

From: [REDACTED]
To: [Campbell, Katie](#); [Campbell, Katie](#)
Cc: [Owens, Bernie](#)
Subject: Clifton Nursing Home
Date: 06 September 2019 08:02:58

Katie

Bernie may have raised this but while it's in my head [REDACTED] attended public section of TB yesterday and among other issues raised the chronic issues in relation to Clifton House which you will be well aware of

My last conversation with you on this subject was along the lines that CReST continues to have this home on its escalation list and whilst we are focused on the needs and safety of individual residents, letters have been sent to the regulator in respect of compliance with the minimum standards and regulations.

His main point was that despite all of the above the home continues to have problems.
I suspect this will be an RQIA issue

It will be necessary to prepare a letter on the service assessment of the current situation and any appropriate additional actions for the Chair to consider sending to [REDACTED]

Happy to discuss and many thanks

Marie

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From: [REDACTED]
To: Campbell, Katie
Cc: Owens, Bernie; [REDACTED]
Subject: Fwd: Clifton Nursing Home
Date: 09 September 2019 19:53:19

Katie

Sent this on Friday

I'm not sure if this 365 system has something to do with difficulties finding e mails

Marie

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From: [REDACTED]
Sent: Friday, September 6, 2019 8:02 am
To: Campbell, Katie
Cc: Owens, Bernie
Subject: Clifton Nursing Home

Katie

Bernie may have raised this but while it's in my head, [REDACTED] attended public section of TB yesterday and among other issues raised the chronic issues in relation to Clifton House which you will be well aware of

My last conversation with you on this subject was along the lines that CReST continues to have this home on its escalation list and whilst we are focused on the needs and safety of individual residents, letters have been sent to the regulator in respect of compliance with the minimum standards and regulations.

His main point was that despite all of the above the home continues to have problems.
I suspect this will be an RQIA issue

It will be necessary to prepare a letter on the service assessment of the current situation and any appropriate additional actions for the Chair to consider sending to Mr Hanna

Happy to discuss and many thanks

Marie

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From: Campbell, Katie
To: Heaney, Marieb
Cc: McClelland, Fionnuala; Clarke, Olivia; McMahon, Clare
Subject: RE: Clifton Care Home
Date: 09 September 2019 12:54:51

Marie

RQIA have no current concerns here, so do we know what the Telegraph is featuring?

Thanks
Katie

Katie Campbell
Co-Director, Adult, Community & Older Peoples Services

Older People Physical & Sensory Disability Services | 1st Floor | Shankill Resource Centre | 151-157 Shankill Road | Belfast | BT13 1FD | Tel: 02895049196 | email: Katie.campbell@belfasttrust.hscni.net

-----Original Message-----

From: Campbell, Katie
Sent: 09 September 2019 12:34
To: Heaney, Marieb <marieb.heaney@belfasttrust.hscni.net>
Cc: McClelland, Fionnuala <fionnuala.mcclelland@belfasttrust.hscni.net>; Clarke, Olivia <olivia.clarke@belfasttrust.hscni.net>; McMahon, Clare <Clare.McMahon@belfasttrust.hscni.net>
Subject: RE: Clifton Care Home

Marie

Can you give me any more information on this ?

Whilst Clifton is on our Radar (escalation level 1 currently) I am not aware of any new concerns I would be grateful for some information on why was this discussed at Trust Board ?
What issues were raised and by whom?
When is the next meeting of Trust Board and what are you expecting in the report?
Not sure we have ever reported on the performance of a Home at Trust Board or any other forum for that matter

Thanks

Katie

Katie Campbell
Co-Director, Adult, Community & Older Peoples Services

Older People Physical & Sensory Disability Services | 1st Floor | Shankill Resource Centre | 151-157 Shankill Road | Belfast | BT13 1FD | Tel: 02895049196 | email: Katie.campbell@belfasttrust.hscni.net

-----Original Message-----

From: Heaney, Marieb <marieb.heaney@belfasttrust.hscni.net>

Sent: 09 September 2019 11:50

To: [REDACTED]

Cc: [REDACTED]

[REDACTED] Harron, Paul <Paul.Harron@belfasttrust.hscni.net>; Campbell, Katie <katie.campbell@belfasttrust.hscni.net>; Owens, Bernie <bernie.owens@belfasttrust.hscni.net>; [REDACTED]

