



Report of an inspection of a Designated Centre for Disabilities (Adults).

Issued by the Chief Inspector

Name of designated centre:	Hazelwood Services
Name of provider:	Brothers of Charity Services Ireland CLG
Address of centre:	Galway
Type of inspection:	Short Notice Announced
Date of inspection:	23 March 2021
Centre ID:	OSV-0004938
Fieldwork ID:	MON-0032214

About the designated centre

The following information has been submitted by the registered provider and describes the service they provide.

Hazelwood services provides full-time residential care and support to adults with a disability. Hazelwood services provides services to adults with a primary diagnosis of a moderate to severe intellectual disability as well as additional needs such as a physical and sensory disability, mental health needs, communication difficulties and behaviours that challenge. The service is located in a rural setting close to a local town. Due to the rural location of the centre, a vehicle is provided to enable residents to access local amenities such as shops, cafes and leisure facilities in the surrounding area. Hazelwood services comprises of two premises which are next door to each other. The premises comprises of a single bedded self-contained apartment which is adjacent to a two-storey three bedded house. Both premises have access to a communal front and rear garden. The resident at Hazelwood services is supported by a staff team which includes both nursing and care staff. Two staff support the resident during the day, evenings and at weekends. While at night, the resident is supported by one staff member across the two premises.

The following information outlines some additional data on this centre.

Number of residents on the date of inspection:	2
--	---

How we inspect

This inspection was carried out to assess compliance with the Health Act 2007 (as amended), the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013, and the Health Act 2007 (Registration of Designated Centres for Persons (Children and Adults with Disabilities) Regulations 2013 - 2015 as amended. To prepare for this inspection the inspector of social services (**hereafter referred to as inspectors**) reviewed all information about this centre. This included any previous inspection findings, registration information, information submitted by the provider or person in charge and other unsolicited information since the last inspection.

As part of our inspection, where possible, we:

- speak with residents and the people who visit them to find out their experience of the service,
- talk with staff and management to find out how they plan, deliver and monitor the care and support services that are provided to people who live in the centre,
- observe practice and daily life to see if it reflects what people tell us,
- review documents to see if appropriate records are kept and that they reflect practice and what people tell us.

In order to summarise our inspection findings and to describe how well a service is doing, we group and report on the regulations under two dimensions of:

1. Capacity and capability of the service:

This section describes the leadership and management of the centre and how effective it is in ensuring that a good quality and safe service is being provided. It outlines how people who work in the centre are recruited and trained and whether there are appropriate systems and processes in place to underpin the safe delivery and oversight of the service.

2. Quality and safety of the service:

This section describes the care and support people receive and if it was of a good quality and ensured people were safe. It includes information about the care and supports available for people and the environment in which they live.

A full list of all regulations and the dimension they are reported under can be seen in Appendix 1.

This inspection was carried out during the following times:

Date	Times of Inspection	Inspector	Role
Tuesday 23 March 2021	10:00hrs to 14:00hrs	Ivan Cormican	Lead

What residents told us and what inspectors observed

The inspector found that residents enjoyed a good quality of life and lived in an environment which was pleasant and supported their well being.

The centre comprised a large detached house and a separate apartment which was supporting two residents to live in a community setting. Extensive ground works had been completed since the last inspection of this centre, with a fresh drive way laid and general maintenance of the garden and patio areas giving the centre a very warm and welcoming first impression. The centre could accommodate up-to-four residents and two residents were using this service on the day of inspection. Both residents had their own apartment areas, one of which was located within the main residence and one which was detached. The inspector met both residents in their respective apartments which were found to be cosy with a homely feel and decorated in-line with residents' preferences and individual needs. There were pictures of residents going on holidays in Ireland and also of attending music events and meeting with their favourite country and western musicians. A resident also displayed art work which they had completed and appeared very proud of.

The inspector met with both residents during the inspection and they were relaxed and appeared to enjoy the company of staff who were supporting them. One resident spoke about their life and how they enjoyed going out for drives and getting the newspaper and a take away sandwich or lunch. They discussed how they had really enjoyed a hotel break, prior to the current level of national restrictions, and how they loved getting breakfast in bed. They discussed how they would like to go on a hotel break again and they were planning to do this during the summer. The resident listened to their favourite music throughout the conversation and they discussed with staff which music they would like to play when they went for a drive that day. The residents also spoke about how COVID-19 had impacted on their life and how they wished it would soon be gone. They said that they missed their family but they visited them at Christmas which was a nice time. They spoke about how they regularly chat on the phone and they were looking forward to a time when they could go home at a time of their own choosing.

