



The Regulation and
Quality Improvement
Authority

Cranley Lodge
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5 Cranley Avenue
Bangor
BT19 7BY

Inspector: Joe McRandle
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**Announced Finance Inspection
of
Cranley Lodge**

28 July 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 announced finance inspection took place on 28 July 2015 from 10.30 to 14.00. Twenty four hours' notice was given prior to the inspection. Overall on the day of the inspection the home was found to be delivering safe, effective and compassionate care in relation to the management of residents' finances. 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.

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	3	2

The details of the QIP within this report were discussed with Mrs Lisa Harrison, registered manager and Mrs Gillian Bradley, Director, as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Brian Adam	Registered Manager: Lisa Harrison
Person in Charge of the Home at the Time of Inspection: Mrs Lisa Harrison	Date Manager Registered: 1 April 2005
Categories of Care: RC-DE	Number of Registered Places: 60
Number of Residents accommodated on the day of Inspection: 56 (11 Private)	Weekly Tariff at Time of Inspection: £470- £508

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 themes have been met:

Statement 1

The home maintains complete and up to date records in respect of the terms and conditions of the provision of accommodation and personal care.

Statement 2

Arrangements for receiving and spending residents' monies on their behalf are transparent, have been authorised and the appropriate records are maintained.

Statement 3

A safe place is provided within the home premises for the storage of money and valuables deposited for safekeeping; clear, up to date and accurate records are maintained.

Statement 4

Arrangements for providing transport to residents are transparent and agreed in writing with the resident/their representative.

4. Methods/Process

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

- Discussion with registered manager and director.
- Audit traces carried out on a sample of residents' records
- Audit of residents' individual files
- Spot check on residents' monies and valuables
- Audit of policies and procedures
- Evaluation and feedback.

Prior to inspection the following records were analysed:

- Records of incidents notified to RQIA in the last twelve months.

The following records were examined during the inspection:

- The resident's guide
- Six residents' individual files
- Records of Trust remittances showing fees paid by Trust on behalf of residents
- Records of payment of fees for three residents
- Records of payments to hairdresser
- Audit of invoices to residents for purchases
- Consent forms for staff to make purchases on behalf of residents.
- Policies and Procedures for residents' finances.

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 16 July 2015. The completed QIP was returned and approved by the care inspector.

5.2 Review of Requirements and Recommendations from the last Finance Inspection

There has been no previous finance inspection of this service.

5.3 Statement 1 - The home maintains complete and up to date records in respect of the terms and conditions of the provision of accommodation and personal care.

Is Care Safe?

A resident's guide was in place at the time of inspection. A written agreement was included as part of the guide. Review of six residents' files (two of which were private residents) evidenced that individual written agreements were in place for all six residents. The agreements showed the weekly fee to be paid by, or on behalf of, residents. A list of the services provided for the fee and charges for providing additional services, i.e. hairdressing were included in the agreements.

We noticed that three of the agreements did not show details of the method of payment for the fee or details of the person by whom the fee was payable. We also noticed that two of the agreements reviewed did not show the current weekly fee to be paid by, or on behalf of, the resident.

All of the agreements reviewed were signed by the resident, or their representative and a representative from the home.

A requirement is listed within the QIP of this report for residents' agreements to be updated to include the current contribution to be paid by, or on behalf of, the resident. The details of the method of payment of the fee and the person by whom the fee is payable must also be included.

Residents were charged an additional "Top up" per week depending on the type of room accommodated by the resident. Review of the six residents' files showed that the four residents placed by a Health and Social Care Trust were provided with a statement showing the additional amount charged for their room. We noticed that one statement did not show the current top up paid by the resident. Discussion with the registered manager and director confirmed that a revised statement was forwarded to the resident's representative to be signed.

A requirement is listed within the QIP in relation to this finding.

Is Care Effective?

Review of records and discussion with the registered manager and director confirmed that no member of staff at the home acted as an appointee for any resident, i.e. a person authorised by the Social Security Agency (SSA) to receive and manage the social security benefits on behalf of an individual.

Discussion with the registered manager and director also confirmed that no member of staff acted as an agent for any resident, i.e. a person authorised by a resident or their representative to collect social security benefits on the resident's behalf.

A policy and procedure for residents' finances was in place at the time of inspection. The policy did not detail the full arrangements of the support provided by the home to enable residents to manage their finances.

A recommendation is listed within the QIP to this report for the policies and procedures operated at the home to be updated to include all the procedures undertaken in relation to the safeguarding of residents' finances.

Is Care Compassionate?

Review of records confirmed that residents or their representatives received written notification of increases in fees payable as in line with The Residential Care Homes Regulations (Northern Ireland) 2005.

