27th February 2007,

Mrs. Ann Gallagher,
Proprietor,
Hillcrest House Private Nursing Home,
Long Lane,
Glencar Irish,
Letterkenny,
Co. Donegal

Inspection Report


Dear Mrs. Gallagher,

The Health Service Executive Nursing Home Inspection Team from a Medical, Nursing and Environmental Health perspective inspected Hillcrest House Private Nursing Home, Long Lane, Glencar Irish, Letterkenny, Co. Donegal on 13th February 2007. Additional medical inspections took place on 14th and 16th of February 2007.

The inspection commenced at 9.40 am and was completed by 5pm. This inspection was unannounced.

There were 30 residents on this date. The Nursing Home is currently fully registered for 35 residents.
Issues identified in the previous Inspection Report dated 5\textsuperscript{th} July 2006 and follow up inspection dated 19\textsuperscript{th} September 2006 have been partially addressed, see Articles listed below:

Article: 11(2) in every nursing home there shall be provided suitable and sufficient accommodation which meets the minimum standards as follows:

(i) over-bed lamps at each bed accessible to the person and permanent night lighting with dimming facilities;
(j) emergency call facilities are provided at each bed;

Non Compliance: There were no over-bed lights available in the following bedrooms: No. 2, 10, 11, 17, room opposite kitchen.

- The bedside lights provided in room 9 and 25 were unsuitable as due to their tall, thin design they were unsteady.
- The over-bed light to the bed nearest the window in room no. 23 had no cover.
- The over-bed light in room no. 25 (i.e. nearest the door) has been removed.

Required Action: Provide operational fixed over-bed lights to all of the beds in the Nursing Home.

Timescale: Immediate.

Non Compliance:

- The cords on the call bells in the following rooms were unsuitable due to the poor quality, weak cords and/or bandages tied to the call bell cords being used in the following rooms. Room no.1, 2, 3, 4, 6, 7, 8, 9, 10, 19, 20
- The call bells in the following rooms were inaccessible from the beds due to the location of the call bells. Room nos. 17
- The call bell in room 11 was not working.

Required Action: Suitable accessible call bells with suitable cords must be provided at all beds in the bedrooms in the Nursing Home.

Timescale: Immediate.

Issues identified in the previous Inspection Report dated 5\textsuperscript{th} July 2006 and follow up inspection dated 19\textsuperscript{th} September 2006 have not been addressed, see Articles listed below:

Article: 13 In every nursing home there shall be:

(a) a separate kitchen with suitable and sufficient cooking facilities, kitchen equipment and tableware;
(b) provision for the storage of food in hygienic conditions.

Non Compliance: There are outstanding issues contained in a separate report issued by the SEHO under Food Safety legislation.

Required Action: The items contained in this report must be complied with as required.

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 curtilage 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: The paintwork to the walls in some of the bedrooms was worn or marked in places. In particular this was noted on the doorways between the bedrooms and en suite bathrooms. The following rooms were noted:
Room nos.1, 2, 3, 4, 6, 7, 8, 9, 10, 11, 17, 19, 20 and 23.

Required Action: Repaint the walls in all of the bedrooms in the Nursing Home as necessary

Timescale: Immediate.

Non Compliance: The paintwork to the walls in room 23 and in the corridor outside bedroom no. 2 and 3 and the corridor outside the kitchen was peeling and bubbling.

Required Action: The walls must be rendered and repainted as necessary.

Timescale: Immediate.

Non Compliance: The boxed timber structures behind the toilets in some of the ensuite bathrooms are not adequately covered and/or tiled and are therefore not easily cleanable e.g. room nos. 8 and 9.

Required Action: The box structures in all of the en-suite bathrooms must be adequately sealed and/or tiled as necessary to provide easily cleanable structures.

Timescale: Immediate.

Article: 27 The registered proprietor and the person in charge of the nursing home shall:—

(c) ensure that materials contained in bedding and the internal furnishings of the nursing home have adequate fire retardancy properties and have low levels of toxicity when on fire;

Non Compliance: There was no evidence that the bedding and internal furnishings in the Nursing Home are fire retardant.

Required Action: Provide evidence that the materials contained in all of the bedding and the internal furnishings in the Nursing Home have adequate fire retardant properties. A competent person must provide such confirmation.

Timescale: Immediate.

Article: 28(1) (2) In every nursing home there shall be kept in a safe place a record of:

(a) all fire practices which take place at the home;

(b) all fire alarm tests carried out at the home together with the result of any such test and the action taken to remedy defects;

(c) the number, type and maintenance record of fire-fighting equipment.

28.2 In every nursing home the procedure to be followed in the event of fire shall be displayed in a prominent place in the nursing home.