Prior to COVID-19, residents were supported to be active members of their local community and they enjoyed daily activities such as meals out, shopping and going to the cinema. Staff members also discussed how adjustments to behavioural support guidelines have had a very positive impact on the provision of care and facilitated a resident to enjoy better access to domestic appliances and further promoted their independence. Staff members also discussed how this resident had loved to go swimming when they were younger and due to behavioural concerns that this activity could no longer occur; however, the changes made in the approach to behavioural support had a further positive impact with the resident enjoying regular swims in a nearby pool, prior to the implementation of national restrictions.

Residents were kept up-to-date with developments in regards to COVID-19 and a

resident spoke about how it was important to wash your hands and to maintain social distancing. Information in regards to COVID-19 testing and vaccination was available to residents and a resident discussed how staff members had explained why they had to wear masks and what COVID-19 testing would be like.

The inspector found that residents were supported to enjoy a good quality of life and that their well being and welfare was actively promoted.

Capacity and capability

The inspector found that the governance arrangements in this centre ensured that residents received a service which was adequately resourced and promoted their safety and well being. The inspector also found that all reviews and audits as stated in the regulations had been completed which assisted in improving the quality and safety of the service which was provided.

The person in charge facilitated the inspection and they had a good knowledge of the service which was provided and of resident's individual care needs. They were supported in their role by a senior manager which was outlined in the centre's statement of purpose.

The provider had prepared a centre specific contingency plan in response to COVID-19 and the inspector found that this document was a robust and easy-to-read document which laid out in a concise manner how the centre would respond to a suspected or confirmed case of COVID-19. It outlined the roles and responsibilities of an incident control team who would assume the overall responsibility for managing an outbreak of COVID-19. It clearly outlined how a lead worker representative and COVID-19 lead aimed to prevent the disease from entering the centre and also prepared for potential outbreaks. The lead worker representative also conducted regular audits to ensure that hygiene practices, staff knowledge and training were maintained to a good standard which assisted in promoting residents' safety.

The provider had completed all prescribed audits and reviews which assisted in ensuring that the quality and safety of care was maintained to a good standard. The inspector also found that the centre's annual review was very much focused on the resident and it was clear from reading this document that their well being and welfare were to the forefront of care.

Overall, the inspector found that the provider had implemented oversight arrangements which promoted the safety and well being of residents who used this service. It was also clear that the person in charge and the provider were committed to delivering and sustaining a good quality service which promoted the rights and welfare of residents.

Regulation 15: Staffing
The person in charge maintained an accurate rota which indicated that residents received continuity of care from staff members who were familiar to them.
Judgment: Compliant
Regulation 16: Training and staff development
There was a training programme in place which assisted in ensuring that staff could support residents with their individual needs. The provider had also ensured that staff had completed additional training in hand hygiene, personal protective equipment (PPE) and infection prevention and control which also promoted the quality and safety of care which residents received.
Judgment: Compliant
Regulation 23: Governance and management
The provider had governance arrangements in place which ensured that residents received a service which met their needs. All audits and reviews as required by the regulations had been completed and the information which was gathered for these processes was used to improve the overall quality and safety of care.
Judgment: Compliant
Regulation 31: Notification of incidents
A review of documents indicated that all notifications had been submitted as required by the regulations.
Judgment: Compliant
Quality and safety

The inspector found that the quality and safety of care which was provided was maintained to an overall good standard. A review of documentation indicated that residents' rights were promoted and that residents enjoyed living in this centre.

The inspector reviewed a sample of personal plans which were found to be comprehensive in nature and outlined supports which residents required and also how they liked to be assisted with these support needs. Residents also had access to a goal setting process which enabled them to identify and achieve personal goals. Goals such as holidays and attending music concerts had been chosen by one resident and reference to these goals were on display in the resident's apartment. These goals had been put on hold due to COVID-19 but the resident explained to the inspector that they knew why this was happening and that staff had explained how they would assist them with their goals when national restrictions were eased.

