



The Regulation and
Quality Improvement
Authority

**THE REGULATION AND QUALITY IMPROVEMENT
AUTHORITY**

9th floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501

ANNOUNCED ESTATES INSPECTION

Inspection No: IN016777
Establishment ID No: 1470
Name of Establishment: Glenview
Date of Inspection: 30 September 2014
Inspector's Name: Raymond Sayers

1.0 GENERAL INFORMATION

Name of Home:	Glenview
Address:	11 Bleary Rd Portadown BT63 5NE
Telephone Number:	028 38350500
Registered Organisation/Provider:	Mr Brendan Breen & Mrs Bernadette Breen
Registered Manager:	Ms Joanne Eldon (Acting Manager)
Person in Charge of the Home at the time of Inspection:	Mr Brendan Breen
Other person(s) consulted during inspection:	Mr Cathal Breen & Mr Brendan Breen
Type of establishment:	Nursing Home
Number of Registered Places:	40:NH-DE,NH-I, NH-PH, NH-PH(E)E
Date and time of inspection:	30 September 2014 from 13.40 – 17.05hrs
Date of previous inspection:	25 February 2014
Name of Inspector:	Raymond Sayers

2.0 INTRODUCTION

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect nursing homes.

This is a report of an unannounced inspection to assess the quality of the internal fabric and finishes in the building where the service is being provided. The report details the extent to which the standards measured during inspection were met.

3.0 PURPOSE OF THE INSPECTION

The purpose of this inspection was to consider whether the building internal fabric was safe, well maintained and suitable for the stated purpose, in compliance with legislative requirements and current minimum standards. This was achieved through a process of evaluation of available evidence.

The Regulation and Quality Improvement Authority aims to use inspection to support providers in improving the quality of services, rather than only seeking compliance with regulations and standards.

The aims of the inspection were to examine and evaluate the condition of the internal finishes and decorated surfaces, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003;
- The Nursing Homes Regulations (Northern Ireland) 2005;
- Nursing Homes Minimum Standards (DHSSPS, 2008).

Other published standards which guide best practice may also be referenced during the Inspection process.

4.0 METHODS/PROCESS

Specific methods/processes used in this inspection include the following:

- Discussion with Messrs. Cathal & Brendan Breen;
- Inspection and evaluation of the condition of the building interior fabric, including decorative standards. Patients' private bedrooms were only inspected when unoccupied and permission was granted;
- Evaluation and feedback.

Any other information received by RQIA about this regulated establishment has also been considered by the Inspector in preparing for this inspection.

5.0 CONSULTATION PROCESS

During the course of the inspection, the Inspector spoke to Messrs Cathal & Brendan Breen.

6.0 INSPECTION FOCUS

The inspection sought to establish the level of compliance achieved with respect to the following DHSSPS Nursing Homes Minimum Standard and to assess progress with the issues raised during and since the previous inspection:

Standard inspected:

- Standard 32 - Premises and grounds.

7.0 PROFILE OF SERVICE

Glenview Private Nursing Home is located in Portadown, initially registered in June 1990 by the former Southern Health and Social Services Board. The facility is a two-storey building and currently is comprised of twenty-nine single bedrooms, four double bedrooms, and one treble bedroom. Two day lounges, a sun lounge, a quiet room and dining room are available on the ground floor. Bath/shower and toilet facilities are accessible to communal and bedroom areas throughout the home.

The gardens and grounds are accessible to patients and designated car parking spaces are available within the home grounds. The home is currently registered to accommodate a maximum of forty patients, assessed as requiring nursing care in the following care categories:

Nursing Care I Old age not within any other category

Nursing Care DE Conditions associated with dementia. (A maximum of eight patients over and under 65 years.)

Nursing Care PH and PH (E) - Physical Disability over and under 65 years.

Day Care 1 Patient

8.0 SUMMARY

Following the Estates Inspection of Glenview on 30 September 2014 improvements are required to comply with the Nursing Homes Regulations (Northern Ireland) 2005 and the criteria outlined in the following standard:

- Standard 32 - Premises and grounds.

This resulted in three requirements and one recommendation listed in the quality improvement plan appended to this report. (One requirement is restated from the previous estates inspection)

Some wall finishes have been damaged by impact with trolleys, wheelchairs, hoists etc; minor decorative repairs may be possible in some locations but to prevent further damage surface protective measures should be considered.

The Estates Inspector would like to acknowledge the assistance of Messrs. Cathal & Brendan Breen during the inspection process.

9.0 INSPECTOR'S FINDINGS

9.1 Recommendations and requirements from previous inspection

It is noted that some of issues listed in the report of the previous estates inspection on 25 February 2014 have been addressed. Several items require further attention and are restated in the relevant sections of the attached quality improvement plan sub-titled 'restated recommendations/requirements'.

