

## Meeting held with Valley Nursing Home 26 June 2020

### **Present:**

#### **SHSCT:**

Brian Beattie  
Deborah Hanlon  
Aileen Mulligan  
John McEntee  
Jan McGall  
Dawn Livingstone  
Brenda Byrne

#### **WHSCT (Via Zoom):**

Vincent Ryan  
Catherine Carlin AMHD rep – present obo Louise Hunter  
Leone Burns

#### **MPS&HCI (via Zoom):**

Paul Warren-Gray  
Joel Gray  
Lorraine Cozma  
Gilbert Yates  
Amanda Mitchell  
Mary Stevenson

Mr Brian Beattie welcomed all attendees to the meeting and completed introductions. He outlined the purpose of the meeting was to review the responses provided by MPS on 24 June 2020 to PN3 issued by the SHSCT Trust on 18 June 2020. It would also give the WHSCT colleagues the opportunity to input, based on their follow up review of care within the Valley Nursing Home.

Mr Beattie noted that on reviewing the level of support provided to the Valley he had not been aware of such a level of support required by any other independent sector home by the SHSCT, issues date back to 2014.

On the day of the Adult Protection Investigation Validation Audit, 28th May, the 4 Trust staff present (SW, OT, Nursing) offered further guidance/support to the home around: IPC, donning and doffing, social distancing, social aspects of care including the need for meaningful activities, person centred care planning (including assessed need, risk assessments and professional recommendations following their assessments and seating).

The week following the Validation Audit the IPC Nurse was requested to visit the Valley, she undertook a walk around to support with IPC and establish donning and doffing areas. The IPC nurse visited again and undertook IPC and donning and doffing training for staff outdoors.

The Tissue Viability Nurse maintains 2 weekly contacts and offers virtual support in relation to wound management. The Valley can also avail of the weekly ECHO education sessions that have been offered over the past few months for care homes. There is also currently a weekly Zoom operational support call for care home managers.

In addition over the past year the Valley have been offered a significant amount of training and support by the SHSCT. Which included:

- Regular monitoring visits by a range of multidisciplinary Trust staff including SW, OT, Physiotherapy and nursing.
- Informal advice/training to staff in the areas of upkeep and maintenance /repair of equipment (walking aids, toilet aids, showering equipment, slings and seating).
- Tissue Viability Nurse spending a full day in the home reviewing 13 patients referred to the service and writing corresponding care plans where needed.
- Diabetes Team delivering training in the home by the Diabetic Nurse Specialist.
- Care Planning awareness training delivered in the home by the Older Peoples Nurse Specialist.
- Dysphagia training provided in the home by the Dysphagia Support Team.
- Environmental cleaning support provided in the home by a Trust Domestic Services Supervisor.
- Catheter Management support provided in the home by the Continence Nurse Specialist.
- Staff from the Valley attending Catheter training delivered by Continence team.
- Staff from the Valley attending Dementia Bus training organised by Trust.
- SHSCT organising PHA/Age Concern to deliver ENRICH training within the home.
- The physiotherapist has offered Falls Awareness and Management Training to the home but the home has not yet confirmed a date for same.
- HCI have also availed of Integrating Human Rights Workshop and a staff nurse from the home attended the launch of Working Together to Keep Me Safe.

It was noted that a particular concern for the SHSCT was the long term sustainability of improvements, which the SHSCT would require further assurance on, particularly in light of the additional management support MPS had purchased from HCI which had been in place prior to the Validation Audit (28 May 2020), (HCI commenced operational management from 17 February 2020). Issues noted could not just be attributed to COVID-19, as well as the Trust's concerns RQIA's follow up care

inspections, subsequent to the issue of 7 FTC's in July 2019, also highlighted concerns across a range of areas within the home. Whilst the Trust welcomed a more sustainable approach through HCI a range of issues still remained.

Mr Vincent Ryan echoed what Mr Beattie had outlined and reminded MPS that safety must be paramount.

***Mr Gilbert Yates joined the meeting at this point.***

**Senior Management Structure: -**

Mr Paul Warren-Gray advised that he had been relieved of RI responsibilities on 5 June which he noted had just been advised by the RQIA legal team. This was the date his registration had been cancelled. To date Ms Amanda Mitchell has had no formal notification on her registration as RI. Ms Mitchell agreed to forward an updated organisational chart. Mr Warren-Gray advised that he would have a further meeting with Mr Beattie and Mr Ryan following this meeting to discuss the ongoing commercial arrangement with HCI.

