24th August, 2007

Mr. Pat Clinton
Proprietor,
Mulroy Health Care Ltd.,
Loughnakey
Milford
Co. Donegal

Inspection Report


Dear Mr. Clinton,

The Health Service Executive Nursing Home Inspection Team from a Medical, Nursing and Environmental Health perspective inspected Áras Uí Dhomhnaill Private Nursing Home, Loughnakey, Milford, Co. Donegal on 17th July, 2007.

The inspection commenced at 9.30 am and was completed by 5.00 pm. This inspection was unannounced.

There were 24 residents on this date. The Nursing Home is currently fully registered for 48 residents.

Fire Safety
The fire safety requirements of the Nursing Home (Care and Welfare) Regulations 1993 were examined as part of this inspection. However this cannot be interpreted as a full fire safety inspection of the premises. We would advise that you consult the Guidance documents “Fire Safety in Nursing Homes” published by the Department of the Environment, Heritage and Local Government in July 1996 and that you familiarise yourself with your obligations as a Nursing Home Proprietor.

Issues identified in the previous Inspection Report dated 16th February, 2007 have been partially addressed. The following issues raised in the last report were reassessed.
Article: 19.1  In every nursing home the following particulars shall be kept in a safe place in respect of each dependent person:
(c) a record of the medical and nursing condition of the person at the time of admission

Non-Compliance:  It was difficult to establish when residents were admitted to Áras Úi Dhomhnaill. Only 5 of the 17 residents have an admission note.
Required Action:  The management of Áras Úi Dhomhnaill should ensure that all residents admitted to Áras Úi Dhomhnaill have a record of their medical condition at the time of admission.  Partially complied with.  6 out of 8 residents admitted since the last inspection had an admission note in the medical notes.

Timescale:  Immediate

Article: 14  The registered proprietor and the person in charge of the nursing home shall:-
(a) ensure that the nursing home and its cartilage is maintained in a proper state of repair and in a clean and hygienic condition;
(b) make adequate arrangements for the prevention of infection, infestation, toxic conditions, or spread of infection and infestation at the nursing home;

Non-Compliance:  Residents toiletries were being stored on the tops of the toilets cisterns in the en-suite bathrooms in rooms no. 4 and no. 7.  This does not facilitate thorough cleaning in the bathrooms and could present a risk of infection.
Required Action:  Remove all toiletries from the tops of the toilet cisterns and store them in the storage racks provided.  Where the storage racks provided are of inadequate size provide larger storage units or an alternative suitable storage location.  Additional storage units have been provided in the majority of rooms as previously requested however the rack in room no. 4 is not conveniently located to the shower and no additional rack was provided in room 7.

Timescale:  One month.

Article: 27  The registered proprietor and the person in charge of the nursing home shall:—
(a) take adequate precautions against the risk of fire, including the provision of adequate means of escape in the event of fire and make adequate arrangements for detecting, containing and extinguishing fires, for the giving of warnings and for the evacuation of all persons in the nursing home in the event of fire, and for the maintenance of fire fighting equipment;
(b) make adequate arrangements to secure by means of fire drills and practices that the staff, and so far as is practicable, dependent persons in the nursing homes, know the procedure to be followed in the case of fire;

Non-Compliance:  There was no evacuation plan available on the premises.
Required Action:  Provide and evacuation plan.

Timescale:  2 months.
Current Inspection

Article: 19.1  *In every nursing home the following particulars shall be kept in a safe place in respect of each dependent person:—*

(c)  a record of the medical and nursing condition of the person at the time of admission;

**Non-Compliance:** Two long term residents admitted since the last inspection did not have an admission medical note in their record.

**Required Action:** The management of Áras Uí Dhomhnaill should ensure that all residents have an admission medical note as required in the regulations.

