

Health Information and Quality Authority  
Social Services Inspectorate

Inspection report  
Designated centres for older people



<b>Centre name:</b>	Pointe Boise Nursing Home
<b>Centre ID:</b>	0377
<b>Centre address:</b>	Kingshill
	Upper Salthill
	Galway
<b>Telephone number:</b>	091 520736
<b>Fax number:</b>	092520735
<b>Email address:</b>	pointeboise@ireland.com
<b>Type of centre:</b>	<input checked="" type="checkbox"/> Private <input type="checkbox"/> Voluntary <input type="checkbox"/> Public
<b>Registered providers:</b>	Martin and Martha Breen
<b>Person in charge:</b>	Carol Preisler
<b>Date of inspection:</b>	13 May 2010
<b>Time inspection took place:</b>	<b>13 May Start:</b> 06:50 hrs <b>Completion:</b> 13:00 hrs
<b>Lead inspector:</b>	Nan Savage
<b>Support inspector:</b>	N/A
<b>Type of inspection:</b>	<input type="checkbox"/> Announced <input checked="" type="checkbox"/> Unannounced
<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 checked="" type="checkbox"/> Information received in relation to a complaint or concern

## 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 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 on specific matters arising from a previous inspection to ensure that the action required of the provider has been taken
- following a change in circumstances; for example, following a notification to the Health Information and Quality Authority's Social Services Inspectorate 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 well-being 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

Pointe Boise Nursing Home is a three-storey centre which opened in 2002 and can accommodate a maximum of 29 residents. At the time of inspection there were 28 residents.

There is a small reception area and the nurses' station, residents' toilet and the day-room is located off this area. Communal accommodation consists of a dining room and day-room and a small seated area in the reception area on the ground floor. The kitchen is adjacent to the dining room. There is a staff toilet located off the kitchen which is used by both catering and non catering staff. A conservatory, which is used as the designated smoking area, is located on the ground floor at the opposite side of the building. This room and residents' bedrooms are accessed either via the stairs or lift to the first floor.

Residents' bedrooms are on the ground, first and second floors. There are 19 single rooms and five two-bedded bedrooms. 13 single bedrooms have en suite toilet and hand-wash facilities and three en suite bedrooms also have a shower. Three of the five two-bedded bedrooms have en suite shower, toilet and wash hand basin. There is one additional assisted shower room with toilet and wash-hand facilities on both the first and second floor. A third assisted shower room is located beside the ground floor bedroom accommodation.

There is a small garden area at the front of the home and an enclosed garden area to the rear. Limited parking is available at the front of the nursing home.

### Location

The centre is situated in Upper Salthill, Galway, County Galway and is within walking distance of local amenities and the Church.

<b>Date centre was first established:</b>	1 October 2002
<b>Number of residents on the date of inspection</b>	28
<b>Number of vacancies on the date of inspection</b>	1

<b>Dependency level of current residents</b>	<b>Max</b>	<b>High</b>	<b>Medium</b>	<b>Low</b>
<b>Number of residents</b>	4	10	3	11

## Management structure

The Providers are Martin and Martha Breen and the Person in Charge, Carol Preisler, reports directly to them. Martha Breen is a nurse and works as a member of the team of nurses and care assistants, supporting the Person in Charge. A Clinical Nurse Manager 2 (CNM2), Yvonne Carpenter, deputises for the Person in Charge in her absence. Nurses, care assistants, catering and housekeeping staff all report directly to the Person in Charge. Maintenance work is the responsibility of Martin Breen.

Staff designation	Person in Charge	Nurses	Care staff	Catering staff	Cleaning and laundry staff	Admin staff	Other staff
Number of staff on duty on day of inspection	1	2	4	2	1	0	1

## Background

Pointe Boise Nursing Home was first inspected by the Health Information and Quality Authority on the 31 July 2009 and a follow up inspection was completed on the 4 May 2010. The inspection reports can be found at [www.hiqa.ie](http://www.hiqa.ie) under ID number 0377.

## Summary of findings from this inspection

This inspection dated the 13 May 2010 was informed by information received by the Social Services Inspectorate prior to the follow up inspection in relation to quality of life, privacy and infection control. Practice in relation to these issues was assessed by the inspector during this inspection and from subsequent discussions with the person in charge to ensure the wellbeing and safety of all residents. The inspector observed evidence of good practice in these areas and found no evidence to support the concern.

## Issues covered during inspection

The inspector reviewed issues of concern which had been raised with the Authority. These issues included quality of life, residents' daily routine, infection control and privacy.

### **Quality of Life**

The inspector found that residents could get up when they wished. The inspector observed there were no residents up or dressed prior to 7.00 am. Staff were assisting one resident to dress at approximately 7.30 am. This resident was due to attend a hospital appointment that morning. The person in charge reported that no resident was dressed in his or her clothes and left in bed. Residents spoken to confirmed that they got up in the morning at whatever time they liked.

### **Infection Control**

Issues raised around the provision of hand-washing and drying facilities were reviewed. The inspector observed adequate hand-drying facilities were available at the wash-hand basins located on both the first and second floor corridors. Staff were observed washing and drying their hands before and after personal care giving and between various duties. A number of residents' bedrooms were checked and found to contain adequate hand-washing facilities. The person in charge reported that all bedrooms had either access to an en suite or a wash-hand basin in the bedroom.

During the inspection the inspector noted that there were no issues regarding staff practices in catheter care.

### **Privacy**

The inspector found that residents' privacy and dignity was maintained as staff were observed closing residents' bedroom doors while delivering personal care. The person in charge reported that staff were informed and educated on the importance of privacy and dignity.

The inspector observed in one two-bedded room that screens were not provided to each bed. At the time of the inspection, this room was occupied by one resident and this did not impact on that resident's privacy. The provider stated that he was aware of this matter and had arranged for the additional screen to be fitted in this bedroom over the next two weeks.

**Report compiled by:**

Nan Savage  
Inspector of Social Services  
Social Services Inspectorate  
Health Information and Quality Authority

7 May 2010

<b>Chronology of previous HIQA inspections</b>	
<b>Date of previous inspection</b>	<b>Type of inspection:</b>
31 July 2009	<input type="checkbox"/> Registration <input checked="" type="checkbox"/> Scheduled <input type="checkbox"/> Follow up inspection  <input checked="" type="checkbox"/> Announced <input type="checkbox"/> Unannounced
4 May 2010	<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:**

Dear Reader,

On reading this report you may note that this is the third inspection of Pointe Boise in less than 10 months, two of which were unannounced.

We are proud to see that the constant theme through these reports is of the strong and clear evidence of careful good practice.

We are aware of the regulatory limitations placed upon us by the design, size and layout of the building. Our plans to resolve this matter are well advanced at this time.

We wish to thank the Authority for this public opportunity to demonstrate our good practices in the provision of care to older people in Galway City.

**Provider's name:** Martin and Martha Breen

**Date:** 3 September 2010