

**Health Information and Quality Authority
Regulation Directorate**

**Compliance Monitoring Inspection report
Designated Centres under Health Act 2007,
as amended**



Centre name:	Grangemore Services
Centre ID:	OSV-0001493
Centre county:	Galway
Type of centre:	Health Act 2004 Section 39 Assistance
Registered provider:	Ability West
Provider Nominee:	Breda Crehan-Roche
Lead inspector:	Ivan Cormican
Support inspector(s):	None
Type of inspection	Announced
Number of residents on the date of inspection:	3
Number of vacancies on the date of inspection:	0

About monitoring of compliance

The purpose of regulation in relation to designated centres is to safeguard vulnerable people of any age who are receiving residential care services. Regulation provides assurance to the public that people living in a designated centre are receiving a service that meets the requirements of quality standards which are underpinned by regulations. This process also seeks to ensure that the health, wellbeing and quality of life of people in residential care is promoted and protected. Regulation also has an important role in driving continuous improvement so that residents have better, safer lives.

The Health Information and Quality Authority has, among its functions under law, responsibility to regulate the quality of service provided in designated centres for children, dependent people and people with disabilities.

Regulation has two aspects:

- Registration: under Section 46(1) of the Health Act 2007 any person carrying on the business of a designated centre can only do so if the centre is registered under this Act and the person is its registered provider.
- Monitoring of compliance: the purpose of monitoring is to gather evidence on which to make judgments about the ongoing fitness of the registered provider and the provider's compliance with the requirements and conditions of his/her registration.

Monitoring inspections take place to assess continuing compliance with the regulations and standards. They can be announced or unannounced, at any time of day or night, and take place:

- to monitor compliance with regulations and standards
- following a change in circumstances; for example, following a notification to the Health Information and Quality Authority's Regulation Directorate that a provider has appointed a new person in charge
- arising from a number of events including information affecting the safety or well-being of residents

The findings of all monitoring inspections are set out under a maximum of 18 outcome statements. The outcomes inspected against are dependent on the purpose of the inspection. Where a monitoring inspection is to inform a decision to register or to renew the registration of a designated centre, all 18 outcomes are inspected.

Compliance with the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children And Adults) With Disabilities) Regulations 2013, Health Act 2007 (Registration of Designated Centres for Persons (Children and Adults with Disabilities) Regulations 2013 and the National Standards for Residential Services for Children and Adults with Disabilities.

This inspection report sets out the findings of a monitoring inspection, the purpose of which was following an application to vary registration conditions. This monitoring inspection was announced and took place over 1 day(s).

The inspection took place over the following dates and times

From: 25 August 2016 09:30 To: 25 August 2016 12:30

The table below sets out the outcomes that were inspected against on this inspection.

Outcome 01: Residents Rights, Dignity and Consultation
Outcome 04: Admissions and Contract for the Provision of Services
Outcome 06: Safe and suitable premises
Outcome 07: Health and Safety and Risk Management
Outcome 13: Statement of Purpose

Summary of findings from this inspection

This monitoring inspection was carried out in relation to an application to vary the conditions of registration which were applied to the designated centre. The registered provider had submitted the relevant documentation to HIQA which proposed an increase in the number of residents that the designated centre could support from three to five. The inspector conducted the inspection to monitor if the proposed application to vary the conditions of registration were in compliance with the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013. The inspector also reviewed some of the actions which were highlighted following the previous monitoring inspection.

How we gathered our evidence

As part of the inspection, the inspector met with the person in charge and a person participating in management. The inspector also met briefly with one resident. The inspector reviewed the proposed statement of purpose for the designated centre, revised floor plans and proposed staff rota. The inspector also visited the designated centre which had a revised floor plan due to the addition two bedrooms and communal space.

Description of the service

The inspector reviewed the statement of purpose which was found to accurately describe the proposed designated centre. The centre comprised a large detached two story house located in a residential neighbourhood of a large city. The centre had

access to transport links such as public buses, trains and taxis. The centre also had access to suitable transport which facilitated residents to access the local community on a daily basis. The proposed designated centre would have accommodation for five residents, each of which would have their own bedroom. The inspector found that the proposed centre had an adequate amount of shared bathrooms and suitable communal space.

Overall judgment of our findings

The inspector found examples of compliance with the regulations in the following areas:

- Residents will be consulted prior to any proposed admissions (outcome 1)
- An assessment of need will be conducted as part of any new admissions to the designated centre (outcome 4)
- The proposed premises met the assessed needs of residents (outcome 6)
- The health and safety of residents, visitors and staff was promoted (outcome 7)
- The proposed statement of purpose was reflective of the designated centre (outcome 13)

The reasons for these findings are explained under each outcome in the report.

Section 41(1)(c) of the Health Act 2007. Compliance with the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children And Adults) With Disabilities) Regulations 2013, Health Act 2007 (Registration of Designated Centres for Persons (Children and Adults with Disabilities) Regulations 2013 and the National Standards for Residential Services for Children and Adults with Disabilities.

