

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Alpine House (RQIA ID: 1569)	Name of Registered Person: Mr Sathrouhun Bogun
Address of Registered Establishment: 20 Ballyholme Road, Bangor, BT20 5JN	
Issue Date: 14 June 2017	FTC Ref: FTC/RCH/1569/2017-18/01
Regulation not complied with: <i>The Residential Care Homes Regulations (Northern Ireland) 2005</i> <i>Fitness of premises</i> <i>Regulation 27.-</i> <i>(2) The registered person shall, having regard to the number and needs of the residents, ensure that -</i> <i>(b) the premises to be used as the home are of sound construction and kept in a good state of repair externally and internally;</i>	
Specific failings to comply with regulations: During an unannounced care inspection on 1 June 2017 multiple areas within the home were found to be in a poor state of repair and routine maintenance had not been undertaken. <ul style="list-style-type: none">• A double glazed window unit in a communal lounge was damaged• A wash hand basin in an upstairs toilet was plumbed for cold water only• An alarm plate outside the staff bathroom was incomplete and internal electrical wiring was visible• Freestanding wardrobes in a number of residents' bedrooms were not secured to the wall• In a first floor bathroom, the tiling around the bath was not in place and the bath panel was loose• Valance sheets in the bedrooms of some residents trailed on the floor which may present a trip hazard	

- In one bedroom, the paintwork on window frames was in poor condition and window handles were broken
- In one bedroom, the curtain rail was not of sufficient quality and there were too few curtain hooks to allow the curtains to be used effectively
- Lights in a number of bedrooms did not work and some were not fitted with lightbulbs
- In some bedrooms, there was insufficient light provided by overhead light fittings
- In another bedroom, the door saddle was not properly secured
- In an en suite bathroom, the wall tiles were cracked
- In a separate bedroom, the nurse call system was broken
- In a number of bedrooms there were no mirrors above wash hand basins
- Garden furniture was in poor state of repair and cleanliness
- The dishwasher in the catering kitchen was leaking water
- In the communal lounges and in some residents' bedrooms the seating was found to be in need of replacement. There were numerous wooden framed, high backed seats in the lounges; the frames of some of the seats were unstable due to age and use and the upholstery was damaged, faded or stained. The seating, whilst functional, did not provide the rooms with a comfortable and domestic feel.

Action required to comply with regulations:

All areas identified during inspection must be satisfactorily addressed. Damaged furniture/items must be repaired or replaced and lights in all residents' bedrooms must be functional and fit for purpose. A robust maintenance regime must be established and implemented to ensure that the home is well maintained on an ongoing basis.

The Registered Person may make written representations to the Chief Executive of RQIA regarding the issue of a failure to comply notice, within one month of the date of serving this notice.

Date by which compliance must be achieved: 11 July 2017

Signed.......... **Director of Regulation and Nursing**

This notice is served under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Residential Care Homes Regulations (Northern Ireland) (2005)

It should be noted that failure to comply with some regulations is considered to be an offence and RQIA has the power under regulations to prosecute for specified offences.

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Alpine House (RQIA ID: 1569)	Name of Registered Person: Mr Sathrouhun Bogun
Address of Registered Establishment: 20 Ballyholme Road, Bangor, BT20 5JN	
Issue Date: 14 June 2017	FTC Ref: FTC/RCH/1569/2017-18/02
Regulation not complied with: <i>The Residential Care Homes Regulations (Northern Ireland) 2005</i> <i>Fitness of premises</i> <i>Regulation 27.-</i> <i>(2) The registered person shall, having regard to the number and needs of the residents, ensure that –</i> <i>(d) all parts of the home are kept clean and reasonably decorated;</i>	
Specific failings to comply with regulations: During an unannounced care inspection on 1 June 2017 it was identified that a number of areas within the home were not maintained to an adequate standard of cleanliness and hygiene. <ul style="list-style-type: none">• Water taps in communal bathrooms and in residents' en suite bathrooms had not been properly cleaned• Carpet tiles in a communal lounge and in a corridor were stained• In a first floor bathroom, the bath lift was rusted underneath the seat and was not clean; the underside of the raised toilet seat was also not clean• In an en suite bathroom, the underside of the toilet frame was not clean and the toilet roll dispenser was not properly fixed to the wall• The footplate on the stair lift was not clean	

Action required to comply with regulations:

A deep clean of the areas identified during the inspection must be undertaken.

A robust cleaning arrangement must be put in place to ensure that the home is maintained to a satisfactory standard of cleanliness and hygiene on an ongoing basis.

The Registered Person may make written representations to the Chief Executive of RQIA regarding the issue of a failure to comply notice, within one month of the date of serving this notice.

Date by which compliance must be achieved: 11 July 2017

Signed.......... **Director of Regulation and Nursing**

This notice is served under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Residential Care Homes Regulations (Northern Ireland) (2005)

It should be noted that failure to comply with some regulations is considered to be an offence and RQIA has the power under regulations to prosecute for specified offences.

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Alpine House (RQIA ID: 1569)	Name of Registered Person: Mr Sathrouhun Bogun
Address of Registered Establishment: 20 Ballyholme Road, Bangor, BT20 5JN	
Issue Date: 14 June 2017	FTC Ref: FTC/RCH/1569/2017-18/03
Regulation not complied with: <i>The Residential Care Homes Regulations (Northern Ireland) 2005</i> <i>Fitness of premises</i> <i>Regulation 27.-</i> <i>(4) The registered person shall –</i> <i>(b) take adequate precautions against the risk of fire, including the provision of suitable fire equipment;</i>	
Specific failings to comply with regulations: During an unannounced care inspection on 1 June 2017 the fire door to the laundry was observed to be wedged open; this was due to a build-up of excessive heat from the tumble dryer. It was noted that the office door was also wedged open.	
Action required to comply with regulations: Fire doors must not be wedged open at any time; this action must take place with immediate effect. Safe alternative arrangements must be put in place to ensure adequate ventilation in the laundry room and the office.	

The Registered Person may make written representations to the Chief Executive of RQIA regarding the issue of a failure to comply notice, within one month of the date of serving this notice.

Date by which compliance must be achieved: 11 July 2017

Signed.......... Director of Regulation and Nursing

This notice is served under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Residential Care Homes Regulations (Northern Ireland) (2005)

It should be noted that failure to comply with some regulations is considered to be an offence and RQIA has the power under regulations to prosecute for specified offences.