Subject: RE: Clifton Care Home

[REDACTED]
That is correct

Katie will be providing a report on this

Im happy with that brief line at this stage unless Katie wants to provide anything additional Marie Heaney

-----Original Message-----

From: [REDACTED]

Sent: 09 September 2019 10:53

To: Heaney, Marieb <marieb.heaney@belfasttrust.hscni.net>

Cc: [REDACTED]

[REDACTED] Harron, Paul <Paul.Harron@belfasttrust.hscni.net>

Subject: FW: Clifton Care Home

Hi Marie,

Just checking if this is correct that you have been asked to provide a report to the next board meeting about concerns at Clifton Care Home in north Belfast.

I would assume we would give a brief line such as:

"We are currently looking into concerns raised at Clifton Nursing Home and will report back to Trust Board as appropriate."

We might need to flesh that out slightly but happy to discuss in more detail.

The story is due to run tomorrow in Telegraph.

Thanks
[REDACTED]

[REDACTED]
Belfast Trust

T: 028950 [REDACTED]

M: [REDACTED]

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Instagram.com/BelfastTrust | YouTube.com/BelfastTrust

-----Original Message-----

From: [REDACTED]
Sent: 09 September 2019 10:45
To: [REDACTED]
Subject: Clifton Care Home

Hi [REDACTED]

I am just looking for a comment from the trust following on from last week's board meeting.

The director of adult social care has been asked to provide a report to the next board meeting about concerns at Clifton Care Home in north Belfast.

The story is due to run in tomorrow's paper.

Thanks,

[REDACTED]

Sent from my iPhone

From: Heaney, Marieb
To: Campbell, Katie
Cc: McClelland, Fionnuala; Clarke, Olivia; McMahon, Clare
Subject: RE: Clifton Care Home
Date: 09 September 2019 12:57:39

According to the individual it's the chronic nature of the issues which is ultimately an issue for RQIA

Marie Heaney
Director
Adult, Social and Primary Care Services
Belfast City Hospital, A Floor
L: 02895049165
M: 07824877640
E: marieb.heaney@belfasttrust.hscni.net

-----Original Message-----

From: Campbell, Katie <katie.campbell@belfasttrust.hscni.net>
Sent: 09 September 2019 12:55
To: Heaney, Marieb <marieb.heaney@belfasttrust.hscni.net>
Cc: McClelland, Fionnuala <fionnuala.mcclelland@belfasttrust.hscni.net>; Clarke, Olivia <olivia.clarke@belfasttrust.hscni.net>; McMahon, Clare <Clare.McMahon@belfasttrust.hscni.net>
Subject: RE: Clifton Care Home

Marie

RQIA have no current concerns here, so do we know what the [REDACTED] is featuring?

Thanks
Katie

Katie Campbell
Co-Director, Adult, Community & Older Peoples Services

Older People Physical & Sensory Disability Services | 1st Floor | Shankill Resource Centre | 151-157 Shankill Road | Belfast | BT13 1FD | Tel: 02895049196 | email: Katie.campbell@belfasttrust.hscni.net

-----Original Message-----

From: Campbell, Katie
Sent: 09 September 2019 12:34
To: Heaney, Marieb <marieb.heaney@belfasttrust.hscni.net>
Cc: McClelland, Fionnuala <fionnuala.mcclelland@belfasttrust.hscni.net>; Clarke, Olivia <olivia.clarke@belfasttrust.hscni.net>; McMahon, Clare <Clare.McMahon@belfasttrust.hscni.net>
Subject: RE: Clifton Care Home

Marie

From: Campbell, Katie
To: Heaney, Marieb
Cc: McClelland, Fionnuala; Clarke, Olivia; McMahon, Clare
Subject: RE: Clifton Care Home
Date: 09 September 2019 13:31:40

Apologise Marie

I can't find the email The only ones I see are your responses to [REDACTED] email agreeing his statement
But I take your point regarding the chronic nature and sustainability
Will discuss with you later what way we should present the report on this

Katie

Katie Campbell
Co-Director, Adult, Community & Older Peoples Services

Older People Physical & Sensory Disability Services | 1st Floor | Shankill Resource Centre | 151-157 Shankill
Road | Belfast | BT13 1FD | Tel: 02895049196 | email: Katie.campbell@belfasttrust.hscni.net

