

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

## Issued by the Chief Inspector

Name of designated centre:	Beach Lodge
Name of provider:	Terra Glen Residential Care Services Limited
Address of centre:	Wexford
Type of inspection:	Unannounced
Date of inspection:	30 November 2022
Centre ID:	OSV-0007933
Fieldwork ID:	MON-0038194

## About the designated centre

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

This centre provides full time residential care for a maximum of four young people between the ages of six and 18 years of age. This centre is a large detached house set in private grounds on the outskirts of Enniscorthy. All of the young people who live here have their own bedroom and access to communal areas such as kitchen-diner, conservatory and two living rooms. Staff within Beach Lodge support the young people who present with intellectual disabilities, autism, epilepsy, mental health and other complex needs. The staff team promote and encourage social inclusion and integration within the community. Young people are supported by a staff team comprising of social care workers and health care assistants.

**The following information outlines some additional data on this centre.**

Number of residents on the date of inspection:	3
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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 (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
Wednesday 30 November 2022	09:30hrs to 13:00hrs	Conor Brady	Lead
Wednesday 30 November 2022	09:30hrs to 13:00hrs	Louise Griffin	Lead

## What residents told us and what inspectors observed

This was an unannounced inspection which focused on the levels of compliance with Regulation 27 of the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013, and the National Standards for Infection Prevention and Control in Community Services (HIQA, 2018). The registered provider had implemented infection prevention and control measures within the centre. These measures were in place to prevent the risk of cross infection and to keep residents safe from infection. As this inspection took place during the COVID-19 pandemic precautions were taken by the inspectors in line with national guidance for residential care facilities. This included wearing face masks, regular hand hygiene and social distancing. This report incorporated the findings evidenced through documentation, observations and interactions over the course of the inspection.

The inspectors were greeted by the person in charge on the day of the inspection who showed the inspectors around the centre and introduced them to one young person who was relaxing and watching TV. The centre was a homely environment and each bedroom were decorated with the young persons' belongings and to each young persons' individual preferences. The inspectors observed a number of photographs of the residents and of the people important in their life in their bedrooms. The premises was observed to be clean, well maintained and in a good state of repair.

Two of the young persons were at school during the inspection and the inspectors had the opportunity to speak to one young person as they engaged in their morning activities before going to school. The young person told the inspector they were happy and felt safe in their home. The young person shared with the inspectors their recent shopping trips and video creation. Overall a very good standard of care and support was observed to be in place. The centre was found to be warm, clean and homely on this unannounced inspection.

The next two sections of the report will discuss findings from the inspectors review of infection prevention and control measures in the centre. This will be presented under two headings: Capacity and capability and Quality and Safety, before a final overall judgment on compliance against regulation 27: Protection Against Infection.

## Capacity and capability

Overall it was found that the registered provider was demonstrating the capacity and capability to provide a safe service with appropriate and effective systems in place to reduce the risk of healthcare associated infection in the centre in line with

the National Standards for infection prevention and control in community services (HIQA, 2018).

Beach Lodge provides full time residential support to children and had been previously inspected in March 2022 where an overall good level of compliance was found across the six regulations reviewed. As part of a programme of inspections commenced by HIQA in October 2021 focusing on infection and control practices (IPC), it was decided to conduct an unannounced inspection of this centre to assess the IPC standards and practice in this area in more recent times. Key areas of focus on this inspection included staffing, monitoring of the infection prevention and control practices by the provider and the leadership, governance and management of the centre.

Overall, the current inspection found that the provider has established a good structure of infection prevention and control systems and supports for its centre. The registered provider had appointed a clear governance structure to the centre. The person in charge was suitably qualified and experienced to fulfil their role. They reported directly to the person participating in management appointed to the centre whom provided additional governance and clinical support. The inspectors had the opportunity to meet with all of the management team on the day of inspection. This management group presented as professional, knowledgeable with high levels of oversight of this centre. All information requested on inspection was provided diligently and professionally.