Areas for Improvement

Overall on the day of inspection, we found care to be compassionate in relation to statement 1. Safe and effective care were found to be good. However, there were three areas identified for improvement; these were:

- Up to date individual written agreements to be issued to residents.
- Updated statement of additional charge to one resident
- Revised policies and procedures in relation to residents' finances.

Number of Requirements:	2	Number of Recommendations:	1
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5.4 Statement 2 - Arrangements for receiving and spending residents' monies on their behalf are transparent, have been authorised and the appropriate records are maintained

Is Care Safe?

Review of records confirmed that copies of payment remittances from Health and Social Care Trusts showing the weekly fee for each care managed resident were retained at the home. The remittances also showed the amount of fees paid by the Trust on behalf of residents and the amount to be contributed by the resident (if any). Records also showed the amount paid by private residents.

Review of records of payments made by or on behalf of three residents (including two private residents) confirmed that the amounts received agreed to the contribution owed by each resident.

As previously mentioned in this report a requirement has been listed within the QIP for residents' individual agreements to be updated to show the current weekly fee to be paid by, or on behalf of, the resident.

Is Care Effective?

Discussion with the registered manager and director confirmed that the hairdresser was paid by the home for providing a service to residents. The home subsequently raised an invoice each month, which was forwarded directly to the resident or their representative.

We reviewed a sample of invoices raised. We were provided with records for three residents who received a service from the hairdresser on a specific date. The details of the service and the amounts charged were included in the records. The charge to residents was in line with the price list for the hairdresser which was included in the resident's guide. We noticed that the record of residents receiving the service from the hairdresser did not include signatures to confirm the service took place. We noticed that as in line with good practice the hairdresser was paid by cheque.

A recommendation is listed within the QIP for the hairdressing record to be signed by the hairdresser and a member of staff to confirm that the resident received the service on the date specified.

Discussion with the registered manager and director confirmed that residents' representatives purchased toiletries on behalf of residents.

We reviewed records of clothes purchased by staff on behalf of one resident. Discussion with the registered manager confirmed that the purchases were made on-line. Records of the purchases along with confirmation emails were retained in the resident's file. The registered manager also confirmed that at the time of the purchase the resident was receiving the best value for money for the items purchased. We noticed that the procedure for purchasing clothes on behalf of residents was not included in the policies and procedures operated at the home.

As previously mentioned in this report a recommendation is listed within the QIP for the policies and procedures to be updated to include all procedures operated at the home on behalf of residents.

Discussion with the registered manager and director also confirmed that no bank accounts were managed on behalf of residents.

Is Care Compassionate?

Discussion with the registered manager and director confirmed that no assessed restrictions were in place for any resident receiving their monies.

As previously stated in this report, no member of staff acted as an appointee or agent on behalf of residents.

Areas for Improvement

Overall on the day of inspection, we found care to be safe and compassionate in relation to statement 2. The effectiveness of care was found to be good. However, there was one area identified for improvement; this was in relation to hairdressing records to be signed by the hairdresser and a member of staff.

Number of Requirements:	0	Number of Recommendations:	1
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5.5 Statement 3 - A safe place is provided within the home premises for the storage of money and valuables deposited for safekeeping; clear, up to date and accurate records are maintained.

Is Care Safe?

Discussion with the registered manager and director confirmed that it is policy for residents or their representatives to manage their own monies. No monies or valuables were held on behalf of residents at the time of the inspection.

A safe place was provided at the home if residents required monies or valuables to be held for safekeeping. We were satisfied with the controls around the physical location of the safe place and the staff members with access.

Is Care Effective?

Discussion with the registered manager and Director and review of records confirmed that an inventory of residents' property was maintained at the home. We noticed that the inventory was not always updated when items were brought into the home following admission. There was no record of residents' inventory being reconciled on a regular basis (at least quarterly).

A requirement is listed within the QIP in relation to this finding.

Is Care Compassionate?

A safe place is provided to enable residents to deposit monies and valuables when required. A lockable facility was also provided in each resident's room.

Areas for Improvement

Overall on the day of inspection, we found care to be safe and compassionate in relation to statement 3. The effectiveness of care was found to be good. However, there was one area identified for improvement; this was in relation to the recording of residents' property following admission to the home

Number of Requirements:	1	Number of Recommendations:	0
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5.6 Statement 4 - Arrangements for providing transport to residents are transparent and agreed in writing with the resident/their representative

Is Care Safe?

At the time of inspection the home did not operate a transport scheme.

Is Care Effective?