Non Compliance: Records of fire practices, fire alarm test, and maintenance of equipment was not available.
**Required Action:** Records of fire practices and staff attendance at practices, fire alarm tests and maintenance of equipment must be submitted to the Nursing Home Inspectorate.  
**Timescale:** Immediate.

**Non Compliance:** A record of fire practices, fire alarm test, and maintenance of equipment was not available.  
**Required Action:** Records of fire practices and staff attendance at practices, fire alarm tests and maintenance of equipment must be submitted to the inspectorate team.  
**Timescale:** Immediate.

**CURRENT INSPECTION**

The following issues required your attention and action:

**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:** There were eleven drug kardexs with at least one medication not signed by a Doctor.  
**Required Action:** The Registered Proprietor of Hillcrest Private Nursing Home will ensure that all drugs prescribed on the drug kardex are signed for by a Doctor.  
**Timescale:** Immediate.

**Article: 30** *The registered proprietor and the person in charge of the nursing home shall ensure that:*—

- *(a)* where medical treatment is recommended and agreed to by a dependent person or the person acting on his or her behalf that it is carried out;
- *(c)* a person's right to refuse treatment shall be respected and documented and the matter brought to the attention of the person's medical practitioner and the person acting on his or her behalf

**Non Compliance:** It is not acceptable practice to conceal medication in food or drink.  
**Required Action:** The Registered Proprietor of Hillcrest Private Nursing Home shall ensure that this practice ceases immediately. The Registered Proprietor should draw up a policy on how medication refusal is dealt with in Hillcrest Private Nursing Home.  
**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:*—

- *(c)* appropriate medical care by a medical practitioner of the person's choice or acceptable to the person;

**Article: 10(5)** *The registered proprietor and the person in charge of the nursing home shall ensure that:*—
(a) a medical practitioner of the dependent person’s choice or acceptable to that person is available to ensure that he or she receives appropriate medical care;
(b) a medical practitioner is available to attend the person in the nursing home and to be on call for emergencies;

Non Compliance: The documentation available in the medical and nursing notes held in Hillcrest Private Nursing Home suggests that residents have infrequent contact with primary medical services.

Required Action: The Registered Proprietor of Hillcrest Private Nursing Home will present a plan, supported by appropriate policies, to show how they intend to make adequate medical services available to all the residents. This should include arrangements for admission, medical record, appropriate prescribing of all medications and ongoing medical review appropriate for people who have complex nursing needs, often complex medical needs, risks from polypharmacy and ongoing preventative health needs.

Timescale: Immediate.

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: Only 4 out of 32 sets of notes examined had a medical admission note. Only 2 of the 11 residents admitted in 2006 have an admission note. Three of these eleven had no entry to indicate that they had been seen by a GP since admission.

Required Action:
1. The Registered Proprietor of Hillcrest Private Nursing Home should ensure that there is a record of the medical condition of the person at the time of admission.
2. The Registered Proprietor of Hillcrest Private Nursing Home should ensure that any resident who has not been seen since admission has their case reviewed by their GP.
3. The Registered Proprietor of Hillcrest Private Nursing Home should ensure that all contact with a Doctor is recorded in the medical notes.

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;
(b) a high standard of nursing care;

Article: 19(1) In every nursing home the following particulars shall be kept in a safe place in respect of each dependent person:—

Non Compliance: Nursing care plans did not reflect the residents current problems – risk assessments and nursing assessments/documentation were not reviewed regularly to assess improvement or deteriation in the resident’s condition.

Required Action: All nursing documentation should be reviewed on a more regular basis to reflect the care needs of residents and provide an accurate nursing record of the person’s health and condition.

Timescale: Immediate
Article: 30 The registered proprietor and the person in charge of the nursing home shall ensure that:—

(a) where medical treatment is recommended and agreed to by a dependent person or the person acting on his or her behalf that it is carried out;

(c) a person's right to refuse treatment shall be respected and documented and the matter brought to the attention of the person's medical practitioner and the person acting on his or her behalf

Non Compliance: Care plans are not implemented consistently.

Required Action: The Registered Proprietor of Hillcrest Private Nursing Home shall ensure that where medical treatment is recommended and agreed to by a dependent person or the person acting on his or her behalf that it is carried out.

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:—

(g) privacy to the extent that the person is able to undertake personal activities in private;

Article: 11(2) In every nursing home there shall be provided suitable and sufficient accommodation which meets the minimum standards as follows:—

(a) adequate accommodation and space in single and shared sleeping rooms and portable screens or screening curtains to ensure privacy for individual persons;

Non Compliance: In shared rooms privacy was compromised due to inadequate screening around the beds – existing screens to not extend the full length of the beds and there was not screening provided at the bottom of the beds.