-----Original Message-----

From: Heaney, Marieb <marieb.heaney@belfasttrust.hscni.net>
Sent: 09 September 2019 12:58
To: Campbell, Katie <katie.campbell@belfasttrust.hscni.net>
Cc: McClelland, Fionnuala <Fionnuala.McClelland@belfasttrust.hscni.net>; Clarke, Olivia
<olivia.clarke@belfasttrust.hscni.net>; McMahon, Clare <Clare.McMahon@belfasttrust.hscni.net>
Subject: RE: Clifton Care Home

According to the individual it's the chronic nature of the issues which is ultimately an issue for RQIA

Marie Heaney
Director
Adult, Social and Primary Care Services
Belfast City Hospital, A Floor
L: 02895049165
M: 07824877640
E: marieb.heaney@belfasttrust.hscni.net

-----Original Message-----

From: Campbell, Katie <katie.campbell@belfasttrust.hscni.net>
Sent: 09 September 2019 12:55
To: Heaney, Marieb <marieb.heaney@belfasttrust.hscni.net>
Cc: McClelland, Fionnuala <Fionnuala.McClelland@belfasttrust.hscni.net>; Clarke, Olivia
<olivia.clarke@belfasttrust.hscni.net>; McMahon, Clare <Clare.McMahon@belfasttrust.hscni.net>
Subject: RE: Clifton Care Home

From: [REDACTED]
To: Owens, Bernie; Heaney, Marieb
Cc: [REDACTED]; Harron, Paul; Campbell, Katie; [REDACTED]
Subject: RE: Clifton Care Home
Date: 09 September 2019 15:29:42
Attachments: image002.png

Hi Bernie and Marie,

After conversation with Bernie, please see draft below.

"Issues relating to Clifton Nursing Home have been brought to our attention and we are currently looking into them."

Thanks



Belfast Trust

T: 028950 [REDACTED]

M: [REDACTED]

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Excellence



Openness & Honesty



Compassion

HSC Values

From: Owens, Bernie

Sent: 09 September 2019 15:07

To: Heaney, Marieb; [REDACTED]

Cc: [REDACTED]; Harron, Paul; Campbell, Katie; [REDACTED]

Subject: Re: Clifton Care Home

We need to be careful re the message this sends out. Re access to Trust board.

Can you give me a call re this.

Thanks

Bernie

Sent from Samsung Mobile on O2

----- Original message -----

From: "Heaney, Marieb" <marieb.heaney@belfasttrust.hscni.net>

Date: 09/09/2019 11:49 (GMT+00:00)

To: [REDACTED]

Cc: [REDACTED]

"Harron, Paul"

<Paul.Harron@belfasttrust.hscni.net>, "Campbell, Katie"

<katie.campbell@belfasttrust.hscni.net>, "Owens, Bernie"

<bernie.owens@belfasttrust.hscni.net>, [REDACTED]

Subject: RE: Clifton Care Home

[REDACTED]

That is correct

Katie will be providing a report on this

From: Owens, Bernie
To: [REDACTED] Heaney, Marieb
Cc: [REDACTED] Harron, Paul; Campbell, Katie; [REDACTED]
Subject: Re: Clifton Care Home
Date: 09 September 2019 15:40:34
Attachments: image002.png

[REDACTED]
I am content with this.
Bernie

Sent from Samsung Mobile on O2

----- Original message -----

From: [REDACTED]
Date: 09/09/2019 15:29 (GMT+00:00)
To: "Owens, Bernie", "Heaney, Marieb"
Cc: [REDACTED], "Harron, Paul", "Campbell, Katie", [REDACTED]
[REDACTED]
Subject: RE: Clifton Care Home

Hi Bernie and Marie,
After conversation with Bernie, please see draft below.
"Issues relating to Clifton Nursing Home have been brought to our attention and we are currently looking into them."
Thanks

[REDACTED]
Belfast Trust

T: 028950 [REDACTED]

M: [REDACTED]

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Working together



Excellence



Openness & Honesty



Compassion

HSC Values

From: Owens, Bernie
Sent: 09 September 2019 15:07
To: Heaney, Marieb; [REDACTED]
Cc: [REDACTED] Harron, Paul; Campbell, Katie; [REDACTED]
Subject: Re: Clifton Care Home
[REDACTED]

We need to be careful re the message this sends out. Re access to Trust board.
Can you give me a call re this.

