

8 July 2022

Clifton Nursing Home

I would be happy to get the information below:

- 1) **The minutes / notes of the meeting of concerns on 10/02/2020 with Clifton nursing home to discuss management arrangements, communication, adult safeguarding, security, activity provision and staff morale.**

The minutes from the meeting held on 10 February 2020 are attached in a separate document.

We have redacted the names/identifiers of staff within Runwood Homes as they are not employees of Belfast Trust, and the names of some staff within Belfast Trust. This information is subject to Section 40(2) of the Freedom of Information Act 2000 – Personal Information Relating to a Third Party. This is deemed personal information about another individual and disclosure would breach one or more of the principles of the Data Protection Act.

It is the protocol of Belfast Trust to make public names of employees of a senior standing in the Trust i.e. Band 8A and above. Those who fall below that band are exempt and so their names have been redacted.

- 2) **At this meeting, Clifton's Regional Operations Director (ROD) agreed to produce an action plan to resolve these issues - provide a copy of the action plan and the date it was provided.**

The Action Plan was received on 13 February 2020 and is attached in a separate document. The document has been redacted, as outlined at Question 1.

- 3) **It was agreed a follow up meeting would be held in 3 months' time - provide a copy of the minutes/notes of the follow up meeting. What date was the follow up meeting?**

Minutes of a follow-up meeting held on 11 May 2020 are attached in a separate document. The document has been redacted, as outlined at Question 1.

- 4) **All dates that Clifton Nursing Home was discussed at the Belfast Trust Board Meeting since 2015 - provide minute of what was discussed.**

8 July 2022

Trust Board Minutes are available on the Belfast Health and Social Care Trust's website. Please follow this link to access: [Meetings and minutes | Belfast Health & Social Care Trust \(hscni.net\)](https://www.hscni.net/Meetings-and-minutes/Belfast-Health-&Social-Care-Trust)

To assist you, I can advise that Clifton Nursing Home was discussed at Belfast Trust Board on six occasions since 2015, four of which in the Confidential Trust Board meeting. The meeting dates are outlined below:

05/07/2018 (Confidential section)
06/09/2018 (Confidential section)
04/10/2018 Public Trust Board
05/09/2019 Public Trust Board
26/05/2020 (Confidential section)
05/11/2020 (Confidential section)
14/01/2021 (Confidential section)
13/01/2022 (Confidential section)

Relevant sections of those meetings are attached in a separate document.

NOTE: In some extracts of the minutes references are made to Clifton Residential Home/Clifton House – this is a typing error and this should be read as Clifton Nursing Home.

You will note that there were discussions on occasion regarding Clifton in the 'Confidential' section of the Trust Board minutes and so we have redacted all but the paragraphs that relate to Clifton Nursing Home. Unfortunately, in doing this, we realise it may mean the sense of the discussion is somewhat lost. However, where the information appears in the 'Confidential' section we can only release to you the information where discussion relates solely to Clifton Nursing Home.

5) How many allegations of abuse have there been at Clifton / City View in years 2018, 2019, 2020 and 2021?

Adult Safeguarding Referrals received by Belfast Health and Social Care Trust Adult Protection Gateway Team:

- 2018 – 70
- 2019 – 44
- 2020 – 19
- 2021 – 6

6) How many Performance Notices have the Belfast Trust issued to Clifton / City View Court?

Three Performance Notices issued to Clifton / City View on 25 May 2020, 22 October 2021 and 6 December 2021.

8 July 2022

7) The RQIA have taken enforcement action 9 times at Clifton / City View Court since 2013 - what action did the Belfast Trust take within your contract with Runwood Homes/ Kathryn Homes during this time period?

Information provided from Belfast Health and Social Care Trust contracts records indicate as follows:

- 06/12/2021-Performance Notices issued to Kathryn Homes / City View
- 22/10/2021-Performance Notices issued to Kathryn Homes / City View
- 25/05/2020 -Performance notice issued to Runwood /Clifton
- 05/03/2019-Concerns letter was issued
- 27/07/2018-Suspension to admissions was put in place

Prior to 2018, there is no record of any contractual actions.

8) On what date did the Belfast Trust tell patients and families at Clifton that they had serious concerns about the care in and around 10th February 2020? How did the Belfast Trust communicate this to patients and families?

The Trust did not formally advise patients and families at Clifton Nursing Home of serious concerns relating to care during the timeframe stated.

However, it is evident in minutes dated 11 May 2020 that families were engaged and that their feedback and concerns were discussed at senior management meetings with the Care Home management team.