Required Action: Suitable screening must be provided in shared rooms to ensure privacy for individual persons.

Timescale: 2 months.

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;

(f) a written confirmation provided in accordance with article 27 (e) shall suffice on any subsequent registration of the nursing home, save where structural alterations to the home have been carried out, in which case, a new written confirmation of fire safety from a competent person that all the requirements of the statutory fire authority have been complied with, shall be required to be produced to the health board.

Non Compliance: The Inspectors suspected the proposed exit routes from the premises in the event of a fire were inadequate to allow safe decanting of residents. The routes from the back of the premises are narrow. There is a slope from the front of the premises to the proposed assembly point in the car park area. Some of the ground, particularly on the slope is uneven. This would impede decanting residents in wheelchairs or on mattresses.
The only note of fire worthiness is a letter from the Chief Fire Officer dated in 1995. This predates the addition of an extension and needs updating accordingly.

**Required Action:**
1. Submit to the Nursing Home Inspection Team, a fire certificate that **does not** predate the last structural changes.
2. The Nursing Home Inspection Team have written requesting that the fire service visit the premises to assess fire safety. The Registered Proprietor of Hillcrest House Private Nursing Home are requested to facilitate such a visit.

**Timescale:** Immediate.

**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:** There is insufficient evidence that the exit doors on the ground floor are adequately alarmed. Therefore staff may not be alerted if a resident was to open a door unsupervised.

**Required Action:** Evidence must be provided that all of the exit doors on the ground floor are adequately alarmed to ensure residents cannot leave the premises undetected.

**Timescale:** One month.

**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:** The medical notes are contained in the nursing file and are therefore openly accessible to all members of staff regardless of whether they are entitled to access them.

**Required Action:** The Registered Proprietor of Hillcrest House Private Nursing Home will ensure that the medical notes are kept separate from the general nursing file and are only accessed by those who are entitled to access a medical file.

**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 curtilage 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:** The facilities for cleaning the Nursing Home are not adequate at present. There is no dedicated cleaning (sluice) sink for cleaning mops and buckets or for filling/emptying mop buckets.

**Required Action:** It is understood that you intend to install a cleaning sink with a hot and cold water supply in the external cleaning store. This will improve the existing situation. This sink must be supplied and fitted.

**Timescale:** One month.
Non Compliance: There are inadequate facilities for the storage of cleaning chemicals and equipment within the Nursing Home.

Required Action: Suitable facilities for the storage of cleaning chemicals and equipment must be provided within the Nursing Home.

Timescale: One month.

Article: 18(1) In every nursing home there shall be kept in a safe place a bound register of all dependent persons resident in the home, which shall include the following particulars in respect of each person:—

( b ) the name, address and telephone number, if any, of the person’s relative or other person nominated to act on the person's behalf as a person to be notified in the event of a change in the person's health or circumstances;

( c ) the name, address and telephone number of the person’s medical practitioner;

( d ) the date on which the person was last admitted to the nursing home;

( e ) where the person has left the nursing home, the date on which he or she left and a forwarding address;

( f ) where the person is admitted to hospital, the date of and reasons for the admission and the name of the hospital;

( g ) where the person dies in the nursing home, the date, time and the certified cause of death.

Non Compliance: The register did not have all relevant details pertaining to article 18 entered on some residents.

Required Action: All relevant details pertaining to Article 18.1 must be entered in the register for all residents.

Timescale: Immediate.

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;

Article: 11.2 In every nursing home there shall be provided suitable and sufficient accommodation which meets the minimum standards as follows:—

( k ) suitable and sufficient heating with a minimum heating of 65 degrees F (18 degrees C) in bedroom areas and 70 degrees F (21 degrees C) in day areas.

Non Compliance: The beds in the following bedrooms were positioned against the radiators. Room no. 4, 6, 9. It was explained by the Proprietor at the time of inspection that it is the residents’ choice to have their beds positioned against the radiators. It is not advisable that beds should be so positioned as:

a) they could cause a burn injury to someone in the bed.
b) the hard surfaces and sharp corners could cause an injury to someone in the bed.
c) the positioning is also blocking heat to the room.

Required Action: Where it is the residents choice that the beds are being positioned next to radiators, suitable covers must be provided to remove the risk of injury or burns. Alternatively the beds should be relocated within the room.

The temperature of the radiators must also be monitored to ensure the surface temperature does not rise above 43 degrees C.

Timescale: One month.
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;

**Good Practice recommendation:** Where it is the residents’ choice to have the bed positioned next to the radiator this must be risk assessed and be indicated in the individual care plans as appropriate.