Thanks

Bernie

Sent from Samsung Mobile on O2

----- Original message -----

From: Campbell, Katie
To: [REDACTED] Owens, Bernie; Heaney, Marieb
Cc: [REDACTED] Harron, Paul; [REDACTED]
Subject: RE: Clifton Care Home
Date: 09 September 2019 21:09:54
Attachments: image003.png
image004.png
image005.png

I would be grateful if I could have a copy of the minute of TB that refers to this so that I am clear of facts

Also [REDACTED] can you send me a copy of the article as soon as you can

In discussion with RQIA today, they report no current issues

CRcST team have not been made aware of any new issues either

Sustainability of this homes standards is the main issue over a long period

Many thanks

Katie

Katie Campbell

Co-Director, Adult, Community & Older Peoples Services



Older People Physical & Sensory Disability Services | 1st Floor | Shankill Resource Centre | 151-157
Shankill Road | Belfast | BT13 1FD | Tel: 02895049196 | email: Katie.campbell@belfasttrust.hscni.net

Trust Values (transparent).tif



From: [REDACTED]

Sent: 09 September 2019 15:30

To: Owens, Bernie ; Heaney, Marieb

Cc: [REDACTED] ; Harron, Paul ; Campbell, Katie ; [REDACTED]

Subject: RE: Clifton Care Home

Hi Bernie and Marie,

After conversation with Bernie, please see draft below.

“Issues relating to Clifton Nursing Home have been brought to our attention and we are currently looking into them.”

Thanks

Belfast Trust

T: 02895 [REDACTED]

M: [REDACTED]

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cid:image003.png@01D5572F.53720B40



From: Heaney, Marieb
To: Campbell, Katie; [REDACTED] Owens, Bernie; [REDACTED]
Cc: [REDACTED] Harron, Paul; [REDACTED]
Subject: Re: Clifton Care Home
Date: 09 September 2019 21:24:32
Attachments: [image003.png](#)
[image004.png](#)
[image005.png](#)

[REDACTED]
Will you share the relevant excerpt from TB minute with Katie when available
Thanks
Marie

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From: Campbell, Katie
Sent: Monday, September 9, 2019 9:09:54 PM
To: [REDACTED]; Owens, Bernie; Heaney, Marieb
Cc: [REDACTED]; Harron, Paul; [REDACTED]
Subject: RE: Clifton Care Home

I would be grateful if I could have a copy of the minute of TB that refers to this so that I am clear of facts

Also [REDACTED] can you send me a copy of the article as soon as you can

In discussion with RQIA today, they report no current issues

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Many thanks

Katie

Katie Campbell

Co-Director, Adult, Community & Older Peoples Services



Older People Physical & Sensory Disability Services | 1st Floor | Shankill Resource Centre | 151-157 Shankill Road |
Belfast | BT13 1FD | Tel: 02895049196 | email: Katie.campbell@belfasttrust.hscni.net

Trust Values (transparent).tif



From: [REDACTED]
Sent: 09 September 2019 15:30
To: Owens, Bernie; Heaney, Marieb
Cc: [REDACTED]; Harron, Paul; Campbell, Katie; [REDACTED]
Subject: RE: Clifton Care Home
Hi Bernie and Marie,

From: [REDACTED]
To: Heaney, Marieb; Campbell, Katie; Owens, Bernie; [REDACTED]
Cc: [REDACTED] Harron, Paul; [REDACTED]
Subject: RE: Clifton Care Home
Date: 10 September 2019 09:07:11
Attachments: [image001.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)

Hi Marie,
The story did not run today.
Thanks

[REDACTED]
Belfast Trust

T: 02895 [REDACTED]

M: [REDACTED]

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cid:image003.png@01D5572F.53720B40

[REDACTED]

From: Heaney, Marieb
Sent: 09 September 2019 21:25
To: Campbell, Katie; [REDACTED] Owens, Bernie; [REDACTED]
Cc: [REDACTED] Harron, Paul; [REDACTED]
Subject: Re: Clifton Care Home