No	Regulation Ref.	Requirements	Action taken - as confirmed during this inspection	Inspector's Comments
1	27(2)(d)	Redecorate walls and ceilings in ground floor day-room 102, bedrooms 2, 3 & 4. Redecorate walls and ceilings in first floor bedrooms 10 & 12. Redecorate Dining room & kitchen ceilings.	Some redecoration works had been completed; dining room wall required further attention.	Redecoration works implemented in some areas, but additional repairs required. (Reference: Quality Improvement Plan Item 2)
2	27(2)(b)	Clean/replace floor coverings in the following areas: ground floor bedrooms 4, 8a, WC 116, dayroom 118 and corridor adjacent bedroom 13; first floor bedrooms 11,17, 26 & 27.	Some floor finishes had received cleaning, however floor coverings in Bedrooms: 2, 4, 11, 17 & 27 required further attention.	Cleaning works successful in some areas; replacement floor covering will be required where stains cannot be removed. (Reference: Quality Improvement Plan Items 1 & 3)
No	Minimum Standard Ref.	Recommendations	Action Taken – as confirmed during this inspection	Inspector's Comments
3	32.1	Repair or replace items of furniture which are displaying signs of deterioration.	Mr. Brendan Breen identified some items of furniture assessed as displaying surface damage as property owned by residents.	Damaged furniture should be repaired/ replaced. (Reference: Quality Improvement Plan Item 4)

9.1 Recommendations and requirements from previous inspection

It is noted that a number of items listed in the report of the previous estates inspection on 25 February 2014 have been addressed. Several issues require further attention and are restated in the relevant sections of the attached quality improvement plan sub-titled 'restated recommendations/requirements'.

9.2 **Standard 32 - Premises and grounds** - *The premises and grounds are safe, well maintained and remain suitable for their stated purpose*

- 9.2.1 While there was evidence of maintenance activities some areas require additional attention in order to comply with this standard. Items requiring corrective action by the registered person are detailed in report items 9.2.2 - 9.2.4. Requirements and recommendations are listed in the attached Quality Improvement Plan section titled '**Standard 32 - Premises and grounds**'.
- 9.2.2 Accommodation displaying wall finish defects are: Dining room, WC104, WC116, Sunroom, Shower 103, laundry, sluice room adjacent laundry, first floor staff wash room & Nurse Station; Bedrooms 5,18, 19, 21& 25,31 & 32.
(Reference: Quality Improvement Plan Item 2)
- 9.2.3 Some floor coverings were stained and required thorough cleaning; where staining could not be removed by cleaning then replacement floor covering should be installed: locations Dayroom 101, WC104, Dayroom 102, Shower 119, GF store, sluice room adjacent lift lobby, first floor corridor carpet, Bedrooms 1,2,4,7,11,14,17,20,21,27 & 28.
(Reference: Quality Improvement Plan Items 1 & 3)
- 9.2.4 Some items of furniture noted as displaying signs of deterioration; Mr Brendan Breen stated that the items were personal belongings of the room resident.
(Reference: Quality Improvement Plan Item 4)

10.0 QUALITY IMPROVEMENT PLAN

The details of the Quality Improvement plan appended to this report were discussed with Messrs. Brendan & Cathal Breen during the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Nursing Homes Regulations (Northern Ireland) 2005 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the home to improve the quality of life experienced by residents.

The registered provider is required to record comments on the quality improvement plan.

11.0 Enquiries

Enquiries relating to this report should be addressed to:

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



Quality Improvement Plan

Announced Estates Inspection

Glenview Nursing Home : RQIA ID 1470

30 September 2014

QIP Position Based on Comments from Registered Persons (for RQIA use only)			QIP Closed		Estates Officer	Date
			Yes	No		
A.	All items confirmed as addressed.					
B.	All items either confirmed as addressed or arrangements confirmed to address within stated timescales.					
C.	Clarification or follow up required on some items.					

NOTES:

The details of the quality improvement plan were discussed with Messrs Cathal & Brendan Breen during the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Nursing Homes Regulations (Northern Ireland) 2005 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the home to improve the quality of life experienced by patients.

The registered provider is required to record comments on the quality improvement plan.

The quality improvement plan is to be completed by the registered provider and registered manager and returned to estates@rqia.org.uk.

Please complete the following table to demonstrate that this Quality Improvement Plan has been completed by the registered manager and approved by the responsible person / identified responsible person:

NAME OF REGISTERED MANAGER COMPLETING QIP	
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP	

Announced Estates Inspection to Glenview Nursing Home on 30 September 2014

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Standard 32 - Premises and grounds

The following requirements and recommendations should be noted for action in relation to Standard 32 - Premises and grounds

Item	Regulation Reference	Restated Requirements	Timescale	Details Of Action Taken By Registered Person (S)
1	Regulation 27 (2)(b)	Clean/replace floor coverings in the following areas: ground floor bedrooms 4, 8a, WC 116, dayroom 118 and corridor adjacent bedroom 13; first floor bedrooms 11, 17, 26 & 27. (Reference: Report section 9.2.3)	12 weeks	
Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
2	Regulation 27 (2)(d)	Complete a condition survey and review of all interior decoration; implement redecoration repair works to upgrade decorative standards. (Reference: Report section 9.2.2)	12 weeks	
3	Regulation 27 (2)(b)	Complete a condition survey and review of all floor finishes; implement cleaning to remove stains, replace coverings where cleaning process is ineffective. (Reference: Report section 9.2.3)	12 weeks	
Item	Standard Reference	Recommendations	Timescale	Details Of Action Taken By Registered Person (S)
4	Standard 32.12	Implement repair works to damaged furniture. (Reference: Report section 9.2.4)	12 weeks	

Announced Estates Inspection to Glenview Nursing Home on 30 September 2014

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A completed Quality Improvement Plan from the inspection of this service has not yet been returned.

If you have any further enquiries regarding this report please contact RQIA through the e-mail address info@rqia.org.uk