

Valley Nursing Home

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24 June 2020

Mr Brian Beattie

Director of Older Peoples Services (Interim)

Southern Health and Social Care Trust

Dear Brian,

Re: Unsatisfactory Performance – SHSCT Decision to issue Valley Nursing Home (MPS) Limited with a Performance Notice (PN3) in respect to services provided in Valley Nursing Home, Clogher.

Further to your letter dated 18 June 2020 in regards to the failure to provide assurances to the correspondence dated 17 February and 22 April 2020 apologies for this oversight, there had been numerous conversations between Healthcare Ireland and the Southern Trust as to the operational involvement and the Senior Management Structure within the Home (see appendix 1 - 2 March 2020 communications with Monica Mc Alister). As the Trust are aware, Healthcare Ireland commenced Operational Management of the service from 17 February 2020 and that continues to date. Further update of the commercial arrangement can be discussed after Friday's conference as representatives from HCI will be in the meeting.

The Home continues to be safely staffed. There are two Nurse vacancies at present but these shifts are continually filled via third party agencies, and on a block booking basis as far as possible to give the required continuity within the Home. All agency staff are fully inducted prior to commencing shift. All Nursing and Care staff are being fully supported in their roles and have Senior Management oversight on a daily basis (see appendix 1).

Staffing levels within the Home have naturally decreased over recent months due to the decline on the Home's occupancy. The dependency assessments for residents are completed on an at least monthly basis and actual staffing levels are above those indicated by this assessment. Attention is paid during roster planning to the skill mix, promoting balanced skill mix throughout the Home.

With regards to concerns raised over Safeguarding, Mary Stevenson (Healthcare Ireland) advised Deborah Hanlon on 19 February 20 of Healthcare Irelands involvement at Valley Nursing Home and introduced herself as the Adult Safeguarding Champion for the service. Mary has been liaised closely with the Adult Protection Gateway Teams in SHSCT and WHSCT in the progression of any already open cases as well as new cases and this has included the wider Safeguarding Investigation. 96% of staff have completed Safeguarding Training. This has been followed through by Mary with frequent guidance, updates and supervisions. There are plans for workshops over Summer months to further embed this training with Human Rights – unfortunately as with other group training this had been delayed due to the current pandemic.

Appendix 2 is the remedial action plan in relation to the Trust in relation to the performance notice (PN3) 18 June 2020.

In terms of the General Concerns raised with MPS, the scheduled meeting on 3 January 20 which was requested, was responded to stating that RI was unable to attend that meeting due to other matters arising within the service that day. A follow up meeting to our knowledge was never re-scheduled. The failure to provide responses were a communication issue and one latterly superseded by the COVID pandemic. Again, our apologies for this oversight.

Valley Nursing Home fully supports the Trusts involvement in the coming weeks with regards to training support in the following areas:

- Infection Prevention and Control
- Continence Care
- Wound Care – Tissue Viability
- OT – seating and slings
- Deprivation of Liberty Safeguards and Management of Behaviours that Challenge.

The service has made significant improvements to date and Healthcare Ireland with MPS will maintain a high level focus to continue and sustain these improvements . Please see appendix 3 attached which provides an overview of progress made. This wider action plan is based around the RQIA Inspection report regarding their visits to the Home on 16 and 17 December 2019.

We look forward to speaking further on Friday 26 June.

Yours sincerely



Paul Warren-Gray

Chairman

MPS Care Group