It was apparent that residents were very much involved in decisions about their care and also in regards to the operation of their home. On the day of inspection, a resident explained to staff what activity they would like to engage in and also what meals they would like that day. The resident had access to all areas of their apartment and they chatted freely with the inspector as they made their breakfast and listened to their favourite music. Easy read information was available to residents and a resident explained how they have been tested for COVID-19 and they had already received their COVID-19 vaccinations. The resident explained how although they didn't particularly enjoy either procedure, they understood why they had them done.

The provider had a risk management procedure in place and the person in charge had completed risk management plans for concerns such as COVID-19 and fire safety. Although these arrangements promoted residents overall safety, adjustments were required on the day of inspection to ensure that all risk assessments were rated. When brought to the attention of the person in charge, all risk assessments were reviewed and appropriate ratings were applied. The provider also had a system in place for monitoring and responding to adverse events and a review of these events indicated that the person in charge had responded in a proportionate manner to events which occurred prior to the inspection.

Residents had regular access to healthcare professionals and they attended their general practitioner in times of illness and also for scheduled preventative health checkups. Detailed care plans were also in place for identified health concerns such as hypertension which ensured that residents received a consistent approach to care. Referrals were also made as required to allied health professionals and a recent referral had been made to occupational therapy following a review a resident's care needs. Although, there was prompt follow up, it was not apparent that the initial reason for the referral was reviewed. This was brought to the attention of the person in charge and additional information was submitted subsequent to the inspection which demonstrated that required aspects of the original referral had been appropriately reviewed.

The provider had taken the impact of COVID-19 seriously and they had ensured that increased hygiene regimes and infection prevention and control arrangements had

been implemented in the centre. Staff had access to sufficient stocks of PPE and a donning and doffing area had been made available to staff.

Overall, the inspector found that residents were supported to enjoy a good quality of life and that the provider and staff team were making considerable efforts to ensure that national restrictions did not excessively impact on the well being of residents.

Regulation 26: Risk management procedures

The person in charge maintained a risk register which promoted the safety of residents. Risk assessments had been completed in response to COVID-19 and issues which also impacted on individual residents. A review of adverse events also indicated that the person in charge was responsive to incidents which had occurred.

Judgment: Compliant

Regulation 27: Protection against infection

The provider had introduced increased hygiene regimes and regular signs and symptom checks of COVID-19 were occurring. Staff also had access to PPE and additional signage was distributed throughout the centre to remind residents and staff of the importance of hand hygiene.

Judgment: Compliant

Regulation 5: Individual assessment and personal plan

Residents had comprehensive personal plans in place which were reviewed on a regular basis. Residents were supported to remain active during national restrictions and planning was in place to support residents with future goals.

Judgment: Compliant

Regulation 6: Health care

Residents had good access to healthcare professionals and further clarity in regards

to occupational therapy reviews was submitted subsequent to the inspection.

Judgment: Compliant

Regulation 8: Protection

The centre appeared like a pleasant place in which to live and there were no active safeguarding plans required at the time of inspection.

Judgment: Compliant

Regulation 9: Residents' rights

Residents were kept up-to-date in regards to national restrictions and developments in regards to COVID-19. Residents appeared relaxed in the company of staff and advocacy was available should residents require assistance.

Judgment: Compliant

Appendix 1 - Full list of regulations considered under each dimension

This inspection was carried out to assess compliance with the Health Act 2007 (as amended), the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013, and the Health Act 2007 (Registration of Designated Centres for Persons (Children and Adults with Disabilities) Regulations 2013 - 2015 as amended and the regulations considered on this inspection were:

Regulation Title	Judgment
Capacity and capability	
Regulation 15: Staffing	Compliant
Regulation 16: Training and staff development	Compliant
Regulation 23: Governance and management	Compliant
Regulation 31: Notification of incidents	Compliant
Quality and safety	
Regulation 26: Risk management procedures	Compliant
Regulation 27: Protection against infection	Compliant
Regulation 5: Individual assessment and personal plan	Compliant
Regulation 6: Health care	Compliant
Regulation 8: Protection	Compliant
Regulation 9: Residents' rights	Compliant