

Unannounced Finance Inspection Report 6 March 2018



Positive Futures - Wheatfield Short Break Service

Type of Service: Residential
Address: 1 Wheatfield Gardens, Belfast, BT14 7HU
Tel No: 02890183277
Inspector: Joseph McRandle

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

This is a residential care home with five beds that provides short respite breaks for adults who have a learning disability.

3.0 Service details

Organisation/Registered Provider: Positive Futures Responsible Individual(s): Agnes Philomena Lunny	Registered Manager: Bernice Kelly
Person in charge at the time of inspection: Bernice Kelly	Date manager registered: 01/04/2005
Categories of care: Residential Care (RC) LD - Learning Disability LD (E) – Learning disability – over 65 years	Number of registered places: 5

4.0 Inspection summary

An unannounced inspection took place on 6 March 2018 from 10.15 to 12.00 hours. One resident was residing at the home at the time of the inspection.

This inspection was underpinned by The Residential Care Homes Regulations (Northern Ireland) 2005 and the DHSSPS Residential Care Homes Minimum Standards, August 2011.

The inspection assessed progress with any areas for improvement identified since the last finance inspection and to determine if the home was delivering safe, effective and compassionate care and if the service was well led.

Evidence of good practice was found in relation to: providing a place for residents to deposit items for safekeeping, the controls surrounding the safe place, reviewing the financial policies and procedures within the recommended time period, the recording of residents' possessions when admitted to the home and discharged from the home, facilitating journeys on behalf of residents, offering support to residents for managing their own finances, support agreements in place with residents, recording transactions undertaken on behalf of residents and retaining receipts from these transactions.

The registered manager stated that records for residents for which no consent was provided could not be accessed during the inspection. As no consent was provided for the resident staying at the home at the time of the inspection, no access to their records was permitted.

No areas requiring improvement were identified during the inspection.

The findings of this report will provide the home with the necessary information to assist them to fulfil their responsibilities, enhance practice and residents experience.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Bernice Kelly, registered manager, as part of the inspection process and can be found in the main body of the report.

Enforcement action did not result from the findings of this inspection.

4.2 Action/enforcement taken following the most recent Medicines Management inspection dated 24 January 2018

The most recent inspection of the home was an unannounced medicines management inspection. There were no areas for improvement identified as a result of the inspection.

5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records: recent written and verbal communication received since previous medicines management inspection, notifiable events submitted in relation to finance issues, there were no financial issues identified. The inspector from the previous inspection was contacted who confirmed that there were no issues to follow up.

During the inspection the inspector met with the registered manager.

The following records were examined during the inspection:

- the residents' guide
- one resident's finance file
- copy of one resident's support agreement
- a sample of records of purchases undertaken on behalf of one resident
- a sample of records of monies deposited at the home on behalf of one resident
- records of personal possessions for one resident.

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 24 January 2018

The most recent inspection of the home was an unannounced medicines management inspection. There were no areas for improvement identified as a result of the inspection.

6.2 Review of areas for improvement from the last finance inspection.

The home has not previously received an RQIA finance inspection.

6.3 Inspection findings

6.4 Is care safe?

Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.

A safe place was provided within the home for the retention of residents' monies and valuables. At the time of the inspection there were satisfactory controls around the physical location of the safe place and the staff members with access. Monies were held on behalf of one resident. The registered manager gave assurances that the recording of the transactions and the balance of the resident's monies held were accurate and up to date. This could not be evidenced by RQIA during the inspection due to the issue of consent.

The registered manager offered to forward to RQIA a sample of the resident's records once they had been redacted. As the inspection process includes providing assurances that the records of monies held on the day agreed to the actual monies held, this offer was declined by the inspector.

No valuables were held on behalf of residents at the time of the inspection.

Discussion with the registered manager confirmed that members of staff involved in managing residents finances had received training in relation to adult safeguarding.

Policies and procedures for the management and control of residents' finances were in place at the time of the inspection. The policies reflected the procedures currently operated at the home in relation to managing residents' finances. As in line with standard 21 of the Residential Care Homes Minimum Standards (2011) the date the policies were issued and the date of the most recent review of the policies were recorded. The review dates for the policies were within the recommended three yearly review period.

