

**Health Information and Quality Authority
Social Services Inspectorate**

**Inspection report
Designated centres for older people**



Centre name:	Hillcrest House Nursing Home
Centre ID as provided by the Authority:	346
Centre address:	Long Lane Letterkenny, Co. Donegal
Telephone number:	074-9122342
Fax number:	074-9122040
Email address:	hillcrestnursinghome@gmail.com
Type of centre:	<input checked="" type="checkbox"/> Private <input type="checkbox"/> Voluntary <input type="checkbox"/> Public
Registered provider:	Anne Gallagher
Person in charge:	Anne Gallagher
Date of inspection:	01 August 2011
Time inspection took place:	Start: 11:00 hrs Completion: 12:10 hrs
Lead inspector:	Jude O'Neill
Support inspector	N/A
Type of inspection:	<input checked="" type="checkbox"/> Announced <input type="checkbox"/> Unannounced
Purpose of this inspection visit:	<input checked="" 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 type="checkbox"/> Follow-up inspection

About 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

Hillcrest House is a purpose-built private nursing home established in 1987. The centre provides accommodation for up to 31 residents requiring long term, respite or convalescent care.

The building is split-level to the front. The entrance is through a bright conservatory area used as a sitting room that leads to the main hallway and on to communal sitting areas, a dining room, bedrooms and a visitors' room. Accommodation comprises 13 single rooms and nine twin rooms on the ground floor. All but two of the single rooms on the ground floor have en suite toilet and wash-hand basin facilities. Ten of the bedrooms have en suite shower facilities. There are two assisted bathrooms on the ground floor (one with a bath and shower, the other with a shower) and three toilets, one of which is located near the main communal areas. On the first floor, there are three single bedrooms (without en suite facilities) and one assisted toilet.

To the side of the centre there is a garden, which can be secured with gates. A mature garden and patio area is located at the front entrance and there is a parking area in front of the building.

Location

The centre is located in Letterkenny, Co Donegal approximately one kilometre from the town centre and is in close proximity to Letterkenny General Hospital.

Date centre was first established:	1987
Number of residents on the date of inspection	31
Number of vacancies on the date of inspection	0

Dependency level of current residents	Max	High	Medium	Low
Number of residents	0	5	9	17

Management structure

Anne Gallagher is the registered provider and person in charge. She is supported by a team of staff nurses, care assistants, domestic assistants, kitchen staff and maintenance staff.

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	1	6	2	1	0	0

Background

A registration inspection took place on 26 and 27 May 2010 and a follow-up inspection was carried out on 20 September 2010. These reports are available on the Authority's website, www.hiqa.ie.

Hillcrest House was registered as a designated centre on 30 April 2011.

Summary of findings from the follow up inspection

This inspection was carried out in response to an application by the provider to vary the conditions of registration. In particular, the provider had applied to the Authority to increase the maximum number of persons that can be accommodated at the centre from 31 to 34. Since the date of the registration inspection, the provider had installed a lift to access the first floor and had redesigned the rooms on the first floor to include three bedrooms and an assisted toilet/shower room. All rooms had been refurbished to a high standard and were in compliance with regulations and the Authority's standards.

The provider and staff had fully addressed four of the five requirements as set out in the Action Plan of the previous inspection report. All staff had been provided with refresher training on moving and handling. The daily allocation of staff to communal areas has been revised to maximize supervision and ensure that residents' needs are being more effectively met on a continuous basis. A lift has been installed and the activity programme has been expanded to better reflect the needs of residents with cognitive impairment.

However, the requirement relating to the physical environment had yet to be fully addressed. While the provider had appropriately ventilated the sluice room and put in place interim arrangements to improve the standard of the laundry and cleaning rooms, further action was required to meet the 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*. This requirement is reiterated in the Action Plan at the end of this report.

Actions reviewed on inspection:

1. Action required from previous inspection:

Provide refresher training to all staff in the correct techniques for moving and handling residents.

This requirement had been fully addressed.

The sample of five staff files reviewed by the inspector confirmed that refresher training on the safe moving and handling of residents had taken place on 12 and 13 October 2010. The provider further advised that she was now a trainer and would be carrying out all future update training.

