

# **Announced Care Inspection Report 29 January 2021**



## **Aghalee Day Centre**

**Type of Service: Day Care Setting**

**Address: Aghalee Village Hall, Aghalee, Craigavon, BT67 0HF**

**Tel No: 028 9060 1177**

**Inspector: Corrie Visser**

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Assurance, Challenge and Improvement in Health and Social Care

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service provider from their responsibility for maintaining compliance with legislation, standards and best practice.

## 1.0 What we look for



## 2.0 Profile of service

Aghalee Day Centre is a day care setting which provides care and day time activities for up to 15 adults who are aged 65 years or over, and may have a range of physical health needs. The service is provided on Wednesdays and is operated by Age NI. The day care placements are commissioned by the South Eastern Health and Social Care Trust (SEHSCT).

## 3.0 Service details

**Organisation/Registered Provider:**

Age NI

**Responsible Individual:**

Ms Linda Robinson

**Registered Manager:**

Ms Gillian Thompson

<b>Person in charge at the time of inspection:</b> Ms Gillian Thompson	<b>Date manager registered:</b> 18 February 2019
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#### 4.0 Inspection summary

Due to the coronavirus (COVID-19) pandemic the Department of Health (DOH) directed RQIA to continue to respond to ongoing areas of risk identified in services.

The last care pre-registration inspection was undertaken on 23 January 2019. An inspection was not undertaken in the 2019-2020 inspection year, due to the risks associated with the spread of Covid-19.

In consideration of the day care setting's regulatory history, in addition to RQIA not being made aware of any specific risk to the service users within the day care setting, the decision was made to undertake a remote inspection approach, to reduce any risk in relation to the spread of Covid-19.

An announced inspection took place on 29 January 2021 from 10.00 to 12.00 hours.

This inspection was completed following a review of information requested to be submitted to RQIA prior to the inspection. During the inspection, we focused on discussing aspects of the submitted information, in order to substantiate the information. We also focused on contacting stakeholders to obtain their views on the service quality.

We reviewed the dates that criminal records checks (AccessNI) had been completed to ensure that they were in place before staff visited service users. We checked that all staff were registered with the Northern Ireland Social Care Council (NISCC) and that there was a system in place for ongoing monitoring of staff registrations. Staff adherence to the Covid-19 guidance was also reviewed through discussion with them. This was also verified through discussion with the manager, service users and service users' representatives. We also reviewed the list of all Covid-related information, disseminated to staff and displayed throughout the day care setting.

The inspection also assessed progress with any areas for improvement identified during and since the last care inspection.

The day care setting's provision for the welfare, care and protection of service users was reviewed. We viewed the procedures maintained by the day care setting in relation to the safeguarding of adults which were the regional guidance 'Adult Safeguarding Prevention and Protection in Partnership' July 2015.

On the day of the inspection it was noted that no incidents had taken place since the previous inspection 23 January 2019.

The day care setting maintains and implements a policy relating to complaints. On the day of the inspection it was noted that the day care setting had not received any complaints since the last inspection.

Areas requiring improvement were identified in relation to staff training.

Evidence of good practice was found in relation to recruitment practices and staff registrations with NISCC. Good practice was also found in relation to infection prevention and control; all staff and service users had been adhering to the current Covid-19 guidance on the use of personal protective equipment (PPE).

The findings of this report will provide the day care setting with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

This inspection was underpinned by. The Health and Personal Social Services (Quality, Improvement and Regulation (Northern Ireland) Order 2003, 2007, the Day Care Setting Regulations (Northern Ireland) 2007, the Day Care Settings Minimum Standards, 2012 and The Northern Ireland Social Care Council (Social Care Workers Prohibition) and Fitness of Workers (Amendment) Regulations (Northern Ireland) 2017.

#### 4.1 Inspection outcome

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	1

An area for improvement and details of the Quality Improvement Plan (QIP) were discussed with Ms Gillian Thompson, manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

Enforcement action did not result from the findings of this inspection.

#### 4.2 Action/enforcement taken following the most recent care pre-registration inspection dated 23 January 2019

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 23 January 2019.

#### 5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA in relation to the day care setting. This included the previous inspection report and Quality Improvement Plan (QIP) and written and verbal communication received since the previous care inspection.