The centre availed of the provider systems such as access of information and guidance specific to infection prevention and control. Inspectors spoke with staff and the person in charge who displayed a good knowledge of the infection prevention and control policy, procedures and supports in place in the event of a suspected or confirmed case of COVID-19 or any other infectious outbreak. There had been no outbreak of COVID-19 within this centre. Inspectors reviewed the infection prevention and control policy and the procedures to be implemented if there was an infectious outbreak occurs in the centre. Inspectors were assured that, appropriate contingencies were available to support the running of this centre during an infectious outbreak.

Systems were in place to monitor the services provided to young people from an infection prevention and control perspective. Staff spoken with appeared knowledgeable regarding measures in place to prevent an outbreak and the inspector observed full stocks of personal protective equipment in place. A specific COVID-19 information folder was in place and this was available to all staff with up-to-date guidance and procedures. Staff members spoken with during this inspection demonstrated good knowledge in such areas, particularly in terms of the symptoms of COVID-19 to watch out for. Staff were completing temperature checks daily before starting their shift. Residents were found to be well consulted with and very well cared for in this centre.

## Quality and safety

The person in charge and staff spoken with all understood the importance of infection prevention and control within the centre and how good practices, policies and procedures kept residents safe and gave them a better quality life. The person in charge spoke confidently about how the team had made significant progress in the area and how the provider's internal audits were robust and challenging.

The personal and health care plans for residents were reviewed and had been updated in recent weeks. These residents had access to a wide variety of allied health professionals and supports. There was ample evidence that these residents had good access to their educational needs/school, community and their personal goals for the year were both meaningful, realistic and had been reviewed and updated regularly.

The centre had a coded cleaning system in place and a variety of cleaning schedules were observed. There were instructions available to staff about the difference between cleaning or disinfecting and the centre was found to be very clean and well ventilated. The centre used a colour coded system for mops and staff were observed cleaning and ensuring adherence to protocols such as laundry, spills, soiling and infection prevention.

There was clear guidance in place for the management of laundry. The laundry and cleaning areas were maintained in an organised, tidy and clean condition. Staff spoken with were knowledgeable regarding the laundry instructions and the correct temperatures for laundering clothing.

The person in charge outlined the waste management policy and it was observed that all bins were emptied regularly and there were clear instructions on the separation of waste/disposal of PPE.

The provider did have a centre specific plan to deal with an outbreak of COVID-19. There was evidence in team meeting minutes that discussions took place at staff meetings to review the possibility of an outbreak and the contingencies in place to manage same.

As the residents in this centre were all children, inspectors reviewed care plans and found appropriate communication passports and consultation was occurring with the children, their families and social workers. Overall the infection, prevention and control arrangements in place were found to be keeping these children safe and were found to be well managed by the provider and person in charge.

## Regulation 27: Protection against infection

The provider was found to be in compliance with Regulation 27 (Protection against Infection), and the National Standards for infection prevention and control in

community services ( HIQA, 2018).

Overall the provider had adopted good IPC systems that were clearly operational throughout the designated centre. The staff team had been trained in various aspects of good practices pertaining to infection prevention and control. There was regular auditing taking place through internal processes and audit which included IPC. The person in charge was very knowledgeable regarding best practice and oversight and worked 'on the floor' in this centre to ensure implementation.

The operational implementation of IPC policies and procedures was observed to be very effective. There were cleaning schedules in place and the centre was found to be very clean and well ventilated. There were clear IPC guidance documents and protocols available to staff. For example, the use and donning/doffing of PPE, hand hygiene arrangements, temperature checks, sanitisation stations, laundry protocol, waste disposal protocol and clinical/medical checks whereby symptoms become apparent.

The staffing arrangements within the centre were observed to be in line with the provider's statement of purpose. Staff were found to be knowledgeable, competent and caring in their roles and were working hard in support of the person in charge. This centre has remained infection free throughout the pandemic.

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 (as amended) and the regulations considered on this inspection were:

Regulation Title	Judgment
<b>Capacity and capability</b>	
<b>Quality and safety</b>	
Regulation 27: Protection against infection	Compliant