

Health Information and Quality Authority  
Social Services Inspectorate

Inspection report  
Designated centres for older people



<b>Centre name:</b>	Woodlock Nursing Home
<b>Centre ID:</b>	0305
<b>Centre address:</b>	Portlaw Co Waterford
<b>Telephone number:</b>	051-378216
<b>Fax number:</b>	051-387625
<b>Email address:</b>	woodlock@mastergroup.ie
<b>Type of centre:</b>	<input checked="" type="checkbox"/> <b>Private</b> <input type="checkbox"/> <b>Voluntary</b> <input type="checkbox"/> <b>Public</b>
<b>Registered provider:</b>	Tim Kelliher
<b>Person in charge:</b>	Eimear Fitzgerald
<b>Date of inspection:</b>	30 May 2011
<b>Time inspection took place:</b>	<b>Start:</b> 13:30:hrs <b>Completion:</b> 20:00hrs
<b>Lead inspector:</b>	Noelene Dowling
<b>Support inspector(s):</b>	Catherine O'Keeffe
<b>Purpose of this inspection visit:</b>	<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 centre

The District Court, sitting at Carrick on Suir, County Tipperary on 12 December 2011, determined the appeal by the registered provider of Woodlock Nursing Home, Portlaw, Co. Waterford, pursuant to Section 57 of the Health Act 2007.

The appeal was against the decisions of the Acting Chief Inspector of Social Services of the Authority to:

- 1) refuse the registered provider's application for registration pursuant to Section 50 of the Health Act 2007 and
- 2) cancel the registration of Woodlock Residential Care Limited as registered provider of Woodlock Nursing Home pursuant to Section 51 of the Health Act 2007.

Pursuant to Sections 57 and 64 of the Health Act 2007 and with the consent of the registered provider, the Court confirmed the said Decisions of the Acting Chief Inspector to refuse the application and cancel the registration.

The Court further, and with the consent of the registered provider, made an Order in accordance with Section 64 of the Health Act 2007, directing the Health Service Executive to take charge of Woodlock Nursing Home from 15:00hrs on 12 December 2011 and to make alternative arrangements for the residents of Woodlock Nursing Home as soon as practicable.

### Description of services and premises

Woodlock Nursing Home provides residential accommodation to 30 older persons on a long-term basis. The premises was originally managed as a nursing home by a congregation of religious sisters. Five members of the religious order live in separate accommodation within the premises and share the entrance to the centre.

The building is a large two-storey over basement premises. There is a large entrance hallway, and the chapel, parlour, and administration office are located off this hallway. Steps lead to double doors which give access to large internal lobby, of which the male six-bedded ward is located. Residents in this ward share one bathroom which has bath, toilet, and wash-hand basin. The dining room, living room, and kitchenette, which are used for serving meals, are also located on this floor. Two public toilets and staff shower are situated on this floor, along with access to the religious community accommodation and office.

Accommodation for the residents upstairs includes one single bedroom on the mezzanine floor, lift and office for the person in charge. There are sixteen single bedrooms on the first floor, with one six-bedded ward. Resident on this floor share floor share two bathrooms, one with shower, wash-hand basin and sink and one with a bath, toilet and sink. One bedroom has an adjoining en suite with shower toilet and wash-hand basin. The sluice room and staff toilets are located on this floor. A large stairway and circular surrounding balcony create a mezzanine floor space. The basement contains the main kitchen, boiler rooms, laundry and various other unused rooms.

The premises are located in its own grounds, with a long driveway, ample car parking. The gardens contain a large lily pond to the rear and various unused outhouses. The drive and surrounds are used as a walking area for local people.

### Location

The centre is located in the village of Portlaw, Co Waterford.

<b>Date centre was first established:</b>	March 2007
<b>Number of residents on the date of inspection</b>	26
<b>Number of vacancies on the date of inspection</b>	4

<b>Dependency level of current residents</b>	<b>Max</b>	<b>High</b>	<b>Medium</b>	<b>Low</b>
<b>Number of residents</b>	6	10	5	5

### Management structure

Tim Kelleher is the Registered Provider. Eimear Fitzgerald is the Person in Charge. The office administrator is responsible for the catering and cleaning staff. Nurses and care assistants report to the Person in Charge.

