

Health Information and Quality Authority
Social Services Inspectorate

Inspection report
Designated centres for older people



Centre name:	Ocean View Nursing Home
Centre ID:	0262
Centre address:	Knockglassmore
	Camp
	Co Kerry
Telephone number:	066-7130267
Fax number:	066-7130833
Email address:	odonnellscamp@hotmail.com
Type of centre:	<input checked="" type="checkbox"/> Private <input type="checkbox"/> Voluntary <input type="checkbox"/> Public
Registered providers:	Margaret O'Donnell
Person in charge:	Jacqueline Burgess
Date of inspection:	5 December 2011
Time inspection took place:	Start: 10:45hrs Completion: 13:45hrs
Lead inspector:	Col Conway
Type of inspection:	<input checked="" type="checkbox"/> Announced <input type="checkbox"/> Unannounced
Purpose of this inspection visit:	<input checked="" 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

Ocean View Nursing Home is a single-storey building that provides long-term residential care and short term convalescent and respite care for up to 30 residents. The person in charge informed an inspector that at the time of inspection there were five residents diagnosed with a dementia.

There are 14 single en suite bedrooms with en suites containing a wash-hand basin, assisted toilet and assisted shower. There are also eight twin-bedded rooms, seven of which have en suites containing a wash-hand basin, assisted toilet and assisted shower. Additional to en suite facilities there is a communal toilet with wash-hand basin and also a combined bathroom and shower room for communal use with an assisted bath, an assisted shower, a wash-hand basin and an assisted toilet.

Communal living space being used at the time of inspection consisted of two dining rooms, three sitting rooms and a conservatory. Outdoor space for residents consisted of an enclosed area with pathways as well as a footpath around the perimeter of the building.

There is car parking space to the front and the side of the building.

Location

Ocean View Nursing Home is situated in Camp, overlooking Tralee Bay and is approximately 13 kilometres from Tralee, Co Kerry on the Dingle Peninsula.

Date centre was first established:	1992
Number of residents on the date of inspection:	29*
Number of vacancies on the date of inspection:	1

* including one resident in acute hospital services

Dependency level of current residents	Max	High	Medium	Low
Number of residents	5	3	14*	7

* including one resident in acute hospital services

Management structure

Jacqueline Burgess is the Person in Charge and she reports to the Registered Provider, Margaret O'Donnell who is also a registered nurse. All nursing and care staff report to the Person in Charge and cleaning, laundry, administrative, maintenance and catering staff all report to the Registered Provider.

Staff designation	Person in Charge	Nurses	Care staff	Catering staff	Cleaning staff	Admin staff	Other staff
Number of staff on duty on day of inspection	1*	2**	3***	2	1	1	3 ****

* 08:00hrs until 15:00hrs

** One from 08:00hrs until 20:00hrs

*** Two from 08:00hrs until 20:00hrs
 One from 08:00hrs until 12:30hrs
 One from 08:00hrs until 13:00hrs (laundry duties included in role)
 One from 08:00hrs until 14:00hrs

**** Provider 08:00hrs until 16:00hrs
 Maintenance 08:30hrs until 16:00hrs
 Activities person 14:30hrs until 16:00hrs

Background

The first inspection by the Authority of Ocean View Nursing Home was on 28 September 2010 and 29 September 2010 and it was a registration inspection. Inspectors found evidence that residents received a good standard of care; staff with whom inspectors spoke were knowledgeable about residents' individual health needs and residents were seen by inspectors to be treated with dignity and respect. However, some improvements were required in relation to residents' assessments and care plans, food management, the premises, information in staff personnel files and developing required documents. The inspection report can be found on the Authority website www.hiqa.ie. Subsequent to this inspection Ocean View Nursing Home was registered in March 2011.

A follow up inspection was undertaken by the Authority on 16 August 2011. The inspector found strong evidence that many improvements had been made and the majority of the action plans from the previous inspection were fully implemented. However, some actions remained outstanding and these included provision of:

- a written complaints policy and procedure that included the required information and displayed in a prominent place
- a safe outside area for all residents
- a cleaning room with adequate facilities
- dining room/s to cater for all residents
- adequate storage space.

