

Annual Report **2014**

The Beeches Nursing Home

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Mission Statement

The Beeches Professional and Therapeutic Services Limited are committed to the design, organisation and provision of high quality, person-centred services which meet the diverse needs, personal aspirations and goals of people with a learning disability.

Reference and Administrative Details

Company Name

The Beeches Professional and Therapeutic Services Ltd

Legal Status

The Beeches Professional and Therapeutic Services Ltd are constituted as a company limited by shares. Company no: NI028742.

Head Office

9-11 Lurgan Road
Aghalee
Craigavon
Co. Antrim
BT67 0DD

Auditor J.R. McKee & Co
Ratheane House
32 Hillsborough Road
LISBURN
Co. Antrim
BT28 1AQ

Bank Danske Bank
Donegall Square West
BELFAST
BT1 6JS

Solicitor Mills Selig Solicitors
21 Arthur Street
BELFAST
BT1 4GA

Directors Statement

Principal Activity

The Company's principal activity is providing high quality health and social care services to adults with a learning disability.

Critical to this activity is the need to evaluate the quality of our service delivery to the service users. The information presented in this report covers the calendar year 2014. The home's routine quality assurance processes allow for continuous review, intervention and follow-up on issues of concern in a timely manner. Additionally, the aggregation of information in this report facilitates the identification and analysis of important patterns and trends. Subsequent reports will build on this data set to evaluate the performance of the service over time.

The quality indicators described seek to reflect the home's achievements as well as identify areas for improvement. It is important to note that the indicators presented here should only be looked at as a starting point for evaluating the service's quality. No single measure in this report should be taken as a fundamental assessment of the performance of the service. This data should only be considered in the overall context of the qualitative as well as quantitative information sources available.



James Wilson

Director

The Beeches Professional & Therapeutic Services Ltd

May 2014

Introduction

Purpose

This report has been prepared in compliance with Regulation 17 (1)¹ and compliance with standard 25.13 (DHSSPS, 2008²) from data gathered on the quality of care provision and daily management of The Beeches Nursing Home. The information covers the period 1 January 2014 to 31 December 2014.

Service Profile

The Beeches Nursing Home is a 36 bedded, purpose-built home providing accommodation (permanent and respite) and associated services.

The home is registered (ref: 1057) for adults with a learning disability under the following categories of care:

NH-LD

NH-LD (E)

Associated PD under and over 65

The home employs 71 staff (31 December 2014). The skill mix of registered nurses³ to care assistants is 44% to 66%. This exceeds current RQIA guidance on staffing levels (RQIA, 2009⁴).

		%
Full Time	40	56.3
Part Time	9	12.7
Bank Cover	22	31.0

Staff turnover was 15%. The majority of leavers (63%) were from Bank Cover.

¹ The Nursing Homes Regulations (Northern Ireland) 2005

² Nursing Homes Minimum Standards (DHSSPS, 2008)

³ Not including Registered Manager

⁴ Staffing Guidance for Nursing Homes (RQIA, 2009)

Annual Quality Assurance Report

Procedures

The home routinely employs a range of quality assurance procedures to ensure our practice comply with our own procedures and statutory minimum quality standards.

- Monthly monitoring visits
- service user survey
- stakeholder survey
- staff satisfaction survey
- Internal audits; human resources, infection prevention and control, health and safety, support plans, medication, estates, accident and incidents
- Service user meetings
- Notification monitoring
- Complaint monitoring

Except for the monthly monitoring that is carried out by a representative of the registered provider, responsibility for other routine monitoring and auditing of the care and management the home rests with the registered manager, Mrs Carmel Nelson RNMH.

In addition to the internal processes the home is subject to the statutory RQIA monitoring and inspection regime. Reports can be provided on request to the registered manager or by visiting the RQIA website: www.rqia.org.uk

Quality Indicators

The information presented was collected over the period 1 January 2014 to 31 December 2014

1. Monthly Monitoring

Below is a summary of the monthly monitoring information collected during 2014. The information is collected via face to face interviews with staff, service users and other stakeholders e.g. relatives, statutory health and social care staff, examination of records and visual inspection of the home.

The complete monthly reports can be provided on request to the service.