<b>Staff designation</b>	<b>Person in Charge</b>	<b>Nurses</b>	<b>Care staff</b>	<b>Catering staff</b>	<b>Cleaning and laundry staff</b>	<b>Admin staff</b>	<b>Other staff</b>
<b>Number of staff on duty on day of inspection</b>	1	2	6	3	2	2	0

***REPORT COMPILED BY***

Noelene Dowling  
Inspector of Social Services  
Social Services Inspectorate  
Health Information and Quality Authority

1 June 2011

Health Information and Quality Authority  
Social Services Inspectorate

Immediate Action Plan



<b>Centre:</b>	Woodlock Nursing Home
<b>Centre ID:</b>	0305
<b>Date of inspection:</b>	30 May 2011
<b>Date of response:</b>	04/06/2011

**Requirements**

These requirements set out what the registered provider must do to meet 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*.

**1. The provider has failed to comply with a regulatory requirement in the following respect:**

Essential equipment necessary for residents' safety and wellbeing was not suitable, maintained in good working order and replaced in a timely manner.

**Action required:**

Ensure that equipment provided for use by residents specifically the call-bells system are suitable for purpose and maintained in good working order.

**Action required:**

Ensure that essential items such as dishwashers are replaced in a timely and efficient manner.

**Reference:**

Health Act 2007  
Regulation 19: Premises  
Regulation 30: Health and Safety  
Regulation 31: Risk Management Procedures

Standard 26: Health and Safety  
Standard 25: Physical Environment

**Please state the actions you have taken or are planning to take with timescales:**

**Timescale:**

Provider's response:

As explained to the Inspectors during the inspection visit of the 30th May, the dishwasher has been ordered and will take approximately two/three weeks to complete full installation. During the down time of these dishwashers a system has been put in place to ensure adequate washing facilities by hand supervised by the support staff supervisor.

The Provider will arrange a full service of the call-bell system to be carried out.

Any equipment requiring service or repair is always repaired as required by the Provider, subject to the scheduling of the companies involved or the lead times on ordering new or replacement parts.

The Provider is committed to carrying out such works on a timely basis but has been frustrated by the difficulties in securing finance for capital items due to the economic and banking climate but is totally committed to doing so within a reasonable timeframe.

30 June 2011

**2. The provider has failed to comply with a regulatory requirement in the following respect:**

Fire management systems were not adequate in relation to fire safety equipment available in the room used by resident to smoke.

**Action required:**

Make adequate arrangements for containing and extinguish in a fire in the room where the residents smoke.

**Reference:**

Health Act 2007  
Regulation 32: Fire Precautions and Records  
Standard 26: Fire Safety

Please state the actions you have taken or are planning to take with timescales:	Timescale:
<p>Provider's response:</p> <p>A single Resident is permitted to smoke in the room only under the strict supervision of a family member when the weather is too bad to use our purpose-built smoking shelter outside the building. Both a fire extinguisher and fire blanket will be provided in this room and until provided the room will be closed.</p>	<p>18 June 2011</p>

<p><b>3. The provider has failed to comply with a regulatory requirement in the following respect:</b></p> <p>The complaints policy was not implemented in practice:</p> <ul style="list-style-type: none"> <li>▪ details of complaints were not recorded</li> <li>▪ evidence of prompt investigation was not available.</li> </ul>
<p><b>Action required:</b></p> <p>Ensure that all complaints are recorded, managed in accordance with policy and the outcome agreed with the complainant in a timely manner.</p>

<p><b>Reference:</b></p> <p>Health Act 2007  Regulation 36: Complaints Procedures  Regulation 6: General Welfare and Protection  Standard 6: Complaints</p>	
Please state the actions you have taken or are planning to take with timescales:	Timescale:
<p>Provider's response:</p> <p>Our complaints policy is in place and implemented in practice though not recorded adequately up until now. There was one complaint which was not logged correctly but this has since been logged, recorded and closed out by the person-in-charge. We are pursuant on fully implementing this policy to ensure not only resident and family satisfaction but also to make complaints and corrective actions a learning tool for our staff to inform good practice.</p>	<p>On-Going</p>

**Any comments the provider may wish to make:**

**Provider's response:**

None provided

**Provider's name:** Timothy Kelliher, Woodlock Residential Care Limited

**Date:** 04/06/2011