

20 May 2024

Dunmurry / Oak Tree Manor

1. Total legal costs for the legal case below;

**Ref: ROO12061
ICOS No: DJ 2022/67
Judgement delivered
Plaintiff Belfast Trust**

Details - The Belfast Trust sought interim relief to remove an older person from the home and place them in Dunmurry Oak Tree Manor for their best interests.

This relates to a specific case and a specific person. The information requested is therefore exempt from release under Section 40(2) of the FOI Act which relates to Personal Information Relating to a Third Party.

2. How many allegations of abuse has there been at Dunmurry Oak Tree Manor since 2020?

Allegations of abuse are screened. Five allegations have been screened in line with Adult Safeguarding Procedures as requiring investigation as an 'adult in need of protection'.

3. What action or actions did the Belfast Trust take after the COPNI found in June 2018 that there was inhuman and degrading treatment of residents at Dunmurry Oak Tree Manor?

A Quality Assurance visit took place into Dunmurry Manor on 25 June 2018 by Belfast Trust. A copy of the report following this visit is attached.

The Trust developed an action plan to support implementation of the recommendation from the COPNI report. This action plan is attached. Work on progressing completion of the action plan stood down during the pandemic. The Trust continues to work regionally via the Social Care Collaborative Forum with SPPG, the Department of Health and other Trusts to review implementation of the COPNI recommendations.

4. Concerns were raised to the RQIA about the care at Dunmurry Manor in May 2020. The RQIA substantiated the concerns.

What actions did the Belfast Trust take in relation to this fact.

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A monitoring visit was undertaken on 22 July 2020 and a further monitoring visit followed on 18 August 2020. Copies of both monitoring visits into Dunmurray / Oaktree Manor are attached.

5. A contract Performance Notice was issued to Dunmurry / Oak Tree Manor by the South Eastern Trust on the 27th May 2020.

When did the Belfast Trust issue a Performance Notice at Dunmurry Oak Tree Manor?

Belfast Trust issued a Suspension of Admissions letter to Dunmurray / Oak Tree Manor on 1 June 2020. A further Suspension of Admissions letter was also issued to the home on 21 August 2020. Copies of both letters are attached.

6. RQIA took enforcement action at Dunmurry / Oak Tree Manor on the 2nd September 2020.

What actions did the Belfast Trust take in relation to this fact?

Belfast Trust chaired a contract meeting with Dunmurray / Oak Tree Manor on 15 September 2020. A copy of the minutes are attached.

7. On the 2nd October 2020 RQIA received significant concerns about the care provided at Dunmurry / Oak Tree Manor.

What concerns did the Belfast Trust receive at this time?

A concern was raised to Belfast Trust, in an email shared by the South Eastern Trust, from an unidentified "whistleblower" dated 3 October 2020. A copy of the email is provided

Belfast Trust undertook a visit to the care home on 5 October 2020 following receipt of that email. A copy of the report following the visit to the home is attached.

8. On the 28th September 2023, Dunmurry / Oak Tree Manor staff told RQIA inspectors that staffing levels at the care home were not adequate.

The RQIA inspectors noted several care plans that were not appropriately completed and that stained plastic cups were being used by residents.

Concerns were raised by staff about the management response in relation to safeguarding concerns. The inspectors were not assured that safeguarding incidents were being reported to the Belfast Trust.

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The RQIA inspectors found a malodour present in two bedrooms.

The inspectors found that residents could access an unlocked domestic room that contained harmful chemicals.

A number of residents did not have a call bell available in their bedroom.

What action did the Belfast Trust take in relation to this?

Belfast Trust arranged Quality Assurance Visits to Dunmurray /Oaktree Manor on 22 November 2023 and a follow up visit on 22 December 2023. Both of these reports are attached.

I would advise you that, within the attached reports/documents etc, a number of redactions have been carried out. Those redactions have been carried out in line with the following exemptions:

S40(2) – Personal Information

Third party names and organisations

Trust staff below Band 8A

Information relating to residents which has the potential to make them identifiable

S38 – Health & Safety

Information which has the potential to endanger a third party

S31 & S42 - Cyber security

Information relating to Trust informatics systems