

VALLEY CARE HOME - FREQUENTLY ASKED QUESTIONS

Is Valley Care Home closing?

On 4 November 2020, the Regulation and Quality Improvement Authority (RQIA) issued a 'Notice of Proposal' to cancel the registration of the Care Provider in The Valley Care Home.

This Notice means that the RQIA is not satisfied that the Care Provider is able to provide the right care to residents to meet and sustain the necessary standards of care required.

The Care Provider has the right to represent their case to RQIA until 2 December 2020 on any matter it wishes to dispute before a final decision is made about the future of the care home.

What is RQIA and what do they do?

RQIA is Northern Ireland's health and social care regulator. It inspects every care home in Northern Ireland. Where a service fails to meet relevant standards, RQIA can take enforcement action requiring the service to address the concerns identified.

Where RQIA considers that this is having a very serious impact on the health and welfare of people using the service, and the management of the service has not demonstrated an ability to address its concerns, RQIA can deregister a service – effectively closing it.

Do residents and their families know what is happening?

Yes. Since the Notice of Proposal was issued by RQIA on 4 November 2020, staff from the Southern and Western Health and Social Care Trusts have been visiting the Home regularly to monitor the care of residents and provide reassurance about any concerns they may have.

A letter has also been sent to residents and their families to let them know what is currently happening about their care and the future of the home.

The Care Provider is also liaising directly with residents and their families about the latest developments.

How many residents live in Valley Care Home?

There were 53 residents living in Valley Care Home on the 4 November 2020.

Since the Notice of Proposal to cancel the registration of the home was issued by RQIA, both the Southern and Western HSC Trusts staff have had daily contact and frequent presence in the care home and have supported residents and their families in their personal choice to move to alternative and suitable accommodation given the uncertainty about the future of the Valley Care Home.

As of 27 November 2020, 42 residents live in the Valley Care Home.

A number residents and their families are currently considering transferring to alternative accommodation in the coming weeks, Trusts will offer support to them in their decision making.

When will a decision be made about the future of the Home?

It is hard to be exact about timescales at present. On 4 November 2020, RQIA issued a 'Notice of Proposal' to cancel the registration of the Care Provider registered to operate Valley Care Home.

The Care Provider has the right to represent their care to RQIA until 2 December on any matter it wishes to dispute before a final decision is made about the future of the care home.

When will this be resolved?

RQIA, the Health and Social Care Trusts and the Health and Social Care Board are working hard to try and resolve this as quickly as possible.

The continued safety and well-being of those who live in the Valley Care Home is our priority. We recognise that this is a very unsettling time for those that live at the Valley Care Home and we will continue to work with them and their families over the coming weeks until a definitive decision about the future of the home is made.

We have regional and local coordination plans in place to manage this process.

Both the Southern and Western Trusts are working to address two immediate issues. Firstly they are looking to support the Care Provider to address any immediate risk issues and secondly, to work with residents and their families to update care plans for each resident in the event that the Home does in fact close in the future.

We will endeavour to ensure that residents and their families are kept up to date with developments regarding the future of the care home and their care as often as is required and to answer any questions they may have.

Do residents need to leave the home now or look for another home to live in?

The Trusts and RQIA undertook a joint visit to The Valley Care Home on 10 November 2020 and noted that there were no new or additional risks identified since the original RQIA Inspection on 21 October 2020.

At this moment there is no immediate need to intervene to move residents. If it is decided that the Home is unable to remain open, Key Workers from local Health and Social Care Trust will explain this to residents and their families and work with them to explore other care options.

Can residents move to a new care home now if they want to?

Yes. Both the Southern and Western HSC Trusts staff have had daily contact and frequent presence in the care home and have supported residents and their families in their personal choice to move to alternative and suitable accommodation given the uncertainty about the future of the Valley Care Home.

Each resident has a key worker from their Health and Social Care Trust who will support them and their families to find another care home that best meets their needs if it is their wish to do so.

Will residents have to pay more if they move to another care home?

No.

Who will help residents and families through this process?

Each resident's key worker from their local Health and Social Care Trust is their first point of contact for them and their family.

Each Trust also provides independent advocacy to support residents and their families through this difficult time.

The Health and Social Care Board has also asked the Patient Client Council to offer independent advocacy support to all residents and their families during this difficult period.

What happens if residents don't want to leave?

If the Care Home remains open residents will be able to stay. However, if the decision is that the Home can no longer provide the appropriate care to meet residents' needs and requirements, then options will be discussed with them to find an alternative suitable home that best meets their individual needs.

What will happen to the staff at the home?

Staff working in the home should talk to their employer and be talking to their staff side representatives about the different options that may be open to them in the event that the home closes.

Are RQIA inspection reports available to the public?

Yes. RQIA regularly inspect Care Homes every year and publish these reports on their website. Previous inspection reports for The Valley Care Home can be found [here](#).

The findings of RQIA's 21 October 2020 inspection will be published in late December 2020. Details of RQIA's current enforcement action are available [here](#).