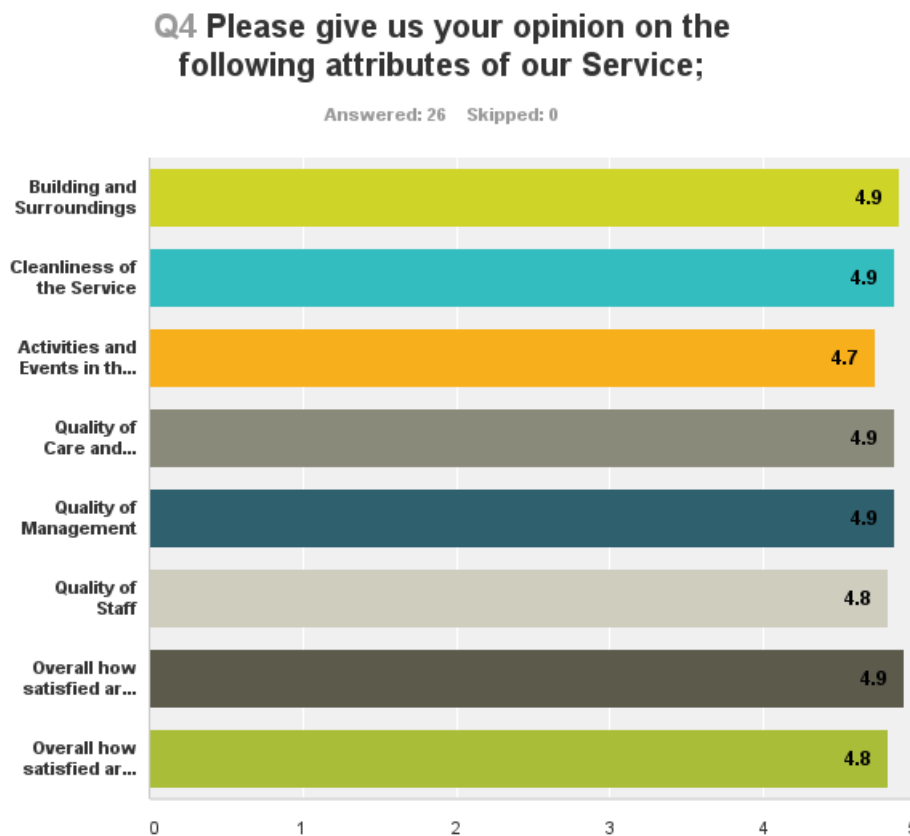
Month	Interviews			Significant Events
	Service Users	Relatives Visitors	Staff	
January	2	2	2	1 complaint received.
February	2	2	2	1 RQIA notification.
March	2	4	3	New Human Right training programme commenced for all staff. 1 RQIA notification.
April	2	2	3	Service user survey completed.
May	2	6	2	HSENI compliance visit. 2 RQIA notifications. 1 complaint received.
June	2	8	2	RQIA unannounced inspection (ref: 18379).
July	2	3	2	1 RQIA notification.
August	3	3	2	1 RQIA notification. 1 complaint received.
September	3	3	1	Stakeholder survey completed. 1 RQIA notification.
October	4	4	3	1 RQIA notification.
November	4	2	3	Kitchen retained 5 star rating.
December	3	4	4	1 RQIA notification.

2. Service User, Staff and Stakeholder Surveys

Stakeholder

A company-wide Stakeholder survey was carried out in 2014. Responses specific to the Nursing Home (26) comprised 36% of the overall responses received to the survey. All respondents identified themselves as relatives of a service user.

Feedback was sought across a number of broad areas of service quality; Environment, Cleanliness, Activities and Events, Care and Support, Management, Staff, Communication and Overall Satisfaction. Respondents were asked to score the home from 1-5 in each of these categories with 1= Poor and 5 = Excellent. Average score: 4.86% (range 4.7 – 4.9). The table below illustrates the results for the Nursing Home.



Service User

A company-wide Service User survey was carried out in 2014. Service users were asked 36 questions arranged under the following categories; Some Information

About You, Your Views About The Staff, Involvement In Your Home, Your Concerns, Your Support Plan, Your Daytime Activity and Transport, Inspections, Your Home.

Nursing Home service users reported very high satisfaction levels across all categories of care. No significant complaints or concerns were raised and the qualitative information provided indicated very high overall satisfaction with the service provided.

Staff

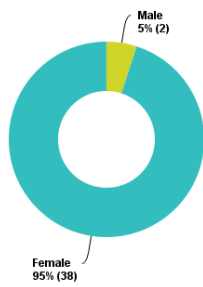
A company-wide Staff Satisfaction survey was conducted during 2014. 56% of the staff in the Nursing Home (40) responded. The results indicated a high level of satisfaction with job and the organisation generally. Staff were asked to indicate their level of satisfaction with; care delivered, training, professional development, management support and supervision, and raising concerns. Data on gender distribution and length of service was also gathered.