Residents pay for their own taxis if they wish to avail of a journey outside of the home e.g. hospital appointments. The home pays for the taxi and subsequently invoices the resident or their representative for the taxi fare. We reviewed records of invoices for two residents. The amount invoiced agreed to the receipts retained from the taxi journeys.

Is Care Compassionate?

At the time of inspection the home did not operate a transport scheme.

Areas for Improvement

Overall the inspector found that care was safe, effective and compassionate in relation to statement 4.

Number of Requirements:	0	Number of Recommendations:	0
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5.7 Additional Areas Examined

No additional areas were examined during this inspection.

6 Quality Improvement Plan

The issue(s) identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Mrs Lisa Harrison, registered manager and Mrs Gillian Bradley, Director, as part of the inspection process. The timescales commence from the date of inspection.

The registered person/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 person/manager 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 your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

6.1 Statutory Requirements

This section outlines the actions which must be taken so that the registered person/s meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Residential Care Homes Regulations (Northern Ireland) 2005.

6.2 Recommendations

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

6.3 Actions Taken by the Registered Manager/Registered Person

The QIP should be completed by the registered person/registered manager and detail the actions taken to meet the legislative requirements stated. The registered person will review and approve the QIP to confirm that these actions have been completed. Once fully completed, the QIP will be returned to agencies.team@rqia.org.uk and assessed by the inspector.

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. It is expected that the requirements and recommendations set out in this report will provide the registered person/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the home.

Quality Improvement Plan

Statutory Requirements

Requirement 1

Ref: Regulation 5 (1)
(a) (b)

Stated: First time

To be Completed by:
11 September 2015

The registered person must provide an updated individual written agreement to each resident (or their representative) accommodated at the home.
The agreement must comply with the requirements under regulation 5 of The Residential Care Homes Regulations (Northern Ireland) 2005 and meet standard 4.2 of the DHSSPS Residential Care Homes Minimum Standards.

The agreements must detail the current amount to be paid by the Health and Social Care Trust and the contribution to be paid by the resident (if any). The method of payment of the fee and the person by whom the fees are payable must also be included.

Copies of the updated agreements must be retained within residents' files.

Response by Registered Person(s) Detailing the Actions Taken:
This has now been done for all Residents.

Requirement 2

Ref: Regulation 5 (1)
(a)

Stated: First time

To be Completed by:
11 September 2015

The registered person must ensure that the statement of the additional top up for the resident identified during the inspection is updated to include the current amount paid by or on behalf of the resident.

The record must be signed by the resident or their representative (if resident lacks capacity to understand the agreement) and a representative from the home.

A copy of the signed agreement must be retained in the resident's file.

Response by Registered Person(s) Detailing the Actions Taken:
These are now all in place.

<p>Requirement 3</p> <p>Ref: Regulation 19 (2)</p> <p>Stated: First time</p> <p>To be Completed by: 11 September 2015</p>	<p>The registered person must ensure that an up to date inventory is maintained of furniture and personal possessions brought into the home by, or on behalf of, residents. The registered person must also ensure that a retrospective record is made of the furniture and personal possessions owned by existing residents accommodated in the home.</p> <p>A reconciliation of these records should be undertaken regularly (at least quarterly).</p> <p>Any entry, whether an addition or disposal, must be dated and signed by two members of staff at the time of the entry. The registered person should advise staff of the importance of recording inventory details consistently.</p> <p>Response by Registered Person(s) Detailing the Actions Taken: The initial property list has been reviewed and amended to include items of furniture, electrical items etc. We are currently looking at ways to build in a quarterly check of this.</p>
Recommendations	
<p>Recommendation 1</p> <p>Ref: Standard 15.7</p> <p>Stated: First time</p> <p>To be Completed by: From the date of inspection.</p>	<p>It is recommended that the hairdresser and a member of staff signs the hairdressing record to confirm the service took place on the specified date.</p> <p>Response by Registered Person(s) Detailing the Actions Taken: This has now been put in place.</p>
<p>Recommendation 2</p> <p>Ref: Standard 21</p> <p>Stated: First time</p> <p>To be Completed by: 11 September 2015</p>	<p>It is recommended that the policies and procedures operated at the home are updated to include all the procedures undertaken in relation to the safeguarding of residents' finances, including the procedure for buying items on behalf of residents, e.g. clothes.</p> <p>A record should be retained showing that staff have read and understood the policies and procedures.</p> <p>Response by Registered Person(s) Detailing the Actions Taken: This has been added to the Policy.</p>

Registered Manager Completing QIP	Lisa Harrison	Date Completed	23.9.15
Registered Person Approving QIP	Brian Adam	Date Approved	23.9.15
RQIA Inspector Assessing Response	Joe McRandle	Date Approved	23/09/15

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