

Health Information and Quality Authority
Social Services Inspectorate

Inspection report
Designated centres for older people



Centre name:	Woodlock Nursing Home
Centre ID:	0305
Centre address:	Portlaw Co Waterford
Telephone number:	051-378216
Fax number:	051-387625
Email address:	woodlock@mastergroup.ie
Type of centre:	<input checked="" type="checkbox"/> Private <input type="checkbox"/> Voluntary <input type="checkbox"/> Public
Registered provider:	Tim Kelleher
Person in charge:	Maria Middleton-Spellissy
Date of inspection:	17 November 2010
Time inspection took place:	Start: 17:00hrs Completion: 19:45hrs
Lead inspector:	Noelene Dowling
Support inspector(s):	Catherine O'Keeffe
Type of inspection:	<input type="checkbox"/> Registration <input type="checkbox"/> Scheduled <input type="checkbox"/> Announced <input checked="" type="checkbox"/> Unannounced

About the centre

Description of services and premises

Woodlock Nursing Home provides residential accommodation to 30 older persons on a long-term basis. The premises was originally managed as a nursing home by a congregation of religious sisters. Five members of the religious order live in separate accommodation within the premises and share the entrance to the centre.

The building is a large two-storey over basement premises. There is a large entrance hallway, and the chapel, parlour, and administration office are located off this hallway. Steps lead to double doors which give access to large internal lobby, of which the male six-bedded ward is located. Residents in this ward share one bathroom which has bath, toilet, and wash-hand basin. The dining room, living room, and kitchenette, which are used for serving meals, are also located on this floor. Two public toilets and staff shower are situated on this floor, along with access to the religious community accommodation and office.

Accommodation for the residents upstairs includes one single bedroom on the mezzanine floor, a lift and an office for the person in charge. There are sixteen single bedrooms on the first floor, with one seven-bedded ward. Residents on this floor share two bathrooms, one with shower, wash-hand basin and sink and one with a bath, toilet and sink. One bedroom has an adjoining en suite with shower toilet and wash-hand basin. The sluice room and staff toilets are located on this floor. A large stairway and circular surrounding balcony create a mezzanine floor space. The basement contains the main kitchen, boiler rooms, laundry and various other unused rooms.

The premises are located in its own grounds, with a long driveway and ample car parking. The gardens which contains a large lily pond and various unused outhouses are to the rear. The drive and surrounds are used as a walking area for local people.

Location

The centre is located in the village of Portlaw, Co Waterford.

Date centre was first established:	March 2007
Number of residents on the date of inspection	28
Number of vacancies on the date of inspection	2

Dependency level of current residents	Max	High	Medium	Low
Number of residents	8	8	9	3

Management structure

Tim Kelleher is the Provider and Maria Middleton-Spellissy is the Person in Charge. The office administrator is responsible for the catering and cleaning staff. Nurses and care assistants report to the Person in Charge.

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	4	3	2	0	0

Summary of findings from this inspection

This triggered inspection took place on 17 November in response to an email received by the Authority on 17 November stating that the heating system had broken down on 14 November 2010. This was the fourth inspection by the Authority of Woodlock Nursing Home, with previous inspections taking place on 18 May 2010, 23 August 2010 and 19 October 2010.

The inspection focused solely on the arrangements the provider had put in place to provide adequate alternative heating for residents and to reinstall the permanent heating system. This was the second incident of loss of heat in the centre with the first occurring in January 2010.

Inspectors found that the work to replace the heating boiler was underway and were informed that this would be completed by the evening of 18 November. Strategies had been put in place for residents including the provision of extra blankets and rugs and the use of an alternative smaller day room to conserve heat. Some residents had remained in bed by choice. While residents informed inspectors that they were cold and wanted the heating fixed speedily, they confirmed that portable heaters were alternated during the day and night once they had been sourced.

Inspectors were unable to access the maintenance records for the heating system. The provider stated that it was regularly maintained by the maintenance person.

Heating available consisted of 10 portable two kilowatt fan-heaters, two portable oil fired radiators and one convector heater. These were alternated between different rooms and floors. A schedule for alternating the portable heaters has been set up as only a limited number of heaters can be used in order to maintain a safe electrical supply in the premises. However, inspectors observed that two residents were in their bedrooms without heat and heaters were installed in three bedrooms which were not occupied at the time.

Inspectors were informed that the heating system had broken down early on the morning of 14 November, and had been temporarily repaired at 15:00hrs on that day. The heating broke down again permanently at 21:00hrs on 14 November.

Inspectors found that there was a considerable and unacceptable delay in sourcing these alternative heaters for residents. Five heaters were delivered by the provider at 15:30hrs on 15 November and five further heaters delivered at 15:00hrs on 16 November. This delay resulted in residents being without any alternative or sufficient heat source for a considerable time taking account the layout of the premises and the number and needs of the residents. There was no emergency plan in place for such an occurrence.

Inspectors were informed at 18:00hrs on 18 November that the heating system was operational. The Action Plan below outlines the improvements the provider is required to make in order to address this finding.

REPORT COMPILED BY

Noelene Dowling
Inspector of Social Services
Social Services Inspectorate
Health Information and Quality Authority

17 November 2010

Health Information and Quality Authority
Social Services Inspectorate

Immediate Action Plan



Centre:	Woodlock Nursing Home
Centre ID:	0305
Date of inspection:	17 November 2010
Date of response:	2 December 2010

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:

On this inspection undertaken in response to an email received on 17 November regarding loss of heat in the designated centre since November 14 inspectors found that, taking account of the number and needs of residents, sufficient alternative heating was not provided in a timely and efficient manner.

Action required:

Put in place a plan for responding to emergencies that includes but is not exclusive to loss of heat.

Reference:

Health Act 2007
Regulation 31 Risk Management Procedures
Standard 26: Health and Safety

Please state the actions you have taken or are planning to take with timescales:	Timescale:
<p>Provider's response:</p> <p>Our policy for the management of emergencies (including for loss of heat) has been revised and a copy has been forwarded to the Authority on 2 December. This revised policy will be brought to the attention of staff over the next few weeks.</p>	<p>24 December 2010</p>

Any comments the provider may wish to make:

Provider's response:

As has been said before, we are totally committed to bringing both the physical environment and the operating standards in Woodlock Nursing Home up to the highest possible level. This was an unexpected and isolated incident. The incident from January referred to in the report was a repairable breakdown which necessitated being out of action for a few hours. The recent breakdown was of a more serious nature and it was decided to replace the boiler as the engineer could give us no guarantee that the problem would not occur again. The new boiler is modular and the burner/electronics can be swapped out in less than an hour should a problem occur, which is unlikely with such a new unit.

Provider's name: Timothy Kelliher, Woodlock Residential Care Limited

Date: 2 December 2010