Following a review of the information submitted to RQIA, the inspection took place remotely, using video technology, with the manager.

During and following our inspection we focused on contacting the service users, their relatives and staff to find out their views on the service.

To ensure that the appropriate staff checks were in place before staff visited service users, we reviewed the following:

- recruitment records specifically relating to Access NI and NISCC

We also reviewed infection prevention and control (IPC) procedures to ensure that they were compliant with Covid-19 guidance.

RQIA provided information to service users, staff and other stakeholders that will support feedback on the quality of service delivery. This included service users/relative questionnaires and a staff poster to enable the stakeholders to feedback to the RQIA.

## 6.0 What people told us about this day care setting

The information received shows that people were satisfied with the current care and support. No electronic feedback was received. During the inspection we spoke with the manager and one care worker using technology. All those spoken with confirmed that staff wore personal protective equipment (PPE) as necessary.

We also spoke with two service users and two service users' representatives who indicated that they were very happy with the care and support provided by the day care setting. Comments are detailed below:

### Staff

- "This is my second home."
- "We are in a routine now because of the pandemic – clean bus, sanitise everything, temperature testing, lifts are deep cleaned after every use and we are wearing full PPE."
- "If I am unsure about anything, I can go to my manager."
- "I love all of our service users."
- "It's our job to make their day."
- "We can't have a lot of contact so we have to improvise."
- "Seeing their enjoyment is the main thing."
- "We got new TVs so we can play any music at the service user's request."
- "I would definitely recommend working for Age NI."
- "If I notice any sort of change in a service user, I report it to my manager straight away."
- "It's one of the best jobs in the world."

Staff spoken with praised the manager for their approachability and responsiveness.

### Service users

- "I'm glad to be here, it's a good group."
- "I come to the centre for company."
- "I admire each and every one of the staff."
- "I am glad to be back after the pandemic."
- "It is very good and well presented."
- "I love going to Aghalee."
- "We do activities such as word searches."
- "I get on well with the other service users."
- "There is a very good manager."
- "I hope we can get out for summer runs."
- "It's very well run."
- "I love listening to music."

### Service users' representatives

- "It's a fantastic service."
- "We would be lost without Age NI."

- “It’s our lifeline.”
- “The staff are so genuine.”
- “They are absolutely brilliant.”
- “I don’t know what we would do without it.”
- “The manager and her crew are great.”
- “The staff are well tuned in to xxxx’s needs.”
- “It’s lovely to know that my relative is in safe hands.”
- “They treat my relative with great respect and give them their self worth which is invaluable.”
- “They spoil my relative.”
- “It’s a vital service.”
- “It makes my relative feel part of something.”
- “The activities are pitched appropriately.”
- “Social distancing is very much adhered to.”
- “Being able to attend the day centre has sustained my relative’s mental health and has prevented loneliness and isolation.”

## 7.0 The inspection

Action required to ensure compliance with the Day Care Settings Minimum Standards, 2012		Validation of compliance
<b>Area for improvement 1</b>  <b>Ref:</b> Standard 21.8  <b>Stated:</b> Second time	The registered person shall ensure that a record is kept in the day care setting of all training, including induction, and professional development activities undertaken by staff.  This relates to the inductions records of all staff being maintained in the day centre. This includes a record of induction given to bank staff to the particular setting.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> The manager has a record of all staff training, including certificates. Induction records of permanent and bank staff are also retained by the manager.	
<b>Area for improvement 2</b>  <b>Ref:</b> Standard 12.4  <b>Stated:</b> Second time	The registered person shall review transport arrangements to and from the day care setting to reduce, where possible, journeys that exceed 45 minutes.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> The manager reported that this has been reviewed and service users are not on the bus for longer than 45 minutes. The service users live in remote areas however the manager has ensured that the route the bus takes is better managed.	



## 7.1 Inspection findings

### Recruitment

The day care setting's staff recruitment processes were noted to be managed in conjunction with the organisation's human resources department, however there has not been any staff recruited since the previous inspection on 23 January 2019. Discussion with the manager identified that they were knowledgeable in relation to safe recruitment practices in accordance with the regulations and minimum standards.