**Timescale:** Immediately.

Article: 19.1  *In every nursing home the following particulars shall be kept in a safe place in respect of each dependent person:—*

(e)  a medical record with details of investigations made, diagnosis and treatment given, and a record of all drugs and medicines prescribed, signed and dated by a medical practitioner;

(f)  a record of drugs and medicines administered giving the date of the prescription, dosage, name of the drug or medicine, method of administration, signed and dated by a medical practitioner and the nurse administering the drugs and medicines;

**Non-Compliance:** One resident did not have administration of dexamethasone recorded.

**Required Action:** Áras Uí Dhomhnaill management should ensure that all nurses are familiar with their responsibilities under An Bord Altranais Guidance to Nurses on Medicines Management and that sufficient staff time is available to comply with this guidance.

**Timescale:** Immediately.

Article: 19.1  *In every nursing home the following particulars shall be kept in a safe place in respect of each dependent person:—*

(g)  a record of any accident or fall involving a dependent person;

**Non-Compliance:** There was evidence in the notes of one resident of an accident requiring medical review by the GP and in A&E without an accompanying accident form.

**Required Action:** The management should ensure that an easily retrievable record of any accident or fall is recorded.

**Timescale:** Immediately.

Article: 20  *The registered proprietor and the person in charge shall ensure that all records pertaining to a dependent person are treated with confidentiality, subject to the requirements of article 23.2.*

**Non-Compliance:** A form giving details of a personal nature about each of the residents was attached to the wall at the nurses station which can be easily accessed by residents or visitors to the home.

**Required Action:** Information of this nature should not be displayed in an area accessed by the public.

**Timescale:** Immediately.
Article: 29 The registered proprietor and the person in charge of the nursing home shall:
(b) ensure that the treatment and medication prescribed by the medical practitioner of a dependent person is correctly administered and recorded.

Non-Compliance: Evidence in the DDA book that drugs had been written in prior to dispensing (an entry for a drug due at 18:00 was scored out and followed by an entry detailing a delivery from pharmacy at 15:45)
Required Action: The management Áras Uí Dhomhnaill should ensure that the recording of drugs in the DDA book is contemporaneous and accurate.
Timescale: Immediately.

Article: 12 The registered proprietor and the person in charge of the nursing home shall:—
(a) take precautions against the risk of accidents to any dependent person in the nursing home and in the grounds of the nursing home;

Non-Compliance: The laundry was unattended at the time of inspection but was accessible to any persons in the Nursing Home. A large container of bleach was sited on a worktop. There was also an accessible iron.
Required Action: Any equipment and materials which may be potentially hazardous to residents should they have access to them must be kept in a secure location. A lockable cupboard within the laundry should be provided for such items or alternatively the laundry should be provided with a suitable lock.
Timescale: One month.

Non-Compliance: The hairdressing room was unattended and unlocked at the time of inspection. Hairdressing solutions were not securely stored.
Required Action: Any equipment and materials which may be potentially hazardous to residents should they have access to them must be kept in a secure location. A lockable cupboard within the hairdressing room should be provided for such items or alternatively the hairdressing room should be provided with a suitable lock.
Timescale: One month.

Non-Compliance: Hot water available to residents should not exceed a temperature of 43 degrees Celsius. This is to remove the risk of scalding to residents. Hot water temperatures measured at the showers in rooms 40 and 42 were at 48 degrees Celsius.
Required Action: The temperature at these taps must be reduced to 43 degrees Celsius. Water temperatures must be monitored on an on-going basis to ensure they remain at the recommended temperatures.
Timescale: One month.
Article: 14  The registered proprietor and the person in charge of the nursing home shall:-
(a) ensure that the nursing home and its cartilage is maintained in a proper state of repair and in a clean and hygienic condition;
(b) make adequate arrangements for the prevention of infection, infestation, toxic conditions, or spread of infection and infestation at the nursing home:

Non-Compliance:  Items such as urine bottles were stored on the floor in the sluice room in the Ballinastocker suite. A hairdryer and a wicker basket were stored on top of the cistern in the sluice room.

Required Action:  Items should not be stored on the floor as this impedes cleaning. Inappropriate items such as hairdryers should not be stored in a sluice room due to a cross-infection risk.