[REDACTED]
Will you share the relevant excerpt from TB minute with Katie when available
Thanks
Marie
Get [Outlook for iOS](#)

From: Campbell, Katie <katie.campbell@belfasttrust.hscni.net>
Sent: Monday, September 9, 2019 9:09:54 PM
To: [REDACTED] Owens, Bernie
<bernie.owens@belfasttrust.hscni.net>; Heaney, Marieb
<marieb.heaney@belfasttrust.hscni.net>
Cc: [REDACTED]
[REDACTED] Harron, Paul <Paul.Harron@belfasttrust.hscni.net>;
[REDACTED]

Subject: RE: Clifton Care Home

I would be grateful if I could have a copy of the minute of TB that refers to this so that I am clear of facts
Also [REDACTED] can you send me a copy of the article as soon as you can
In discussion with RQIA today, they report no current issues
CReST team have not been made aware of any new issues either

From: Heaney, Marieb
To: Campbell, Katie
Cc: [REDACTED]
Subject: Clifton NH
Date: 05 November 2019 22:52:29

Katie

Its Trust Board on Thursday

I know the Chair will ask about the report he requested re concerns raised about Clifton NH as it's on the agenda.

Can you advise ?

Much appreciated

Marie

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From: Heaney, Marieb
To: [REDACTED]
Cc:
Subject: Fwd: Clifton NH
Date: 07 November 2019 20:42:16
Attachments: [image001.png](#)
[trust board matter 2019.docx](#)

[REDACTED]
Would you prepare this letter for the Chairman's consideration
Marion is aware of this

Thanks
Marie
[REDACTED]

Get Outlook for iOS

From: Campbell, Katie <katie.campbell@belfasttrust.hscni.net>
Sent: Wednesday, November 6, 2019 11:43 pm
To: Heaney, Marieb
Subject: RE: Clifton NH

Marie

I am so sorry but I forgot to get this to you
I advised a couple of weeks ago that Bernie said I should draft a letter from the
Chair to send to [REDACTED] rather than do a presentation
I drafted a letter to discuss with you but forgot to send it
I found it in my drafts ! Now attached

As you know CReST has an escalation framework for homes of concern which is
reviewed on a weekly basis at the live governance meeting
Clifton has been in escalation for the last 20 months, albeit they have come down
to level 1
Much work has been done with them by CReST to support improvement but there
is always the concern around frequently changing managers and staff and ability
to sustain improvement
Monitoring visits are more frequent and above the average and we do often
discuss them with RQIA
CReST key objective is prevention and safeguarding health and wellbeing, but it is
not the regulatory body

The team produced an assurance report for the Assurance Committee. It was
presented in early October I think
The assurance committee decided that it only needed these annually, however we
will continue to produce them quarterly
Information was provided on the homes in escalation and it was highlighted that
Clifton has been a constant on escalation, but there is evidence of improvement

Tried to call you tonight, so don't hesitate to ring me in the morning
Not sure if you feel a letter is required here, you could just talk to this
I will look up the reports and send them onto you

Katie

Katie Campbell

Co-Director, Adult, Community & Older Peoples Services

Adult, Community & Older Peoples Services | 1st Floor | Shankill Resource Centre | 151-157 Shankill Road | Belfast | BT13 1FD | Tel: 02895049196 | email: Katie.campbell@belfasttrust.hscni.net

cid:image004.png@01D57250.4AB05D40



From: Heaney, Marieb

Sent: 05 November 2019 22:52

To: Campbell, Katie <katie.campbell@belfasttrust.hscni.net>

Cc: [REDACTED]

Subject: Clifton NH

Katie

Its Trust Board on Thursday

I know the Chair will ask about the report he requested re concerns raised about Clifton NH as it's on the agenda.

Can you advise ?

Much appreciated

Marie

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From: [REDACTED]
To: TrustHQ-sm
Subject: Board meeting / Clifton Nursing Home
Date: 07 November 2019 14:54:33

Hi Claire.

The relevant director was to feedback to the Chairman today about Clifton Nursing Home.

This direction was made by the Chairman at the last board meeting. I raised this matter about Clifton Nursing Home.

I was unable to attend the board meeting today. Can you email me the report/feedback that was provided today to the Chairman.