**Recruitment and Retention of Staff:-**

Ms Mary Stevenson advised of her plans to move staff into the home which had been restricted due to COVID-19. She advised that HCI are linked to a staff nursing agency and were also planning to commence a recruitment process to access nurses from the Philippines. In an attempt to have some continuity of staff she had block booked a number of staff with the current Agency. There were no agreed timescales for the overseas recruitment, at present they were at the mercy of the Home Office lifting restrictions to travel. Mrs Lorraine Cozma noted that should the Trust's cessation to admissions be lifted that additional staff would be required.

Mr Joel Gray agreed to share a further update on the staffing position but felt there would be some capacity to take on some small increases in client numbers. Ms Stevenson noted their specialist nursing agency, Gold Healthcare, which would enable her to draw on additional nurses as a backup.

**Safeguarding:-**

It was noted that a number of safeguarding issues related to care issues. Ms Stevenson clarified that she was the Adult Safeguarding Champion. The Delegated Appointed Person's training had been scheduled for May but was still pending. Training will now be virtually delivered.

Mrs Deborah Hanlon enquired around the compliance rate in regards to safeguarding awareness training and the staff appreciation of the procedures. Ms Stevenson advised of the follow up supervisions and 'working to' workshops which included Human Rights issues. Mrs Hanlon sought assurances around the training

timescales and was advised the intention was to progress group training from the first week in July.

### **New Concerns/Issues from Adult Protection Validation Audit of 28 My 2020:-**

Mrs Hanlon reviewed the Appendix 2 Action Plan provided by MPS against the problem areas identified during the Validation Audit as outlined in PN3. She commented that some statements were too general. There were queries around behaviours that challenge introduction of care charts. She noted not all actions were fully in place. Ms Hanlon agreed to provide specific issues in relation to an individual area or unit.

Mrs Aileen Mulligan outlined her continued commitment to offer further training and the extensive training and support with training that had been offered to date and outlined earlier. She listed a number of key areas primarily from the Validation Audit in May. Mrs Mulligan noted that whilst she appreciated the current challenging times she was happy to organise bespoke training and support. The Infection Control Nurse has already delivered training to 35 staff. In addition further work was required on continence management, catheter management, wound care and integration of risk assessments into care plans. There were also concerns in regards to timely provision in assessed seating, all day slings and staff awareness of DOLs and use of bed rails.

Mr Beattie noted that the Trust could not continue to provide the same level of support, this was not the same practice everywhere else therefore he reiterated the need for sustainability and work to embed training into practice.

Ms Stevenson stated that she welcomed the level of support already provided and understood that this could not continue to be provided. She advised that training is only valuable if tailored to the exact needs of the individuals. She agreed to share her ideas the following week on how this could be achieved.

Mr John McEntee picked up on the timelines contained within the Action Plan (Appendix 2) noting some are only today or in the future. He stated that it would be his assumption that governance oversight has been picked up and proper governance arrangements were currently in place and that timescales would not slip. Mr McEntee requested an overview of the rolling programme of audit considering the particular notes referencing audit within the Action Plan (Appendix 2). Ms Stevenson stated that her role was to support the Registered Manager and Deputy initially. It was acknowledged that staff had been very proactive to issues raised by SHSCT 28 May, and subsequently RQIA 9 June but again these needed to be sustainable into the longer term. Mr Ryan noted there had been a two week difference between SHSCT validation audit and WHSCT and whilst the home had improved significantly from the SHSCT visit a number of issues were still noted, he reiterated the importance of ensuring the ongoing safety of residents.

Mr Warren-Gray reiterated his position that Ms Mitchell is now RI. Mrs Dawn Livingstone reiterated that the SHSCT contract was with Valley MPS Ltd. Mr Gray noted that he owns the Valley and buildings and HCI have been engaged on behalf of MPS.

Mrs Hanlon agreed to verify some points on QIP and action plan to cross reference and bottom out queries and timelines and agree timeline for bespoke training.

Mr Ryan agreed to link back with Ms Stevenson regarding the WHSCT Action Plan for the home.

**The Trust should be advised of any inaccuracies or misrepresentations contained within these minutes within 10 working days from 13 August 2020, otherwise it will be assumed that these minutes are an accurate reflection of the meeting between SHSCT & WHSCCT named representatives and *MPS/HCI*.**