Timescale:  Immediate.

Non-Compliance:  The sluice room in the Lennon Suite was used for storage of wheelchairs and commodes.

Required Action:  A suitable alternative storage location must be used for wheelchairs and commodes.

Timescale:  Immediate.

Non-Compliance:  The drain to the wash hand basin in room 15 was dirty and partially blocked.

Required Action:  The drain must be cleared effectively.

Timescale:  Immediate.

Non-Compliance:  The use of coloured cloths within the home for patient washing and for cleaning purposes must be reviewed. It appears similar coloured j-cloth type cloths were used for washing patients and also washing toilets and associated areas. There is a risk of cross infection from the use of cloths in the Nursing Home.

Required Action:  All cleaning procedures including the use of coloured cloths within the home for patient washing and cleaning purposes must be reviewed. The use of suitable disposable cloths for patient washing should be considered.

Timescale:  One month.

Non-Compliance:  The wooden shelving in the sluice rooms are not provided with a surface that is impervious and easy to clean.

Required Action:  The wooden shelving in the sluice rooms must be painted or varnished with a gloss paint to provide an impervious, easily cleanable surface.

Timescale:  One month.

Non-Compliance:  The taps to the wash hand basins in rooms 14 and 47 were incorrectly marked (i.e marked hot and cold at the opposite taps). The hot tap at the wash hand basin in room 47 was also loose.

Required Action:  The taps must be properly marked and secured.

Timescale:  One month.
Article: 27 The registered proprietor and the person in charge of the nursing home shall:-

(a) take adequate precautions against the risk of fire, including the provision of adequate means of escape in the event of fire and make adequate arrangements for detecting, containing and extinguishing fires., for the giving of warnings and for the evacuation of all persons in the nursing home in the event of fire, and for the maintenance of fire fighting equipment;

(b) make adequate arrangements to secure by means of fire drills and practices that the staff, and so far as is practicable, dependent persons in the nursing homes, know the procedure to be followed in the case of fire;

Non-Compliance: The alarmed fire exit doors at the ends of the corridors were locked with keys and the keys were hung up adjacent to the doors. This is not acceptable practice as the keys may be removed and therefore may not be available in an emergency situation.

Required Action: The Guide “Fire Safety in Nursing Homes” states “that fire exit doors should be readily openable at all times. However in some cases where there may be an over-riding need to protect some patients due to their state of health, by restricting the use of final exit doors to staff members. In such circumstances each member of staff should carry a master key for any locking devices, and a suitable key should also be provided in a break-glass box adjacent to the door”. As these doors are alarmed the use of push bars could also be considered as an alternative.

The Guide “Fire Safety in Nursing Homes” published by the Department of the Environment, Heritage and Local Government (published July 1996) is available for purchase from the Government Publications Office, Molesworth St., Dublin 2. It is recommended that all aspects of this guide are followed by Nursing Homes Proprietors.

Timescale: Two months.

Non-Compliance: In a number of bedrooms the self-closing devices had been removed from the bedroom doors.

Required Action: The “Fire Safety in Nursing Homes” Guide advises that fire doors should be fitted with self closing devices, which are capable of closing the door from a fully opened position with any latches fitted. In the case of bedroom doors, the provision of self-closing devices may give rise to difficulties for occupants and staff. Consideration may be given to their omission where

(a) the doors are latched and are generally closed and

(b) provision is made for a procedure to ensure that, in the event of a fire in a bedroom, the door is closed after the evacuation of the occupants.

Self closing devices may cause particular problems due to the physical in capacity of some residents. Care should be taken in the selection of these devices to minimise the difficulties for such persons. The closure should be adequate to perform it’s required function, without undue closing force, taking into account any necessary latching devices. Self-closing devices with a delayed closing action are available for these situations.

It is not advisable to disable all of the self-closing devices and alternative suitable closers should be fitted where possible. However where it is deemed necessary to disable the self closer the evacuation plan must reflect the issue raised in point (b) above.