Discussion with staff confirmed that there were no finance related restrictive practices in place for any resident.

Areas of good practice

There were examples of good practice found in relation to providing a place for residents to deposit items for safekeeping, the controls surrounding the safe place and reviewing the financial policies and procedures within the recommended time period.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.5 Is care effective?

The right care, at the right time in the right place with the best outcome.

Discussion with the registered manager confirmed that no member of staff at the home acted as an appointee for any resident, i.e. a person authorised by the Social Security Agency to receive and manage the social security benefits on behalf of an individual. Discussion with the registered manager also confirmed that no member of staff acted as an agent for any resident, i.e. a person authorised by a resident or their representative to collect social security benefits on the resident's behalf.

Discussion with staff and review of records confirmed that reconciliations between the monies held on behalf of residents and the records of monies held were undertaken on a regular basis. Records of reconciliations of the resident's monies held at the time of the inspection could not be evidenced by RQIA due to the issue of consent.

Discussion with staff confirmed that an inventory of residents' property was maintained when residents were admitted to the home. A sample of records for the resident in the home at the time of the inspection could not be reviewed due to the issue of consent. A sample of records for a previous resident, for whom consent was obtained for their records to be shared, was provided by the registered manager. A review of the file showed that in line with good practice the records were updated at admission and when the resident was discharged from the home. The records were signed by the resident's representative and a representative from the home.

Discussion with staff confirmed that no bank accounts were managed on behalf of residents. Review of records and discussion with staff also confirmed that a residents' comfort fund was not in place at the home.

Areas of good practice

There were examples of good practice found in relation to the recording of residents' possessions when admitted and discharged from the home.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.6 Is care compassionate?

Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.

The home did not provide a transport scheme at the time of the inspection. Discussion with staff confirmed that alternative arrangements were in place to support residents wishing to undertake journeys; this included the use of taxis which were paid for by the residents or their representatives.

Discussion with staff confirmed that arrangements were in place to offer support to residents when managing their own monies.

Areas of good practice

There were examples of good practice in relation to: facilitating journeys on behalf of residents and offering support to residents for managing their own finances.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.7 Is the service well led?

Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.

No records of fees paid by residents were available at the time of inspection. Discussion with the registered manager confirmed that fees were agreed between the Health and Social Care Trust and residents’ representatives.

Discussion with the registered manager confirmed that support agreements were issued to residents on admission to the home. RQIA could not review the support agreement for the resident residing at the home at the time of the inspection due to the issue of consent. A review of a file for a previous resident, for whom consent was obtained for their records to be shared, showed that the relevant terms and conditions were detailed within the support agreement. The support agreement reviewed was signed by the resident’s relative and a representative from the home.

Review of records and discussion with staff confirmed that personal finance transaction sheets were maintained for each resident. The sheets were used to record the details of purchases undertaken on behalf of residents and to record amounts of monies deposited at the home on behalf of residents at admission. Discussion with staff also confirmed that essential items e.g. toiletries were purchased by residents’ representatives.

RQIA could not review the records of transactions undertaken on behalf of the resident residing at the home at the time of the inspection due to the issue of consent. The registered manager offered to forward to RQIA a sample of the resident’s records once they had been redacted. As the full details of the resident’s transactions would need to be shown, this offer was declined by the inspector.

A review of records of two purchases undertaken by members of staff on behalf of a previous resident, for whom consent was obtained for their records to be shared, showed that in line with good practice the details of the purchases, the date and the amount of the purchases were recorded on the transaction sheets. Two signatures were recorded against each entry in the transaction sheets. Receipts from the purchases were available at the time of the inspection. Good practice was observed as monies handed back to the resident’s representative when the resident was discharged from the home were recorded on the transaction sheets. The entries were signed by a representative from the home and the resident’s representative.

Areas of good practice

There were examples of good practice found in relation to: support agreements in place with residents, recording transactions undertaken on behalf of residents and retaining receipts from transactions.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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