High satisfaction levels were reported across all areas. Staff retention rate was good; 63% of respondents had length of service of more than 5 years, 96% of respondents had been employed at the home for more than one year. The table on the next page illustrates the results for the Nursing Home.

Nursing Home Staff Survey Results

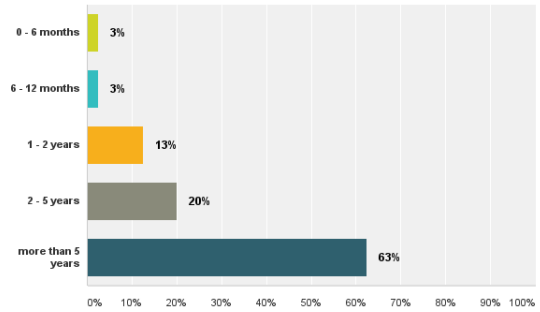
Q1 Gender

Answered: 40 Skipped: 0



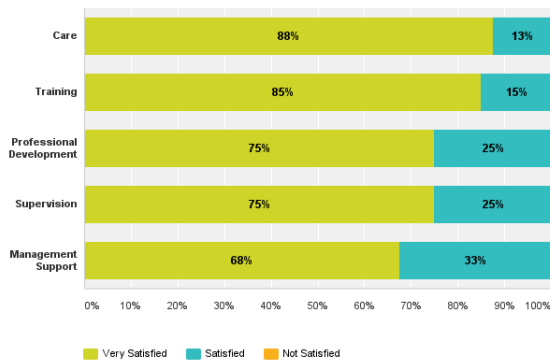
Q2 How long have you worked at the Beeches?

Answered: 40 Skipped: 0



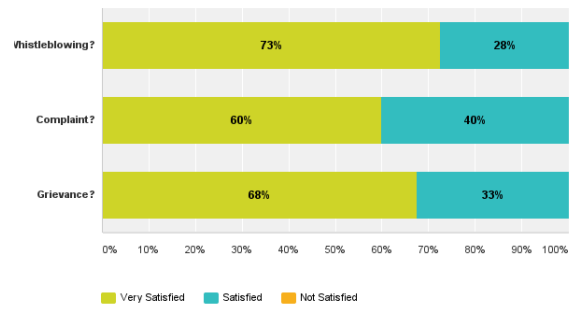
Q4 How satisfied are you with...

Answered: 40 Skipped: 0



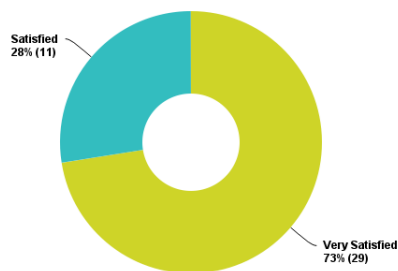
Q5 How satisfied are you that management will deal effectively with the following issues...

Answered: 40 Skipped: 0



Q6 Overall, how satisfied are you working at the Beeches?

