

Health Information and Quality Authority
Social Services Inspectorate

Inspection report
Designated centres for older people



Centre name:	Haven Bay Care Centre
Centre ID:	0235
Centre address:	Ballinacubby
	Kinsale
	Co Cork
Telephone number:	021 4777328
Fax number:	021 4777424
Email address:	info@havenbay.ie
Type of centre:	<input checked="" type="checkbox"/> Private <input type="checkbox"/> Voluntary <input type="checkbox"/> Public
Registered provider:	Owen O'Brien
Person in charge:	Yvonne McCarthy
Date of inspection:	13 April 2011
Time inspection took place:	Start: 08:50hrs Completion: 11:00hrs
Lead inspector:	Col Conway
Support inspector:	Patricia Sheehan
Type of inspection:	<input checked="" type="checkbox"/> Announced <input type="checkbox"/> Unannounced
Purpose of this inspection visit:	<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 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

Haven Bay Care Centre is a two-storey building over basement premises which commenced operating in 2007. It provides continuing, convalescent and respite care for up to 61 residents.

The centre currently provides accommodation for residents on the ground and first floors with lift and stair access between floors. Spread across the two floors, there are 61 single bedrooms with en suites all containing a wash-hand basin, assisted toilet and assisted shower. On the ground floor, additional to en suite facilities, there are five communal assisted toilets each with a wash-hand basin. There is also a communal assisted shower room that includes an assisted shower, assisted toilet and wash-hand basin and a separate communal assisted bathroom. There are also two public toilets close to the main entrance. On the first floor, additional to en suite facilities, there are three communal assisted toilets each with a wash-hand basin.

Communal living space on the ground floor consists of a dining room, a sitting room and a main entrance/reception with a seating area. Communal living space on the first floor consists of a combined dining room and sitting room as well as a separate sitting room. Outdoor space consists of an enclosed garden and patio area at ground floor level and within close proximity of the front entrance is an outside car parking area.

One area in the basement is used for staff parking and a separate area contains a treatment room, hairdressing room, oratory and staff facilities with lift and stair access between floors. A separate area in the basement has been developed to provide accommodation for a proposed additional 12 residents. There are eight single bedrooms and two twin bedrooms with en suites, all containing a wash-hand basin, assisted toilet and assisted shower. Additional to en suite facilities there are two communal assisted toilets, each with a wash-hand basin. Communal living space consists of a sitting room and a television room.

Location

Haven Bay Care Centre is located on the outskirts of Kinsale, Co Cork and is approximately one kilometre from the centre of Kinsale town.

Date centre was first established:	2007
Number of residents on the date of inspection:	61
Number of vacancies on the date of inspection:	0

Dependency level of current residents	Max	High	Medium	Low
Number of residents	18	12	11	20

Management structure

Yvonne McCarthy is the Person in Charge and she reports to the Registered Provider, Owen O'Brien. All nursing and care staff report to the Person in Charge and she is supported in her role by a Deputy Nurse Manager. There is an Operations Manager and all the housekeeping, administrative, maintenance and catering staff report to her and she in turn reports 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*	4**	10***	3	4	2	1

* From 08:00hrs until 16:00hrs

** One nurse from 08:00 until 20:00hrs
 One nurse from 08:00hrs until 18:00hrs
 One nurse from 08:00hrs until 14:00hrs
 One nurse from 14:00hrs until 20:00hrs

*** Four care staff from 08:00hrs until 20:00hrs
 One care staff from 08:00hrs until 19:00hrs
 One care staff from 08:00hrs until 18:00hrs
 Two care staff from 08:00hrs until 14:00hrs
 One care staff from 09:00hrs until 15:00hrs
 One care staff from 08:00hrs until 13:00hrs

Background

Haven Bay Care Centre was first inspected by the Health Information and Quality Authority on 14 September 2010 and 15 September 2010, and it was an announced registration inspection. There was evidence that residents received overall an adequate standard of care and were seen by inspectors to be treated with dignity and respect. Staff with whom inspectors spoke were knowledgeable about residents' individual health needs, and this was confirmed by the care practices observed. However, improvements were required in relation to residents' assessments and care plans, the premises, information in staff personnel files and developing required documents. The report can be found on the Authority website www.hiqa.ie report number 0235.

A second inspection occurred on 7 January 2011. It was an announced follow-up inspection and it was in relation to 11 required actions from the previous inspection. Inspectors found the majority of the actions were fully implemented. However, some actions remained outstanding in regards to ensuring the appropriate documentation was in place whenever bedrail restraint was used, reviewing all of the required policies and procedures, ensuring that all the required documents are held for each staff member and provision of appropriate fittings and furniture in the basement unit. The report can be found on the Authority website www.hiqa.ie.

This inspection report outlines the findings of a follow-up inspection which focused on the use and documentation of bedrail restraint and the provision of appropriate fittings and furniture in the basement unit.

Summary of findings from this inspection

Inspectors found that all of the required actions from the previous inspection had been completed.

Issues covered on inspection

The findings of the follow-up inspection, in relation to required actions from the follow-up inspection on 7 January 2011 are set out below.

Actions reviewed on inspection:

1. Action required from previous inspection:

Ensure that each resident who requires bedrail restraint has the need for restraint set out in an individual care plan, there is a record of any occasion on which restraint is used, the nature of the restraint and its duration.

The provider outlined to the Authority in the written response to the action plan from the January 2011 inspection that detailed assessment was being undertaken to assess the need for bedrails to be used and documentation was in place to monitor residents when bedrail restraint was used. Inspectors found that detailed written resident assessments, care plans and monitoring were in place when bedrail restraint was used.

2. Action required from previous inspection:

Provide suitable storage facilities for the use by residents.

Inspectors found adequate wardrobe facilities were in place for residents' personal items in the bedrooms in the basement unit.

3. Action required from previous inspection:

Provide appropriate seating for use by dependent residents that is in a good state of repair.

Appropriate seating was in place for residents' use in the bedrooms, hallways and the television room in the basement unit.

4. Action required from previous inspection:

Provide a call-bell facility and a suitable mattress in bedroom five.

Inspectors found a call bell and suitable bed mattress were in place in bedroom five in the basement unit.

5. Action required from previous inspection:

Provide suitable lighting in all the bedrooms.

Suitable lighting was in place at each bed space in the basement unit.

6. Action required from previous inspection:

Provide well-maintained flooring in bedroom two.

Inspectors found there was new flooring in bedroom two in the basement unit.

7. Action required from previous inspection:

Ensure the doors are in good working order in the en suites of bedrooms three and six.

The doors were able to fully open in the en suites of bedrooms three and six in the basement unit.

8. Action required from previous inspection:

Provide grab-rails in all of the en suites.

There were grab-rails in all of the en suites in the basement unit.

9. Action required from previous inspection:

Provide a suitable handrail outside the communal toilet.

There was a suitable handrail outside the communal toilet in the basement unit.

10. Action required from previous inspection:

Ensure the bedroom door in room 10 is in good working order.

Inspectors found the bedroom door could be closed in bedroom 10 in the basement unit.

Report compiled by:

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

13 April 2011

Chronology of previous HIQA inspections	
Date of previous inspection:	Type of inspection:
14 September 2010 and 15 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
7 January 2011	<input type="checkbox"/> Registration <input type="checkbox"/> Scheduled <input checked="" type="checkbox"/> Follow-up inspection <input checked="" type="checkbox"/> Announced <input type="checkbox"/> Unannounced

Any comments the provider may wish to make:

Provider's response:

We are pleased to receive this report and acknowledge its positive findings.

Provider's name: Owen O'Brien

Date: 28 June 2011