Outcome 01: Residents Rights, Dignity and Consultation

Residents are consulted with and participate in decisions about their care and about the organisation of the centre. Residents have access to advocacy services and information about their rights. Each resident's privacy and dignity is respected. Each resident is enabled to exercise choice and control over his/her life in accordance with his/her preferences and to maximise his/her independence. The complaints of each resident, his/her family, advocate or representative, and visitors are listened to and acted upon and there is an effective appeals procedure.

Theme:

Individualised Supports and Care

Outstanding requirement(s) from previous inspection(s):

The action(s) required from the previous inspection were satisfactorily implemented.

Findings:

One the day of inspection, the inspector found that residents were consulted with in the running of the designated centre. The actions from the previous monitoring inspection were addressed. The complaints procedure within the designated centre had been reviewed to clarify the procedural steps for making a complaint. User friendly complaints procedures were also made available to residents.

The inspector spoke with the person in charge and the area manager in relation to residents being consulted in regards to the application made by the provider to vary the conditions of registration for the designated centre. The person in charge stated that residents were looking forward to the proposed changes as it would support the re-admission of a respite user to the designated centre. The area manager indicated that all current residents would be consulted with, prior to the admission of any potential residents to the designated centre, even those who may have availed of a service in the past. The area manager also stated that consultation with residents prior to any admissions to the centre was going to be incorporated into the centre's statement of purpose.

Judgment:

Compliant

Outcome 04: Admissions and Contract for the Provision of Services

Admission and discharge to the residential service is timely. Each resident has an agreed written contract which deals with the support, care and welfare of the resident and includes details of the services to be provided for that resident.

Theme:

Effective Services

Outstanding requirement(s) from previous inspection(s):

The action(s) required from the previous inspection were satisfactorily implemented.

Findings:

The inspector reviewed the organisation's admissions policy. The area manager stated that the policy was currently under review to include pre-admission procedures, including an assessment of need for all proposed admissions to the designated centre. The inspector was unable to review the admissions policy on the day of inspection, however a draft copy was made available to the inspector on a day subsequent to the monitoring inspection which also included the proposed pre-admission procedures for the designated centre.

The inspector also noted that residents contracts of care had been amended to include fees for health checks and had also been amended to include all costs incurred by residents.

Judgment:

Compliant

Outcome 06: Safe and suitable premises

The location, design and layout of the centre is suitable for its stated purpose and meets residents individual and collective needs in a comfortable and homely way. There is appropriate equipment for use by residents or staff which is maintained in good working order.

Theme:

Effective Services

Outstanding requirement(s) from previous inspection(s):

No actions were required from the previous inspection.

Findings:

On the day of inspection, the inspector found that the proposed premises met the assessed needs of residents. The inspector found that the floor plans submitted by the provider were in accordance with the proposed amendments. The designated centre supported residents to have their own bedrooms which had suitable storage available for personal possessions. The centre had an adequate amount of shared bathrooms.

The additional bedrooms on the ground floor each shared an ensuite bathroom. The inspector also found that the centre had bright, spacious and modern communal rooms which were sufficient in size and number. The centre had an open plan kitchen and dining room which again was bright spacious and modern.

Judgment:
Compliant

Outcome 07: Health and Safety and Risk Management

The health and safety of residents, visitors and staff is promoted and protected.

Theme:
Effective Services

Outstanding requirement(s) from previous inspection(s):

The action(s) required from the previous inspection were satisfactorily implemented.

Findings:

On the day of inspection, the inspector found that there were adequate precautions against the risk of fire. The centre had fire doors in place throughout, a fire alarm system, adequate emergency lighting, an adequate number of emergency exits and smoke alarms. The fire alarm and fire detection system had recently been fitted and a certification of completion was reviewed by the inspector.

The person in charge stated that fire drills and emergency procedures within the centre will be reviewed following the completion of the buildings works. The person in charge also stated that the residents' personal emergency evacuation plans (PEEPS) and the centre emergency evacuation plan (CEEP) will be revised to reflect any issues which may be highlighted in these simulated fire drills. The person in charge also stated that residents' PEEPS and the CEEP will also be revised to account for changes in the floor plan following the completion of building works.

Judgment:
Compliant

Outcome 13: Statement of Purpose

There is a written statement of purpose that accurately describes the service provided in the centre. The services and facilities outlined in the Statement of Purpose, and the manner in which care is provided, reflect the diverse needs of residents.

Theme:
Leadership, Governance and Management

Outstanding requirement(s) from previous inspection(s):

No actions were required from the previous inspection.

Findings:

The inspector reviewed the statement of purpose which was found to accurately reflect the described designated centre. The inspector also noted that the statement of purpose contained the relevant information as detailed in Schedule 1 of the regulations.

Judgment:

Compliant

Closing the Visit

At the close of the inspection a feedback meeting was held to report on the inspection findings.

Acknowledgements

The inspector wishes to acknowledge the cooperation and assistance of all the people who participated in the inspection.

Report Compiled by:

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