**Non Compliance:** The plastic shelving stand in corridor outside bedroom 1 is very light and unstable.

**Required Action:** Remove this plastic stand from this location.

**Timescale:** Immediate.

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:** In Room no 1. There was a freestanding electric heater in use. The surface temperature of this unit was 72 degrees C. There is a risk of burning on skin contact at this temperature particularly where there may be sensory impairment.

**Required Action:** Fit an appropriate temperature limiter to prevent the unit going above a surface temperature of 43 C. Alternatively provide an alternative heat source which can be controlled more effectively.

**Timescale:** Immediate.

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:** There were insufficient electrical sockets available in room 3. There were 3 plugs in one adapter for TV, video and DVD player.

**Required Action:** Provide additional electrical sockets as required.

**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 curtilage 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:** The broken plastic jointing strip on the floors of the ensuite bathrooms to the following rooms has been removed. However the associated mastic/adhesive used to fix these strips in place has not been removed. Consequently the floors still cannot be properly cleaned or maintained in clean condition. This was noted in room nos. 2, 3, 4, 5, 6, 7, 8, 9, 10.

**Required Action:** The adhesive on the floors in all of the en-suite bathrooms must be removed. The floors must be easy to clean.

**Timescale:** Immediate.
Non Compliance: One door to the wardrobe in Room 2 was screwed shut and could not be opened.
Required Action: Repair the wardrobe door so it can open as designed.
Timescale: One month.

Non Compliance: The loft area adjacent to room 12 on the first floor was being used for the storage of clothing and belongings. These areas should be kept clear for inspection purposes.
Required Action: Access to the roof spaces must be kept clear and unobstructed.
Timescale: Immediate

Non Compliance: The handle on the bottom drawer of the storage unit in Room 11 was missing.
Required Action: Replace the missing drawer handle.
Timescale: Immediate.

Non Compliance: The fabric covering to the chaise long outside the office is frayed and worn in several areas and is therefore not in easily cleanable condition.
Required Action: Provide suitable covering to the chaise long or remove it from the premises.
Timescale: One month.

Non Compliance: There was a dirty cushion on the bed in the room opposite the kitchen.
Required Action: Ensure that all soft furnishings are kept in clean condition.
Timescale: Immediate.

Non Compliance: There were missing light covers to the lights in the corridors.
Required Action: Provide light covers to all of the corridor light fittings.
Timescale: One month.

Non Compliance: The legs to the small table in Room 1 were rusted thereby making them difficult to clean.
Required Action: Paint the legs of the table with suitable rust retardant paint or remove the table form the Nursing Home.
Timescale: One month.

Non Compliance: The mechanical ventilation outlet in the residents’ toilet near the day room was dirty.
Required Action: Clean the mechanical ventilation outlet.
Timescale: Immediate.

Non Compliance: The ceiling area surrounding the velux window in the residents’ toilet near the dayroom was dusty.
Required Action: Clean the ceiling area surrounding the velux window in the residents’ toilet near the dayroom.
Timescale: Immediate.
Non Compliance: The painted surfaces to the floor and walls of the laundry are flaking and peeling.

Required Action: Repaint the floor and wall surfaces in the laundry room as necessary.

Timescale: One month.

Article: 15 The registered proprietor and the person in charge of the nursing home shall ensure that—

(a) there is a sufficient supply of piped hot and cold water and that wash-hand basins are provided in each bedroom;

Non Compliance: There was not sufficient hot water available at the wash hand basins in the bedrooms and ensuite bathrooms at the time of inspection. E.g. hot water temperatures in room 6, 7 and 9 were 27 Degrees C. There was no hot water available in the upstairs bedrooms.

Required Action: There must be a sufficient supply of hot water available in each bedroom.

Timescale: Immediate.

GOOD PRACTICE RECOMMENDATIONS:

Non Compliance: The medical records only have continuation sheets for Doctors to record visits on. There are no summary sheets, specific cards to hold investigation results or other filing slots for other correspondence.

Required Action: The Management of Hillcrest should ensure that each resident has 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.

Legal consequences: Contravention of the requirements of the Health (Nursing Homes) Act, 1990 is an offence. The consequences of non-compliance include prosecution for breach of the Regulations and/or a recommendation to the Health Service Executive to refuse registration, to attach a condition to registration or to remove the home from the register.

The Chairperson of 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.

Your immediate attention to this report is required.

Yours sincerely,

________________  _____________________      __________________
Area Medical Officer  Senior Environmental       Assistant Director of Nursing
Nursing Home   Health Officer        Nursing Home
Inspection Team  Nursing Home        Inspection Team
Inspection Team