Regards

[REDACTED]

From: [REDACTED]
To: Heaney, Marieb
Cc: [REDACTED]
Subject: FW: Board meeting / Clifton Nursing Home
Date: 07 November 2019 16:17:45

Please see email below.

[REDACTED]
[REDACTED]
Chief Executive's Office
Belfast HSC Trust
A Floor, Belfast City Hospital
Lisburn Road,
Belfast BT9 7AB

Tel No 028 95040115

-----Original Message-----

From: [REDACTED]
Sent: 07 November 2019 14:54
To: trusthq-SM <trusthq@belfasttrust.hscni.net>
Subject: Board meeting / Clifton Nursing Home

Hi Claire,

The relevant director was to feedback to the Chairman today about Clifton Nursing Home.

This direction was made by the Chairman at the last board meeting. I raised this matter about Clifton Nursing Home.

I was unable to attend the board meeting today. Can you email me the report/feedback that was provided today to the Chairman.

Regards

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: FW: Clifton House Nursing Home - Runwood Homes Group
Date: 14 November 2019 12:10:07
Attachments: [crest.pdf](#)
[image003.png](#)

[REDACTED]

As requested.

[REDACTED]

From: [REDACTED]
Sent: 13 November 2019 10:30
To: [REDACTED]
Cc: [REDACTED]; Peter McNaney
[REDACTED]
Subject: Clifton House Nursing Home - Runwood Homes Group

Good Morning [REDACTED]

Please find attached correspondence from Mr Peter McNaney,
Chairman, for your attention.

Regards

[REDACTED]
on behalf of Peter McNaney

[REDACTED]



Trust Headquarters
A Floor, Belfast City Hospital
Lisburn Road, Belfast, BT9
7AB

Tel: 028 950 [REDACTED]





Belfast Health and
Social Care Trust

caring supporting improving together

Chief Executive
Mr Martin Dillon

Chairman
Mr Peter McNaney, CBE

12 November 2019

Via e-mail: [REDACTED]

For the Attention of: [REDACTED]

Dear [REDACTED]

Re: Clifton House Nursing Home – Runwood Homes Group

"How long is the home to be allowed to fail to meet standards before action is taken"

As you will be aware Health and Social Care Trusts look to the Regulation, Quality and Improvement Authority (RQIA) to provide assurances that care in all care homes is safe, effective, well-led and compassionate

To provide that assurance, the RQIA have a duty to register and inspect all Care Homes through a programme of inspection visits most of which are unannounced. During these inspections, RQIA inspectors assess the quality of services provided against regulations and associated Department of Health Care Standards and issue reports on all inspections.

The Belfast Trust actively reviews all RQIA inspection reports of care homes where it has placed individuals, to seek assurances that care is safe, effective and compassionate. Where there are requirements, recommendations or "Failure to Comply Notices, the Trust will seek further information from RQIA, and take any actions that it deems necessary to ensure that resident's needs are being met safely and effectively. In the case of Clifton Nursing Home, there have been occasions when the Trust has taken the decision to stop admitting people to the home, when there are concerns around care standards.

The Belfast Trust is aware of its "Duty of Quality" and as such has reviewed and strengthened assurances around how quality of care is monitored. In recognition of the need to improve how care is monitored, the Trust established a Care Review and Support Team (CRest) in August 2017.

The primary aim of the team is to safeguard health and wellbeing of residents placed there through a more engaging and person centred statutory review process and regular monitoring of the quality and efficacy of care provided to meet the assessed needs of individual residents.

Belfast Health and Social Care Trust, Trust Headquarters, A Floor, Belfast City Hospital
Lisburn Road, Belfast BT9 7AB, Tel: 028 9504 0100, www.belfasttrust.hscni.net

Staff working in this team have a professional background in either nursing or social work and share a specialist knowledge in older people's needs and conditions associated with the ageing process, disability, palliative and end of life care and dementia as well as a comprehensive knowledge in Residential and Nursing Care Home Regulations and care standards.

A key performance requirement of the CReST team is to provide assurances to the Trust that care is person centred, safe and compassionate. In this context, care quality is monitored through the lens of the service user experience, and is informed by how well the care plan meets the needs of residents, any concerns raised by residents, relatives, other professionals, complaints, reported incidents and information shared by RQIA and other Trusts.

