

Health Information and Quality Authority
Social Services Inspectorate

Inspection report
Designated centres for older people



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| Centre name: | Oaklands Nursing Home |
| Centre ID: | 0260 |
| Centre address: | Derry |
| | Listowel |
| | Co Kerry |
| Telephone number: | 068-21173 |
| Fax number: | 068-24643 |
| Email address: | info@oaklandsnh.ie |
| Type of centre: | <input checked="" type="checkbox"/> Private <input type="checkbox"/> Voluntary <input type="checkbox"/> Public |
| Registered provider: | Michael O'Donoghue |
| Person in charge: | Linda Hare |
| Date of inspection: | 16 November 2011 |
| Time inspection took place: | Start: 09:45hrs Completion: 11:15hrs |
| Lead inspector: | Col Conway |
| Type of inspection: | <input type="checkbox"/> Announced <input checked="" type="checkbox"/> Unannounced |
| Purpose of this inspection visit: | <input type="checkbox"/> Application to vary registration conditions <input type="checkbox"/> Notification of a significant incident or event <input type="checkbox"/> Notification of a change in circumstance <input type="checkbox"/> Information received in relation to a complaint or concern <input checked="" type="checkbox"/> Follow-up inspection |

About the inspection

The purpose of inspection is to gather evidence on which to make judgments about the fitness of the registered provider and to report on the quality of the service. This is to ensure that providers are complying with the requirements and conditions of their registration and meet the Standards, that they have systems in place to both safeguard the welfare of service users and to provide information and evidence of good and poor practice.

In assessing the overall quality of the service provided, inspectors examine how well the provider has met the requirements of the Health Act 2007, the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009 (as amended) and the *National Quality Standards for Residential Care Settings for Older People in Ireland*.

Additional inspections take place under the following circumstances:

- to follow up matters arising from a previous inspection to ensure that actions required of the provider have been taken
- following a notification to the Health Information and Quality Authority's Social Services Inspectorate of a change in circumstance for example, that a provider has appointed a new person in charge
- arising from a number of events including information received in relation to a concern/complaint or notification to the SSI of a significant event affecting the safety or wellbeing of residents
- to randomly "spot check" the service.

All inspections can be announced or unannounced, depending on the reason for the inspection and may take place at any time of day or night.

All inspection reports produced by the Health Information and Quality Authority will be published. However, in cases where legal or enforcement activity may arise from the findings of an inspection, the publication of a report will be delayed until that activity is resolved. The reason for this is that the publication of a report may prejudice any proceedings by putting evidence into the public domain.

About the centre

Description of services and premises

Oaklands Nursing Home is a single-storey building that was purpose-built and opened in 1991. It is registered to accommodate up to 51 residents for long term residential care and short term respite and convalescent care. At the time of inspection there were nine residents diagnosed with a dementia.

There are 27 single bedrooms and 12 twin-bedded rooms, all with en suite facilities containing a wash-hand basin, assisted toilet and assisted shower. Additional to en suite facilities there are two assisted communal toilets with wash-hand basins.

Communal living space for residents consists of three rooms, a combined dining and sitting room, a dining room and a sitting room.

There is internal access to two enclosed patio areas and to the front of the building there is a parking area.

Location

Oaklands Nursing Home is situated approximately six kilometres from Listowel town in Co Kerry on a country road off the main Listowel to Tarbert road.

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|---|------|
| Date centre was first established: | 1991 |
| Number of residents on the date of inspection: | 48 |
| Number of vacancies on the date of inspection: | 3 |

| Dependency level of current residents | Max | High | Medium | Low |
|--|------------|-------------|---------------|------------|
| Number of residents | 9 | 13 | 20 | 6 |

Management structure

Michael O'Donoghue is the Registered Provider and the Director of Care, Linda Hare is the Person in Charge and she reports to the Registered Provider. Nursing, care staff, housekeeping, laundry and catering staff report to the Person in Charge.

| Staff designation | Person in Charge | Nurses | Care staff | Catering staff | Cleaning and laundry staff | Admin staff | Other staff |
|--|------------------|--------|------------|----------------|----------------------------|-------------|-------------|
| Number of staff on duty on day of inspection | 1* | 2** | 5*** | 2 | 1 | 0 | 1**** |

* 08:00hrs until 16:30hrs

** One nurse from 07:30hrs until 19:30hrs
One nurse from 08:00hrs until 20:00hrs

*** One care staff from 07:30hrs until 19:30hrs
Two care staff from 08:00hrs until 14:30hrs
Two care staff from 07:30hrs until 14:00hrs
Three care staff from 14:30hrs until 22:00hrs

**** Provider 10:00hrs until 18:00hrs

Background

Oaklands Nursing Home was first inspected by the Authority on 13 July 2010 and 14 July 2010 and it was an announced registration inspection. There was evidence that residents received a good overall standard of care and were seen by inspectors to be treated with dignity and respect. Staff that inspectors spoke with were knowledgeable about residents' health needs, and this was confirmed by the care practices observed. However, some improvements were required in regard to safety of the premises, provision of all the required facilities and the number of nurses employed. The inspection report can be found on the Authority website www.hiqa.ie.

