

Clifton Nursing Home

We fully understand the anxiety and distress events at Clifton Nursing Home have caused residents and their families. Whilst this is a difficult time for residents and their families we can assure them that we are working closely with Clifton Nursing Home to ensure residents needs are appropriately met. We also continue to liaise closely with the new interim care provider, RQIA, PHA and Department of Health to ensure residents health and well-being is safe.

Whilst the Trust works closely with the wider HSC to escalate issues of concerns in care homes, we do not have a role in making decisions on when regulatory inspections are undertaken. We do not have legislative power over privately operated care homes and therefore we have no active role in making decisions on when inspections are carried out. Our responsibility is primarily to our residents who we place in care homes and we have arrangements in place to actively review the standard of care provided. It was during the provision of this support that the Trust identified issues in relation to compliance with the infection prevention and control requirements and concerns about the leadership and governance arrangements in the home. We met with Runwood Homes to discuss our concerns but we did not receive the assurances that these issues were being addressed in a timely or thorough way. The Trust immediately escalated these concerns to RQIA leading to a multi-agency approach involving RQIA, relevant Trusts, PHA and Department of Health which resulted in adult safeguarding arrangements being put in place.

Whilst it is not within our power to take enforcement action, once these concerns were identified we worked closely with Clifton Nursing Home to provide support and guidance on staffing, infection control and caring for patients with complex conditions. This support is provided through our Care Home Nursing Support Team and is available to all care homes where we have placed residents.

As part of the Trust Covid planning the Trust undertook a range of activities to support care homes to prepare for a COVID 19, which included:

On 9th March 2020, we facilitated a workshop to share Public Health England/ Public Health Agency guidance on Personal Protective Equipment, infection prevention and control and business continuity for a pandemic. The regional operational manager and the registered manager of Clifton Nursing Home attended this workshop.

In addition to twice weekly training sessions for all care homes on how to respond to the pandemic we maintained weekly, and subsequently daily, contact with Clifton Nursing Home to ensure the support we were providing was appropriate. When any home has a COVID 19 outbreak this contact is increased to daily contact, as was the case with Clifton Nursing Home. When the home experienced the COVID outbreak the Trust provided enhanced support to the home through the Care Home Nursing Support Team who provided daily clinical review of residents, as well as providing access to Consultant led Multi-Disciplinary Team for those residents affected by COVID19. Trust social workers supported communication with families of residents.

Additionally, from early March, we set up a 7 day week single point of contact for all care homes, including Clifton Nursing Home to access PPE equipment and advice,

specialist clinical guidance and staff deployment as part of the mutual aid strategy for care homes. As of 1st June this resulted in 25,525 masks, 17, 820 visors, 28,100 aprons, and 47,400 gloves being provided to Clifton from Trust PPE stocks.

Throughout phase 1 of the pandemic (March- May) we continued to provide support to Clifton Nursing Home through our Care Home Nursing Support Team, which included swabbing the first symptomatic residents in late April and subsequently provided additional training to Clifton staff on how to swab residents and provided advice on PPE, managing patients with dementia and reporting incidents to PHA in line with regional protocols.

Due to our consistent monitoring and support we identified the need for additional staffing support within Clifton Nursing Home on 4th May. As of 1st June we have provided 321.5 hours of registered nursing support and 779.5 hours of Health Care Assistant Support. This has included the provision of staff to perform domestic duties from 8th May with 242 hours of support provided to date.

It was during the provision of this support that the Trust identified issues in relation to compliance with the infection prevention and control requirements and concerns about the leadership and governance arrangements in the home. We met with Runwood Homes to discuss our concerns but we did not receive the assurances that these issues were being addressed in a timely or thorough way. The Trust escalated all of these concerns to RQIA in line with normal procedures.

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