The inspection report can be found on the Authority website www.hiqa.ie.

Since the previous inspection the provider had applied to the Authority for an application to vary the conditions of registration to increase the bed capacity from 30 to 35 as five new single en suite bedrooms had been built. This additional inspection report outlines the findings of an inspection undertaken by the Authority on 5 December 2011 to examine the five new single en suite bedrooms as well as follow-up on the five outstanding actions from the previous inspection on 16 August 2011.

Summary of findings from this inspection

The inspector found the five new single en suite bedrooms met the regulatory requirements and the five outstanding actions from the previous inspection were all completed:

- a complaints policy and procedures containing all of the required information as per the regulations were available
- a cleaning room with adequate facilities was provided
- an outdoor space with a secure perimeter was provided
- dining facilities to cater for all residents were provided
- suitable storage facilities were provided.

Issues covered on inspection

New Extension

A two-storey extension had just been completed prior to the inspection, with accommodation and facilities on the ground floor for residents and office space and staff facilities on the first floor. The inspector found the five new single en suite bedrooms had good facilities with space of approximately 13.6m² in each bedroom (excluding en suite). All the bedrooms had good quality flooring, fittings, lighting, curtains and furniture and there was adequate storage provided in each bedroom for personal belongings. All en suites had an assisted shower and toilet with a wash-hand basin and fixtures and fittings were of a good standard. Each bedroom had an electric profiling bed, flat screen television and a call bell system installed which had been upgraded for the entire centre. In the corridor the lighting and flooring was appropriate, handrails were on both sides, heating radiators had safety protection covers and external doors were all alarmed.

Apart from bedrooms, the new extension also included a treatment room and a hairdressing room with good facilities, four equipment storage areas, a visitors assisted toilet and wash-hand basin and a communal lounge with appropriate furniture and décor.

The findings in relation to the five required actions from the previous inspection on 6 August 2011 are set out below.

Actions reviewed on inspection:

1. Action required from previous inspection:

Ensure the written complaints policy and procedures contains all of the required information as per the Regulations and the updated procedures are displayed in a prominent position.

There was an up-to-date written complaints policy available that contained all of the required information as per the regulations and it was displayed in a prominent place.

2. Action required from previous inspection:

Provide a cleaning room with adequate facilities.

Since the previous inspection, a cleaning room had been developed that provided adequate facilities.

3. Action required from previous inspection:

Provide a safe outdoor space with a secure perimeter.

Since the previous inspection a large enclosed outdoor space had been developed that was accessed via an internal corridor and overlooked by some of the bedrooms. There were wide concrete footpaths with a handrail at the entrance door and an area in the middle of the paths that was soil. The provider informed the inspector that the plan was for a garden area with raised planted beds to be developed but this had not been completed at the time of inspection due to work being completed on the new extension as well as bad weather.

4. Action required from previous inspection:

Provide a dining room(s) to cater for all residents.

Since the previous inspection dining facilities to cater for all residents had been developed as a small sitting room adjacent to the kitchen had been converted into a second dining area. The two dining rooms provided space for up to approximately 25 residents. The provider and person in charge informed the inspector that there were two sitting times for meals and those residents that required assistance with eating were facilitated during the first sitting.

5. Action required from previous inspection:

Provide suitable storage.

Since the previous inspection suitable storage was provided for the entire centre as the new extension included four equipment storage areas and a treatment room with a large storage area for supplies.

Report compiled by:

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

6 December 2011

Chronology of previous HIQA inspections	
Date of previous inspection:	Type of inspection:
28 September 2010 and 29 September 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
16 August 2011	<input type="checkbox"/> Registration <input type="checkbox"/> Scheduled <input checked="" type="checkbox"/> Follow-up inspection <input type="checkbox"/> Announced <input checked="" type="checkbox"/> Unannounced

Any comments the provider may wish to make:

Provider's response:

Ocean View Nursing Home would like to thank the inspector for her courtesy and support on this visit. We endeavour to continue to deliver quality person-centred care at Ocean View Nursing Home.

Provider's name: Margaret O'Donnell

Date: 12 December 2011