.

As a result of these concerns, the registered manager and senior Trust managers were invited to attend a Serious Concerns Meeting on 24 April 2019.

At this meeting senior Trust managers acknowledged that the situation needed to change and provided a detailed action plan illustrating the actions taken to date. The senior managers provided assurances that the establishment was now operating in accordance with the relevant regulations. These assurances were accepted by RQIA.

RQIA considered the matter and later confirmed that no further action was necessary.

## **7.0 Quality improvement plan**

There were no areas for improvement identified following the Serious Concerns meeting, and a QIP is not required or included as part of this inspection report.



The Regulation and Quality Improvement Authority  
9th Floor  
Riverside Tower  
5 Lanyon Place  
BELFAST  
BT1 3BT

**Tel** 028 9536 1111  
**Email** [info@rqia.org.uk](mailto:info@rqia.org.uk)  
**Web** [www.rqia.org.uk](http://www.rqia.org.uk)  
**📍** @RQIANews