Timescale: Two months.
Article: 5  The registered proprietor and the person in charge shall ensure that there is provided for dependent persons maintained in a nursing home:—

(a) suitable and sufficient care to maintain the person’s welfare and well-being, having regard to the nature and extent of the person’s dependency;

(b) a high standard of nursing care;

Article: 10.5 The registered proprietor and the person in charge of the nursing home shall ensure that:

(d) a sufficient number of competent staff are on duty at all times having regard to the number of persons maintained therein and the nature and extent of their dependency.

Non-Compliance: Staffing levels were minimal from 7.00 p.m to 11.00 p.m, according to the dependency levels of residents as assessed using the Barthel tool of assessment, and taking into account the number of residents with dementia.

Required Action: Staffing levels be increased from 7.00 p.m to 11.00 p.m in the nursing home.

Timescale: Immediate.

Article: 7.1 Within two months of the registration of a nursing home, the registered proprietor or person in charge shall execute a contract with each dependent person and/or a person acting on his or her behalf.

Article: 7.2 In the year following the commencement of the Act, the registered proprietor or person in charge shall execute a contract with a dependent person and/or a person acting on his or her behalf within two months of the admission of that dependent person to the nursing home.

Article: 7.3 Such contract shall deal with the care and welfare of that person in the nursing home and shall include details of the services to be provided for that person and the fees to be charged.

Non-Compliance: Contracts of care were not available for 9 of the residents in the nursing home.

Required Action: Contracts of care must be executed for all residents in the nursing home.

Timescale: Immediate

Article: 14 The registered proprietor and the person in charge of the nursing home shall:

(b) make adequate arrangements for the prevention of infection, infestation, toxic conditions, or spread of infection and infestation at the nursing home;

Non-Compliance: Continence wear was being stored in the sluice room.

Required Action: Continence wear must be stored in an area where contamination of infected material or substances is not present.

Timescale: Immediate.
**Article: 5** The registered proprietor and the person in charge shall ensure that there is provided for dependent persons maintained in a nursing home:—

(b) a high standard of nursing care;

**Article: 29** The registered proprietor and the person in charge of the nursing home shall:—

(a) make adequate arrangements for the recording, safekeeping, administering and disposal of drugs and medicines;

(b) ensure that the treatment and medication prescribed by the medical practitioner of a dependent person is correctly administered and recorded.

**Non-Compliance:** Medicinal products were being stored inappropriately in residents bedrooms.

**Required Action:** All medicinal products must be prescribed by a medical practitioner and be correctly administered and recorded. The nursing home should make adequate arrangements for the recording, safekeeping, and administration of drugs and medicines.

**Timescale:** Immediate.

**Article: 5** The registered proprietor and the person in charge shall ensure that there is provided for dependent persons maintained in a nursing home:—

(a) suitable and sufficient care to maintain the person’s welfare and well-being, having regard to the nature and extent of the person’s dependency;

**Non-Compliance:** Risk assessments re appropriate placement and safety needs of residents with a diagnosis of dementia were not completed.

**Required Action:** Risk assessments must be completed on all residents with a diagnosis of dementia to ensure suitable placement within Áras Uí Dhomhnaill.

**Timescale:** Immediate.

**Nursing Recommendations:**

1. Uniform policy should include the wearing of name badges so that staff employed in the nursing home are identifiable to residents and visitors.
2. Duty rosters should identify shift patterns e.g a.m and p.m.
3. The complaints policy should be updated to include Nursing Home Inspectorate contact numbers and Consumer Services contact numbers.

The Nursing Home Inspection Team is to be notified in writing on or before the above dates indicating the steps taken by the Nursing Home to carry out the actions as required under the Regulations.

Yours sincerely,

________________       ____________________       _____________________
Senior Medical Officer     Senior Environmental     Assistant Director of
Chairperson        Health Officer       Nursing Home Inspection Team
Nursing Home        Nursing Home Inspection
Inspection Team       Team

Signed counterpart sent to Anita Gildea, Nurse in Charge