If CReST has concerns about the quality of care, these are shared with RQIA and the home. As well as holding the home to account, the team will also seek to support the management and staff to make improvements. This can involve providing training, advice, or requiring the home to commission training or self-monitoring and reporting on progress to the Trust against agreed improvement plans.

In relation to Clifton House, the Trust is aware of all failure to comply notices issued by RQIA and is concerned that the home does struggle to sustain improvements.

For a period of approximately 18 months now, the Trust has been working collaboratively with RQIA and Clifton House on issues that affect care quality and the lived experience of residents. As such we are committed to ensuring that improvement is sustained and therefore care monitoring visits to the home are more frequent than the average.

We acknowledge that leading, co-ordinating and delivering person centred care to vulnerable people with complex needs is extremely challenging. A key factor in this is the ongoing difficulties in recruiting and retaining skilled managers and experienced staff in this field of care. This in itself will have an impact on sustainability and continuity of care.

Please be assured that the Belfast Trust maintains regular contact with RQIA regarding regulatory and care quality concerns in Clifton House. Through these ongoing communications, information shared by the Trust in the past has prompted RQIA inspections. We recognise the vital role of the Trust in supporting RQIA in their regulatory/inspection role.

I trust this letter outlines how the Belfast Trust fulfils its statutory obligations to monitor and improve care quality and service user experience in Clifton House. Obviously the Trust will keep under close review any information from its CReST team and any further action taken by the RQIA.

Yours sincerely



Peter McNaney
Chairman

From: [REDACTED]
To: [REDACTED]
Cc: P.mcnaney [REDACTED]
Subject: Re: Clifton House Nursing Home - Runwood Homes Group
Date: 20 November 2019 07:47:08

Dear McNaney

I appreciate the feedback in the letter and the time taken to write to me.

Regards

[REDACTED]

On 13 Nov 2019, at 10:29, [REDACTED]
wrote:

Good Morning [REDACTED]

Please find attached correspondence from Mr Peter McNaney, Chairman, for your attention.

Regards

[REDACTED]

on behalf of Peter McNaney

[REDACTED]

<image004.jpg>

Trust Headquarters
A Floor, Belfast City
Hospital
Lisburn Road, Belfast,
BT9 7AB

Tel: 028 95 [REDACTED]

<image003.png>

From: [REDACTED]
To: [REDACTED]
Subject: FW: Clifton House Nursing Home - Runwood Homes Group
Date: 26 November 2019 09:53:55
Attachments: [crest.pdf](#)

[REDACTED]
As requested.

Thanks

[REDACTED]

From: [REDACTED]
Sent: 20 November 2019 07:54
To: [REDACTED]
Cc: [REDACTED] Peter McNaney
Subject: Re: Clifton House Nursing Home - Runwood Homes Group

For the record

Clifton House is a residential home that has no concerns about care

The care home I raised concerns about is Clifton Nursing home.

<https://www.rqia.org.uk/inspections/view-inspections-as/map/clifton-nursing-home/>

[REDACTED]

On 13 Nov 2019, at 10:29, [REDACTED] wrote:

Good Morning [REDACTED]

Please find attached correspondence from Mr Peter McNaney, Chairman, for your attention.

Regards

[REDACTED]
on behalf of Peter McNaney

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: P.mcnaney [REDACTED]
Subject: Re: Clifton House Nursing Home - Runwood Homes Group
Date: 20 November 2019 07:54:09

For the record

Clifton House is a residential home that has no concerns about care

The care home I raised concerns about is Clifton Nursing home.

<https://www.rqia.org.uk/inspections/view-inspections-as/map/clifton-nursing-home/>

[REDACTED]
On 13 Nov 2019, at 10:29, [REDACTED]
wrote:

Good Morning [REDACTED]

Please find attached correspondence from Mr Peter McNaney, Chairman, for your attention.

Regards

[REDACTED]
on behalf of Peter McNaney

[REDACTED]
<image004.jpg>

Trust Headquarters
A Floor, Belfast City
Hospital
Lisburn Road, Belfast,
BT9 7AB

Tel: 028 950 [REDACTED]

<image003.png>

From: [REDACTED]
To: "P.mcnaney" [REDACTED]
Subject: RE: Clifton nursing home
Date: 20 November 2019 09:10:10

Will do, I have our response printed for her to review.