2. Action required from previous inspection:

Ensure staff are suitably deployed to meet the needs of all residents.

This requirement had been fully addressed.

The provider had revised the daily allocation of staff to ensure that communal areas were supervised on an ongoing basis throughout the day. To promote continuity of care and to more effectively meet the needs of residents, the same staff members were routinely allocated this role when on duty.

3. Action required from previous inspection:

Provide a lift for residents accommodated on the first floor.

This action had been fully addressed.

A new lift had been installed to provide access between the ground and first floors.

All rooms on the first floor had been redesigned and refurbished to meet the Authority's standards. The reconfigured provision allowed for three single bedrooms and an assisted shower/toilet. The overall standard of finish with the rooms was high.

4. Action required from previous inspection:

Provide opportunities for all residents to take part in meaningful activity in accordance with their needs, preferences and capacities.

This action had been fully addressed.

The provider said that the activity programme had been revised to be more inclusive and enable the participation of all residents, including those with advanced dementia and other forms of cognitive impairment. During this inspection, staff were seen engaging with residents in a variety of activities including one to one. In addition, one resident was observed sitting outside on the patio reading while another resident was being assisted by staff to leave the centre for a visit with family.

5. Action required from previous inspection:

Provide a suitable cleaning room that has its own access, is ventilated to the external air and contains a sluice sink, wash hand basin, and lockable safe storage for cleaning chemicals.

Provide suitable wall floor and ceiling finishes in the laundry and ensure it is adequately pest proof and provides adequate space for the sorting of clean and dirty linen and meets the Authority's standards.

Provide adequate ventilation in the sluice room and ensure that this door is kept securely closed.

This requirement had been partially addressed.

While plans to redevelop the site to include an additional residential facility had not yet been progressed, the provider had put interim arrangements in place concerning the cleaning and laundry rooms.

At the time of this inspection, an appropriate system of ventilation had been installed in the sluice room and an external storeroom had been identified for the secure storage of chemicals. While the laundry room was provided external to the centre, the wall, floor and ceiling finishes had been improved and the room was adequately pest proofed. The provider had also identified an area to store cleaning trolleys when not in use.

While not fully compliant with the Authority's standards, the measures taken by the provider had addressed in part the issues raised during previous inspections. The provider reiterated her commitment to fully address this requirement within forthcoming redevelopment plans.

This requirement is reiterated within the Action Plan at the end of this report.

Report compiled by:

Jude O'Neill
Inspector of Social Services
Social Services Inspectorate
Health Information and Quality Authority

Date: 01 August 2011

Chronology of previous HIQA inspections	
Date of previous inspection	Type of inspection:
27 & 28 May 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
20 September 2010	<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 <input type="checkbox"/> Announced <input checked="" type="checkbox"/> Unannounced

Action Plan

Provider's response to additional inspection report¹

Centre:	Hillcrest House
Centre ID:	0346
Date of inspection:	01 August 2011
Date of response:	04 August 2011

Requirements

These requirements set out what the registered provider must do to meet 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*.

1. The provider has failed to comply with a regulatory requirement in the following respect:

The laundry and cleaning rooms were not in accordance with the Authority's standards and failed to comply with the regulations.

Action required:

Provide suitable premises for the purpose of achieving the aims and objectives set out in the statement of purpose.

Please state the actions you have taken or are planning to take with timescales:

Timescale:

¹ The Authority reserves the right to edit responses received for reasons including: clarity; completeness; and, compliance with legal norms.

<p>Provider's response:</p> <p>Interim arrangements are currently in place to ensure that laundry services and cleaning facilities are both safe and effective until permanent facilities are in place. Anticipated date for commencement of extensive site development which will include new laundry and cleaning facilities is approx 12 weeks time.</p> <p>Sluice room ventilation to meet Authority's requirements.</p>	<p>12 weeks</p> <p>Completed</p>
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Any comments the provider may wish to make:

Provider's response:

I acknowledge the Health Information and Quality Authority's advice and guidance in the process of Application for Variation of Registration.

I acknowledge and thank Jude o Neill for the professional and courteous manner in which this inspection was conducted.

I reiterate our commitment to ensuring the highest possible standards of care at Hillcrest House.

Provider's name: Anne Gallagher

Date: 04 August 2011