Belfast Health and Social Care Trust took formal contractual action on 25 May 2020 when a Performance Notice was issued to Runwood Homes, with reference to Clifton Nursing Home. On 29 May 2020, the Director of Adult Social & Primary Care Services, Mrs Marie Heaney, forwarded letters to advise residents regarding the concerns at the home. The letter indicated information on the management and professional support input into the home provided by the Trust to ensure the delivery of safe and compassionate care.

9) Did the Belfast Trust admit any patients to Clifton Nursing Home from the 10th February 2020 to the 10th May 2020, during a period you had serious concerns about management arrangements, communication, adult safeguarding, security, activity provision and staff morale?

There were 20 admissions to the Care Home during the period 10 February 2020 until 10 May 2020.

10) How many patients did you admit to Clifton Nursing Home from 10th February 2020 to the 10th May 2020 and how many of these did you inform

8 July 2022

that you had serious concerns about management arrangements, communication, adult safeguarding, security, activity provision and staff morale at Clifton.

There were 20 admissions to the Care Home during the period 10 February 2020 until 10 May 2020.

On 29 May 2020, the Director of Adult Social & Primary Care Services, Mrs Marie Heaney, forwarded letters to advise residents regarding the concerns at the home. The letter indicated information on the management and professional support input into the home provided by the Trust to ensure the delivery of safe and compassionate care.

- 11) During the period of February 2020 to July 2020 will patients/residents and the Belfast Trust / public have to pay Runwood Homes for the standard of care provided?**

Payment terms were as per the contract in place between the Trust and the Provider.

- 12) On 01/05/2020, a BHSCT IPC team member met with the RM in the foyer of Clifton. This was to reduce footfall in the home. As a result of verbal assurances, the IPC report was positive with only 2 actions to be taken - provide a note of the verbal assurances**

This is the verbal assurance account given by the Registered Manager of Clifton Nursing Home to the Belfast Trust IPC Nurse on 1 May 2020

Entrance to Care Home

Appropriate signage that visiting was not permitted in place. There was a good selection of appropriate hand sanitiser and PPE at the entrance to the Care Home.

Admission Checks

Staff aware of and using risk assessment documentation. Two weeks previously, they were obliged to take a resident from his own home and, although the Home Manager requested that he be tested for Covid-19, this was not completed. The patient, a few days after admission to the home, developed Covid symptoms and tested positive.

Isolation for Covid Positive Residents

Isolation is in place for Covid positive residents. However, there is an issue of non-compliance with required isolation by some residents in the dementia wing. Zoning is in place and the use of the homes own signage (rainbows) on residents' room doors to identify those that are Covid positive. Green, Amber and Red Zoning

8 July 2022

posters were given to the Home Manager to put up around the Home as a visual reminder for all staff. The Manager identified good support from the Senior Nurse Lead, Belfast Trust, Nursing Support Team for Care Homes.

PPE

There was clear evidence of sufficient PPE at seen points in the home and adequate hand sanitisers. The Home Manager was happy that staff had received training re PPE, donning and doffing and had no concerns re this. The Manager advised that the training, which the Belfast Nursing Support Team provided, was very good and the trainer was very knowledgeable and helpful. Posters re correct PPE were visible throughout the home.

The Home Manager identified that one resident had a NIPPV machine and that staff had not been fit tested. The PHA IPC Link Nurse agreed to provide the Home Manager with information to get staff fit tested. The Lead IPC Nurse explained why this was necessary and that the NIPPV was an Aerosol Generating Procedure and required staff to have FFP3 masks if the resident became Covid positive.

Waste Management

The Home Manager advised there is a formal clinical waste disposal service and it is used properly.

Cleaning

The Home has a cleaning rota that is being followed and the supplier of the cleaning product has provided training.

Laundry

The laundry room was clean and tidy and there was evidence of area for clean clothes and soiled clothes.

Staff Rota

Staff do not mix between caring for Covid and non-Covid residents; areas are separated by key pads. Staff are providing cover for shifts. Approximately 12 staff are currently off.

Hand Hygiene

Evidence of Hand Hygiene posters and Hand Hygiene facilities throughout the home.

Aerosol Generated Procedures

The Home has a resident who has a NIPPV machine and the staff have not been fit tested. The Public Health Agency Link IPC Nurse agreed to get information for the Home Manager to enable her to get the staff fit tested.

8 July 2022

Visiting

Signage indicates there is no visiting. Hand hygiene and surgical masks are available for visitors if necessary.

Reporting

Staff aware of reporting process if any resident tests positive for Covid.

- 13) The follow up to the concerns meeting held by BHSCT in February, took place on 11/05/2020, to consider the action plan requested in February. The range of concerns identified since 07/05/2020 were also discussed - provide the notes and minutes of this meeting**

Minutes of follow-up meeting held on 11 May 2020 are attached in a separated document. Document redacted, as outlined at Question 1.