A

-----Original Message-----

From: Peter McNaney [REDACTED]
Sent: 20 November 2019 09:09
To: [REDACTED]
Subject: Clifton nursing home

[REDACTED]
Can you check with Marie that our reply to [REDACTED] dealt with his enquiry about this facility and not just Clifton House .

Thanks
Peter

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: RE: Clifton House Nursing Home - Runwood Homes Group
Date: 28 November 2019 09:46:36
Attachments: [image002.png](#)
[image003.png](#)

[REDACTED]

I will respond to this as the previous correspondence was sent out from the Chairman.

Many thanks for your assistance.

Best Wishes

[REDACTED]

From: [REDACTED]
Sent: 28 November 2019 09:27
To: [REDACTED]
Subject: RE: Clifton House Nursing Home - Runwood Homes Group

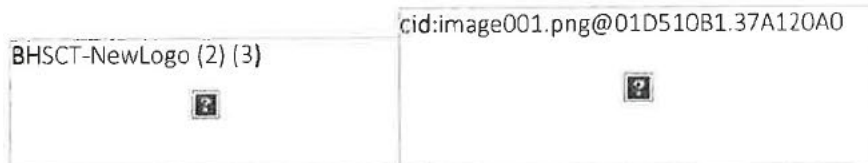
[REDACTED]

Please see amendment below
[REDACTED] is currently off
Can you amend in her absence or if you have the document I can?

Many thanks,

[REDACTED]

Adult, Community & Older Peoples Services



cid:image007.png@01D57218.938387F0

Adult, Community & Older Peoples Services | 1st Floor | Shankill Resource Centre | 151-157 Shankill Road | Belfast | BT13 1FD | Tel: 02895040902 | email: lauren.toner@belfasttrust.hscni.net

From: Reid, Tracy <Tracy.Reid@belfasttrust.hscni.net>

Sent: 28 November 2019 08:12

To: [REDACTED]

Cc: Campbell, Katie <katie.campbell@belfasttrust.hscni.net>

Subject: RE: Clifton House Nursing Home - Runwood Homes Group

Not sure if Katie has approved this already if she hasn't this amendment is authorised

tracy

From: [REDACTED]

Sent: 26/11/2019 10:04

To: [REDACTED]

Cc: Reid, Tracy <Tracy.Reid@belfasttrust.hscni.net>; Campbell, Katie <katie.campbell@belfasttrust.hscni.net>

Subject: RE: Clifton House Nursing Home - Runwood Homes Group

Importance: High

Was it your office that submitted the attached response?

The gentleman has been back in touch as the title states Clifton House Nursing Home.

He has highlighted that Clifton House is a residential home in North Queen Street and Clifton Nursing Home is in Hopewell Crescent.

It is my understanding that the letter is fully referring to the nursing home and the title has caused confusion therefore, are you happy we respond quickly with the following:

Thank you for your email of 20 November identifying the different homes. I

wish to confirm our response was in reference to Clifton Nursing Home of 2a Hopewell Crescent and not Clifton Residential Home of North Queen Street. The subject on email and addressed letter should read Clifton Nursing Home. I am sincerely sorry for any confusion caused. If you have any further queries, please do not hesitate to contact me.

Please advise as soon as possible.

Many thanks

[REDACTED]
From: [REDACTED]
Sent: 26/11/2019 09:54
To: [REDACTED]
Subject: FW: Clifton House Nursing Home - Runwood Homes Group

[REDACTED]
As requested.

Thanks

[REDACTED]
From: [REDACTED]
Sent: 20 November 2019 07:54
To: [REDACTED]
Cc: [REDACTED] Peter McNaney
Subject: Re: Clifton House Nursing Home - Runwood Homes Group

For the record

Clifton House is a residential home that has no concerns about care

The care home I raised concerns about is Clifton Nursing home.

<https://www.rqia.org.uk/inspections/view-inspections-as/map/clifton-nursing-home/>

[REDACTED]
On 13 Nov 2019, at 10:29, [REDACTED] wrote:

Good Morning [REDACTED]

Please find attached correspondence from Mr Peter McNaney, Chairman, for your attention.

Regards



<image004.jpg>

Trust Headquarters
A Floor, Belfast City
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BT9 7AB

Tel: 028 95



<image003.png>