

Terms of Reference for Investigation Dunmurry Manor Care Home

An investigation into the care, treatment and experience of older people¹ living in Dunmurry Manor Care Home covering events leading up to the home's opening in 2014 until the end of the investigation (known as the "Review Period").

Proceeding under sections 4(3) and 4(4) of the Commissioner for Older People (Northern Ireland) Act 2011, the Commissioner intends to exercise his functions to investigate the adequacy and effectiveness of law and practice relating to the interests of older people and the adequacy and effectiveness of services provided for older people by relevant authorities in respect of the care and treatment received and services provided at Dunmurry Manor Care Home under s.3(2), s.3(3) and Schedule 2 of the Commissioner for Older People Act (Northern Ireland) 2011.

Specifically, the Commissioner will:

1. Seek evidence from older people, their families, carers and employees (present and past) and volunteers of their experience of the care and treatment received and the service provided at Dunmurry Manor Care Home by relevant external parties (known as "Relevant Authorities"²)
2. Examine the circumstances and events (including evidence, allegations and /or disclosures (both anonymous and attributable)) including those made to Relevant Authorities and to the Commissioner in respect of the following areas:
 - a. Due diligence completed by all relevant authorities prior to the opening of Dunmurry Manor Care Home and the commissioning of services by Relevant Authorities.
 - b. Care planning – to include the assessment of health and social care needs, and the planning, delivery and evaluation of nursing care needs.
 - c. The reporting and investigation of Adverse Incidents, Serious Adverse Incidents and safeguarding concerns including those which resulted in safeguarding cases and / or investigations under the joint protocol between the Northern Ireland Health and Social Care Trusts and the Police Service for Northern Ireland.
 - d. Assessment of whistleblowing concerns and/or occurrences received, reported and/or brought to the attention of any of the Relevant Authorities.

¹ Older people (aged 60 yrs or over) residing in Dunmurry Manor Care Home includes both residential and nursing patients.

² Regulation and Quality Improvement Authority ("RQIA"), Dunmurry Manor Care Home ("Dunmurry Manor Care Home"), Runwood Homes Limited ("Runwood"), South Eastern Health and Social Care Trust ("SEHSCT"), Belfast Health and Social Care Trust ("BHSCT"), Northern Health and Social Care Trust ("NHSCT"), Southern Health and Social Care Trust ("SHSCT") and the Department of Health ("DOH") (together known as the "External Parties").

- e. Assessment of the number of complaints (verbal and written and whether expressed formally or informally) made to any of the Relevant Authorities and the management of these complaints³.
 - f. Assessment of all the inspection actions taken and enforcement actions taken by any and all Relevant Authorities.
 - g. Assessment of recruitment, retention and ongoing training and development of staff in Dunmurry Manor Care Home.
 - h. Assessment of the leadership and management practices of all Relevant Authorities and the impact of these on the experience of older people resident in Dunmurry Manor Care Home.
3. In respect of 2 above to highlight evidence of good practice, gaps and / or deficiencies in the actions / responses taken by any of the Relevant Authorities as well as any other body, person or organisation⁴ which was notified or involved in any of the areas highlighted and associated learning from these events.
 4. In the context of 1,2 and 3 above, consider and make recommendations as to whether the current legislation, policy and practice of nursing homes in Northern Ireland is effective in adequately safeguarding older people.

Inspection findings and required action

The Commissioner will publish recommendations that the Relevant Authorities and other public bodies subject to the investigation will be given an opportunity to comment upon.

Powers of the Commissioner for Older People for Northern Ireland

The principal aim of the Commissioner in exercising his functions is to safeguard and promote the interests of older people.

In determining to so act the Commissioner will have due regard to the United Nations Principles for Older Persons.

³ Complaints may be received from older people residing at Dunmurry Manor Care Home; families of older people residing in Dunmurry Manor Care Home; carers of older people residing in Dunmurry Manor Care Home; staff (both present and past and whether agency or employed) from Dunmurry Manor Care Home; allied health professionals who attended at Dunmurry Manor Care Home or who were associated with Dunmurry Manor Care Home and any other person or body who was associated with Dunmurry Manor Care Home during the Review Period.

⁴For the avoidance of doubt this will include, but not be limited to, General Practitioners / Doctors, the Royal College of GPs, Royal College of Nursing, the Nursing and Midwifery Council, the Northern Ireland Social Care Council, the Patient and Client Council and the Police Service of Northern Ireland.

Powers of entry and interviewing

The Commissioner and any person authorised by him, may, for the purposes of an investigation, enter any premises, other than a private dwelling, for the purpose of interviewing older persons or other persons who consent to be interviewed and any other person present who is employed there.