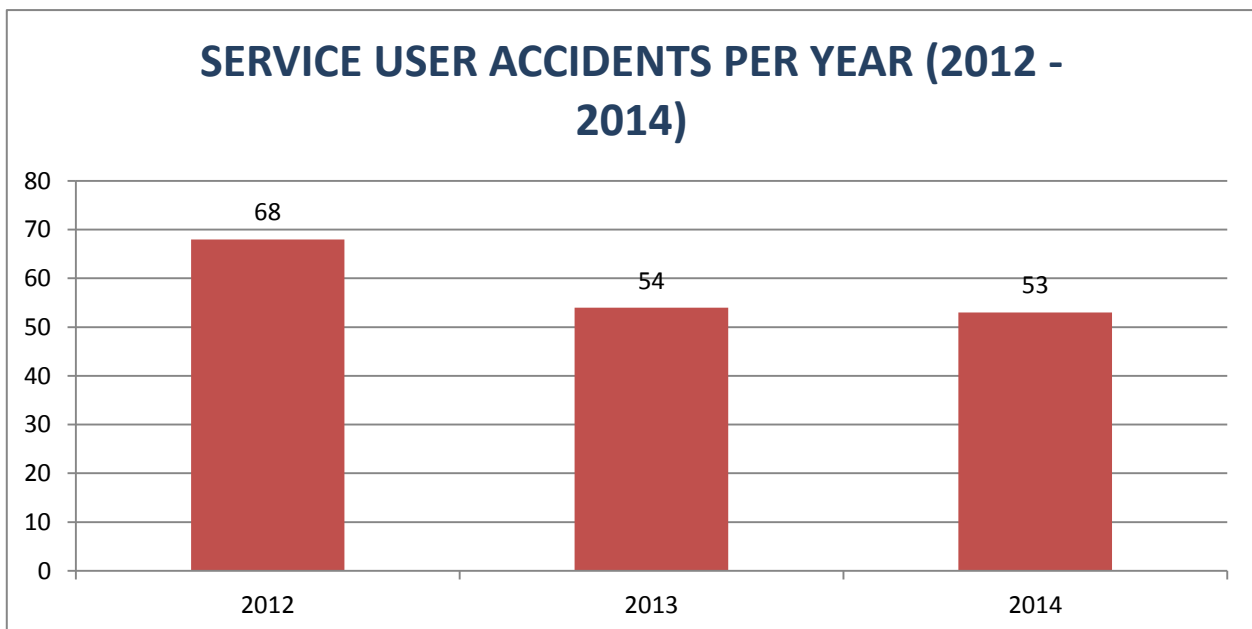
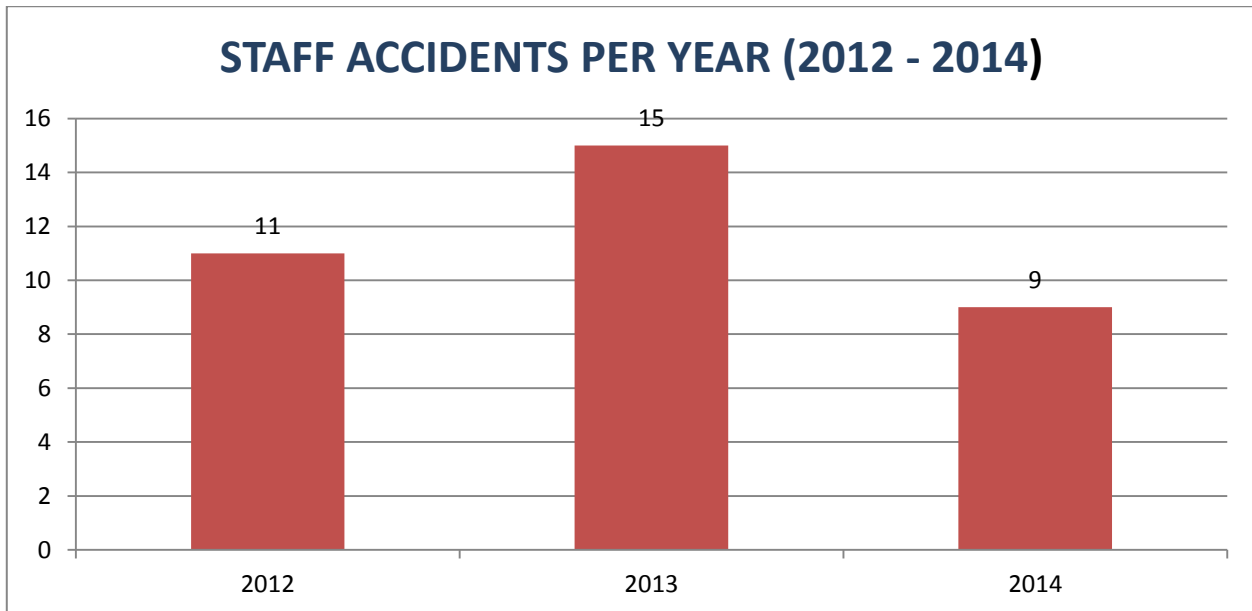
Answered: 40 Skipped: 0



Complete survey reports can be provided on request to the service.

3. Health and Safety

The graphs below illustrate staff and service user accidents for the last three calendar years. No reports were made to HSENI⁵. No service user accident required medical intervention (GP visit or hospital admission).



⁵ RIDDOR (NI) 97 Reporting of Incidents, Diseases and Dangerous Occurrences Regulations Northern Ireland, 1997
Health and Safety Executive Northern Ireland

4. Reportable Events

RQIA

9 statutory notifications (Form 1a) were made to RQIA during 2014.

Trust Adverse Incident Reports

No Adverse Incident Reports were made to a trust during 2014.

5. Complaints

No complaints from service users were received in 2014.

4 complaints were received from relatives in 2014. All complainants were fully satisfied with the outcome of their complaint.

6. Medication

The home operates a 28 day supply Monitored Dosage System (MDS). The dispensing pharmacy is Aghalee Pharmacy.

Medication administration practices are systematically audited throughout the year to ensure we maintain a consistent standard for following procedures and maintaining patient medication records.

For 2014 procedure compliance levels were 97% and patient record compliance levels 97% . These results compare favourably with 2013 levels which were 95% and 94% respectively.