

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

**Inspection report
Designated centres for older people**



Centre name:	Our Lady of Fatima Home
Centre ID:	0264
Centre address:	Oakpark
	Tralee
	Co Kerry
Telephone number:	066 7125900
Fax number:	066 7180834
Email address:	info@fatimahome.com
Type of centre:	<input checked="" type="checkbox"/> Private <input type="checkbox"/> Voluntary <input type="checkbox"/> Public
Registered providers:	Congregation of Dominican Sisters
Person in charge:	Mary Curtin
Date of inspection:	11 November 2011
Time inspection took place:	Start: 10:00 hrs Completion: 12:30hrs
Lead inspector:	Col Conway
Type of inspection:	<input type="checkbox"/> Announced <input checked="" type="checkbox"/> Unannounced
Purpose of this inspection visit:	<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

About the 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

Our Lady of Fatima Nursing Home is a single-storey building that commenced operation in 1968 and provides long-term residential care, convalescent care and respite care for up to 66 residents. At the time of inspection there were 27 residents diagnosed with dementia.

The centre is divided into what staff and residents describe as 'wards' which include: 46 single bedrooms with en suites, eleven of which each have a separate private seating room attached; seven twin-bedded rooms with en suites and one six-bedded room with an en suite. All of the en suite facilities contain a wash-hand basin, assisted toilet and assisted shower.

Additional to en suite facilities there are seven communal assisted toilets, each with a wash-hand basin, one of which is identified for visitors use also. There is one communal bathroom with assisted bath and wash-hand basin.

Communal space for residents consists of three sitting rooms, a dining room, a sunroom, a room for residents to meet visitors and an internal smoking room. There is also internal access to an attached chapel which is used by the local community.

There is an enclosed paved garden area which is accessed from within the centre. To the front and the side of the building there are large well-maintained lawns, and ample car parking space.

Location

Our Lady of Fatima Nursing Home is situated approximately 1.6 kilometres north of Tralee town, Co Kerry, on the main road to Listowel.

Date centre was first established:	1968
Number of residents on the date of inspection:	65*
Number of vacancies on the date of inspection:	1

* includes one resident admitted to acute hospital services

Dependency level of current residents	Max	High	Medium	Low
Number of residents	25	25	14	1

Management structure

The congregation of Dominican Sisters operate Our Lady of Fatima Nursing Home and the nominated Registered Provider is Sister Teresa McEvoy. The Person in Charge is Mary Curtin and Clinical Nurse Manager Marie O'Donnell supports her in her role. All nursing, care, cleaning, catering and administrative staff report to the Person in Charge and she in turn reports to the Registered Provider.

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	5*	10**	4	4	2	1***

* two nurses 08:00hrs – 21:00hrs
 one nurse 08:00hrs – 17:00hrs
 one nurse 13:30hrs – 21:00hrs
 one nurse 03:30hrs – 21:00hrs

** five carers 08:00hrs – 21:00hrs
 five carers 08:00hrs – 14:00hrs

*** one activities coordinator 09:00hrs – 17:00hrs

Background

Our Lady of Fatima Home was first inspected by the Authority on 27 July 2010 and 28 July 2010 as an application had been made to register the centre. There was evidence that residents received a good standard of care, were treated with dignity, and that the premises were adequate overall to meet the needs of residents. Staff with whom inspectors spoke were knowledgeable about residents' individual health needs, and this was confirmed by the care practices observed. However, improvements were required with regard to documenting the use of bedrail restraint, provision of meaningful activities for residents with dementia, developing required documents, and providing communal toilets located in close proximity to all communal areas. The inspection report can be found on the Authority website www.hiqa.ie. Subsequent to this inspection Our Lady of Fatima Home was registered in April 2011.

This additional inspection report outlines the findings of a follow-up inspection, which was undertaken by the Authority on 11 November 2011. The follow-up inspection focused on four of the five required actions from the July 2010 registration inspection as the action related to the statement of purpose was successfully completed prior to registration of the centre being granted.

Summary of findings from this inspection

The inspector found evidence that improvements had been implemented and the four outstanding actions from the previous inspection were completed:

- appropriate assessments and records were in place when bed rail restraint was used
- a Resident's Guide was in place which contained the required information
- all residents were provided with opportunities to participate in a wide variety of meaningful and stimulating activities
- an adequate number of communal toilets were located in close proximity to all communal areas.

Issues covered on inspection

The findings of the follow-up inspection, in relation to the four required actions from the registration inspection on 27 July 2010 and 28 July 2010 are set out below.

Actions reviewed on inspection:

1. Action required from previous inspection:

Ensure that each resident who requires bed-rail restraint has their needs set out in an individual care plan, that there is a record of any occasion on which restraint is used, the nature of the restraint and its duration.

At the time of inspection the only form of physical restraint being used was bedrail restraint. The required documentation was in place when a resident required the use of bedrails. The inspector read records of individual residents' assessments for the need for bedrail restraints, potential risks involved with using the bedrails and monitoring of individual residents whenever bedrails were used.

2. Action required from previous inspection:

Produce a written Resident's Guide, which contains the required information as outlined in the Health Act 2007 (Care and Welfare of Residents in Designated Centres For Older People) Regulations 2009 (as amended).

A written Resident's Guide which contained all of the required information as outlined in the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009 (as amended) was in place.

3. Action required from previous inspection:

Ensure all residents have opportunities to participate in activities that reflect the resident's preferences, interests and abilities.

Since the previous inspection a staff member had received training in activities and had been appointed in a full time post to coordinate and facilitate meaningful and stimulating activities for all residents. A daily record was being maintained of the social activities that each resident had partaken in and there was strong evidence that a range of suitable activities both one-to-one and group were being provided for residents, taking into account individual preferences and capabilities.

4. Action required from previous inspection:

Provide communal toilets located in close proximity to all communal areas.

The inspector found that since the previous inspection two communal assisted toilets that were within close proximity of the communal sitting/lounge and recreational rooms had been installed.

Report compiled by:

Col Conway
Inspector of Social Services
Social Services Inspectorate
Health Information and Quality Authority

15 November 2011

Chronology of previous HIOA inspections	
Date of previous inspection:	Type of inspection:
27 July 2010 and 28 July 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

Any comments the provider may wish to make:

Provider's response:

Thanked inspector for courtesy and professionalism shown to everybody during the inspection process. Provider and nurse in charge had an opportunity to meet with the inspector to have professional dialogue and we appreciated the positive feedback.

Provider's name: Sister Teresa McEvoy

Date: 23 November 2011