



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

Issued by the Chief Inspector

Name of designated centre:	Ormonde Square Residential Service
Name of provider:	Carriglea Cáirde Services
Address of centre:	Waterford
Type of inspection:	Unannounced
Date of inspection:	21 July 2022
Centre ID:	OSV-0005697
Fieldwork ID:	MON-0036683

About the designated centre

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

The centre is designed to provide long-term care for two adults, currently male and female with intellectual disability and high support needs. The accommodation consists of two separate but interlinked apartments located in a small development of similar housing units. Suitable high support, individualized programs of care are provided for the residents.

The following information outlines some additional data on this centre.

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

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
Thursday 21 July 2022	10:00hrs to 16:00hrs	Conor Brady	Lead
Thursday 21 July 2022	10:00hrs to 16:00hrs	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 residents, staff and person in charge on the day of the inspection who showed the inspectors around the apartments. The centre presented as two separate but interlinked apartments located in a small development of similar housing units. The centre was a homely environment decorated with residents' belongings and to the residents individual preferences with pictures, artwork and musical instruments observed. The inspectors observed a number of photographs of the residents and of the people important in their life around the centre. The premises was observed to be very clean, well maintained and in a good state of repair.

Both residents in this centre were provided with an individualised service with 1:1 staffing. The inspectors had the opportunity to observe the residents as they engaged in activities over the course of this inspection. One resident was sleeping in their bedroom when inspectors arrived. The other resident was going on their morning walk when inspectors arrived to the centre. After the resident returned to the centre, they greeted the inspectors with a song and resumed relaxing by watching TV. The inspectors' engagement with the residents combined with documentary review, discussion with a family member and staff and observation of staff practice are incorporated into the findings of this report.

Both residents appeared happy and comfortable in their home and inspectors observed very positive interactions between the residents and the staff throughout the day. During the inspection, inspectors observed one resident partaking in their daily activities such as watching their preferred TV programme, going out grocery shopping with staff and joining in a sing-song session with staff who played guitar for the residents. This resident shared with the inspectors their holiday plans, meals out in local restaurants, cycling, recently joining a sporting club and resuming paid work experience with a local business.

During the inspection, inspectors spoke with a family member of one resident who told them of the current IPC measures in place when visiting the centre. This family

member also informed the inspectors of excellent care and support provided by the registered provider and staff.

Staff were observed through the course of the inspection adhering to IPC measures. All staff spoken with had a clear understanding of the IPC measures in place. All staff were wearing surgical masks and were observed following hand hygiene before providing direct support to residents. The centre was observed to be very clean throughout.

The inspectors were shown around each apartment and the staff members clearly articulated a number of key infection control measures which were in place. This included cleaning regimes of each room. Some premises work, had been identified and completed by the governance team. This included painting work and cleaning in both of the apartments/houses.

Overall, the inspector found the arrangements required to ensure good infection prevention and control practices were in place within the centre. Through review of documentation and conversations with staff, it was evident that the governance team maintained high levels of oversight of measures in place. Where a concern was identified this was addressed in a timely manner through a monitored action plan.

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

Ormonde Square Residential Services provides full time residential support to adults and had been previously inspected in August 2020 where an overall good level of compliance was found across the 19 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 carry out such an inspection of this centre to assess the discipline 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.

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 management team possessed a clear and

comprehensive awareness of the need for effective IPC measures in the centre and the measures to be implemented to maintain clear oversight of this.

The registered provider had ensured the development and implementation of a number of monitoring systems relating to IPC within the centre. An IPC specific Public Health Advice forum and review was in place to ensure staff were in receipt of regular updates during the various stages of the COVID-19 pandemic. Furthermore inspectors reviewed multiple Reports on the Safety & Quality of care and support provided in the centre which were completed by the provider. The HIQA self-assessment IPC tool was also completed. Firstly this was completed at provider level and following this the person in charge completed a review to ensure robust auditing was specific to Ormonde Square Residential Services. Overall this centre had completed a high level of self assessment and auditing which translated into appropriate actions taken on the part of the provider and a strong cultural awareness and application of IPC best practices amongst the staff team.

Given the ongoing COVID-19 pandemic, it was seen that the provider had a documented management plan and internal staff guidance for responding to any suspected or confirmed case of COVID-19. Contingency planning was in place and was appropriate to the support needs of the residents. These plans were seen to be implemented in practice as this centre had managed outbreaks. Contingency plans clearly identified who should be contacted and what action was to be taken in the event of a concern arising. Staff members spoken with were aware of such matters and of the potential COVID-19 symptoms to observe for and how to respond effectively. Visiting arrangements to the centre were found to be in line with public health guidance with a sensible and risk based approach was observed to have been applied by the registered provider.

The inspectors found that staff members were given information relating to infectious diseases and infection prevention and control through Health and Safety folder kept in the centre. The registered provider and person in charge provided regular updates to staff on IPC measures through face to face interactions, staff meetings and email communications.

Quality and safety

This centre overall presented as very warm and homely. The centre was very clean and residents presented as very well cared and supported by the staff team. Both residents had been supported to decorate their apartments in accordance with their wishes and interests. There were numerous photographs of residents and of the people important in their life around the centre. Adaptations had been made to the interior and exterior of apartments in line with the needs of the residents that lived there and this provided a safer environment for the resident. Both residents had

access to gardens that were pleasant and well decorated.

Staff were observed adhering to IPC guidelines throughout the day in a very respectful manner. Each resident had been consulted with in respect to individual isolation needs should this occur due to COVID-19. Families were consulted and communicated with throughout the pandemic and inspectors reviewed documentation and spoke with families regarding their access to their loved ones through phone/video calls, window visits and full visitation resuming.

The registered provider had ensured an ample supply of PPE equipment was present within the centre. This included surgical masks and hand sanitiser, cleaning equipment, gowns, gloves, disinfectant and spare mops/cleaning wipes. On the day of inspection all staff were observed adhering to the correct use of PPE including the use of face masks and hand sanitiser, at the correct times.

Staff members in the designated centre had participated in a number of IPC training programmes including hand hygiene, IPC, Breaking the Chain of Infection, and donning and doffing PPE. Staff were aware of the procedures to follow should a resident present with symptoms of COVID-19 and had demonstrated their ability to manage same when the centre dealt with an outbreak. Vaccination programmes for staff and residents were in place.

Detailed cleaning schedules had been developed for use in the centre. These were completed daily by staff and these records were reviewed.

Overall this centre was found to be compliant with regulatory requirements and was providing an excellent service to the two residents who lived there.

Regulation 27: Protection against infection

Overall, the registered provider had implemented suitable and effective arrangements for the management and control of infection prevention and control within the centre. The governance and staff team within the centre possessed a keen awareness and knowledge of IPC measures in place and the rationale for same. Residents were consulted in relevant areas of IPC, including individuals preferences in the area of isolation if/when required. Clear and robust IPC systems were found to be in place and implemented. Residents were well cared for and supported in a very clean and hygienic environment. IPC contingency plans were in place and implemented when required. The quality and safety of care provided in this centre was found to be delivered to a very high standard.

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
Capacity and capability	
Quality and safety	
Regulation 27: Protection against infection	Compliant