A follow-up inspection was undertaken on 13 January 2011 which focused on the 20 required actions from the July 2010 registration inspection. The inspector found the majority of the action plans from the previous inspection were fully implemented, However, some actions remained outstanding in regards to ensuring a safe outside area for residents, identification of risks throughout the centre, provision of all the required facilities, the required information in the statement of purpose and written confirmation of fire compliance. The inspection report can be found on the Authority website www.hiqa.ie. Subsequent to this inspection Oaklands Nursing Home was registered in August 2011.

This additional inspection report outlines the findings of a follow-up inspection, which was undertaken by the Authority on 16 November 2011. The follow-up inspection focused on six of the eight required actions from the January 2011 inspection as the actions related to the statement of purpose and written confirmation of fire compliance with the statutory authority were successfully completed prior to registration of the centre being granted.

Summary of findings from this inspection

The inspector found evidence that improvements had been implemented and the six outstanding actions from the previous inspection were completed:

- precautions were in place to control the risk of accidental injury to residents in the grounds of the centre at the external exit points from the building
- risks throughout the centre were identified and assessed
- appropriate sluicing facilities were provided
- an appropriate cleaning room was provided
- appropriate laundry facilities were provided
- an appropriate safe outdoor space for residents was provided
- adequate screening around the bed spaces in the twin-bedded rooms was provided.

Issues covered on inspection

The findings of the follow-up inspection, in relation to six outstanding actions from the follow up inspection on 13 January 2011 are set out below.

Actions reviewed on inspection:

1. Action required from previous inspection:

Put precautions in place to control the risk of accidental injury to residents in the grounds of the centre at the external exit points from the building.

The provider outlined to the Authority in the written response to the action plan from the January 2011 inspection that the surfaces adjacent to the emergency exit points would be made even so that residents would be safe if they had to exit the building. The inspector found that since the previous inspection the ground level around the entire building had been levelled and wheelchair ramps had been created at the external exits and the paths were now adjacent to even surfaces.

2. Action required from previous inspection:

Ensure identification and assessment of risks throughout the centre.

Following the previous inspection in January 2011 the provider had forwarded to the Authority a comprehensive written environmental risk assessment for the centre with corrective actions plans identified. The inspector found on this inspection that there were robust risk management processes in place for identifying and managing any environmental and clinical risks.

3. Action required from previous inspection:

Provide appropriate sluicing facilities.

The inspector found that since the previous inspection appropriate sluicing facilities had been completed and were in use.

4. Action required from previous inspection:

Provide an appropriate cleaning room.

The inspector found that since the previous inspection a cleaning room with appropriate facilities had been completed and was in use.

5. Action required from previous inspection:

Provide appropriate laundry facilities.

The inspector found that since the previous inspection an appropriate laundry room with the required facilities had been completed and was in use.

6. Action required from previous inspection:

Provide safe outdoor space with seating which is suitable for, and safe for use by, residents.

The inspector found that since the previous inspection a safe outdoor space with seating which is suitable for, and safe for use by, residents had been completed. Plants and flower beds with a pathway had been developed in an enclosed garden that was accessible from within the centre.

7. Action required from previous inspection:

Provide adequate screening around the bed spaces in all of the twin bedrooms.

Since the previous inspection adequate screening curtains around the bed spaces in the twin-bedded rooms had been provided.

Report compiled by:

Col Conway
Inspector of Social Services
Social Services Inspectorate
Health Information and Quality Authority

17 November 2011

| Chronology of previous HIQA inspections | |
|--|--|
| Date of previous inspection: | Type of inspection: |
| 13 July 2010 and 14 July 2010 | <input checked="" type="checkbox"/> Registration <input type="checkbox"/> Scheduled <input type="checkbox"/> Follow-up inspection <input checked="" type="checkbox"/> Announced <input type="checkbox"/> Unannounced |
| 13 January 2011 | <input type="checkbox"/> Registration <input type="checkbox"/> Scheduled <input checked="" type="checkbox"/> Follow-up inspection <input type="checkbox"/> Announced <input checked="" type="checkbox"/> Unannounced |

Any comments the provider may wish to make:

Provider's response:

We are delighted that all the upgrading and developments to the nursing home are now completed and as a result of this we have been able to meet the Authority's requirements. All outstanding requirements have been fully completed and we would like to thank the Authority for achieving our registration. We would also like to acknowledge all our staff, our residents and relatives, for their help in achieving this.

Provider's name: Michael O'Donoghue

Date: 23 November 2011