A review of the staff records confirmed that all staff are currently registered with NISCC. We noted that there was a system in place to review staff registration during supervision. The manager advised that staff are not permitted to work if their professional registration lapses.

### Training

The training records for staff was reviewed during the inspection and it was noted that some elements of training were out of date, specifically in relation to fire safety, moving and handling and food safety and hygiene. It was positive to note however that the staff had completed a number of training courses via online eLearning during the first lockdown. An area for improvement has been made in this regard.

### Covid-19

Discussion with the manager and staff identified that they had a good understanding of the procedure to follow in the event of service users or staff being diagnosed with Covid-19.

Staff had also completed training in relation to infection, prevention and control, Covid awareness training and environmental cleanliness. This included training on the donning (putting on) and doffing (taking off) of PPE. The manager described how a range of other Covid-related information was available for staff to read.

Staff described how they wore PPE for activities that brought them within two metres of service users. The staff member spoken with reported that there was an appropriate supply of PPE and sufficient bins available to allow the safe disposal of PPE. There was a system in place to ensure that Infection Control procedures were being adhered to. This included handwashing guidance and the cleanliness of the building.

The manager described the availability of hand sanitisers which is accessible throughout the day centre for service users and staff to use. Hand-washing posters were displayed as visual aids to ensure that handwashing was being done correctly.

The manager advised of a system in place to ensure that staff and service users had their temperatures checked daily and wellness checks recorded.

Enhanced cleaning schedules were in place, to minimise the risk of cross contamination. This included the frequently touched points throughout the building.

The manager provided a list to RQIA, by email, regarding the signage that was available throughout the day care setting, in relation to Covid-19 precautions. Daily updates in relation to Covid-19 are provided to staff and the manager communicated these to staff on a regular basis.

Other information in relation to Covid-19 was displayed throughout the building and retained in a Covid-19 folder. This included information related to:

- PPE information, best practice
- Track and trace
- Daily temperature charts
- Cleaning schedule checklist
- Covid information and updates to include vaccination information
- Age NI Covid Policy
- RQIA- information and guidance notes.
- Aghalee village hall, own draft cleaning schedule on arrival and leaving.
- Age NI Rebuilding Services Risk assessment form.
- Spread of Covid 19 Virus in Aghalee Day Centre, Prospective risk and defensive measures for Service Users, Staff, catering, and Domestic.
- Key principles for HSC Trust staff visiting community settings.
- RQIA/NISCC information.
- Service users telephone numbers to provide support calls for those not attending due to Covid.

Service users' care plans had been updated to include preventing and reducing the risks of contracting/spreading Covid-19, maintaining a safe environment, managing symptoms and environmental factors. Support plans had also been updated in terms of risk management, provision of information and education and the service users' responsibilities in relation to keeping themselves safe.

The business continuity plan had also been updated to include staffing contingency measures.

### **Areas of good practice**

Evidence of good practice was found in relation to recruitment practices and staff registrations with NISCC. Good practice was also found in relation to infection prevention and control; all staff and service users had been adhering to the current Covid-19 guidance on the use of personal protective equipment (PPE).

### **Areas for improvement**

An area for improvement was made in relation to staff training.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	1



## **8.0 Quality improvement plan**

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Ms Gillian Thompson, manager, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all areas for improvement identified within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of the day care setting. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises RQIA would apply standards current at the time of that application.

## **8.1 Areas for improvement**

An area for improvement has been identified where action is required to ensure compliance with The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and the Day Care Settings Minimum Standards, 2012.

## **8.2 Actions to be taken by the service**

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP via Web Portal for assessment by the inspector.

## Quality Improvement Plan

### Action required to ensure compliance with The Day Care Settings Minimum Standards, 2012

<p><b>Area for improvement 1</b></p> <p><b>Ref:</b> Standard 21.3</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> Immediately from the date of inspection</p>	<p>The registered person shall ensure that all mandatory training requirements are met.</p> <p>This relates to fire safety, moving and handling and food safety.</p> <p>Ref: 7.1</p> <p><b>Response by registered person detailing the actions taken:</b> all mandatory training has been achieved in relation to fire safety, moving &amp; handling and will resume the normal annual training pattern which had been impacted this year due to the pandemic. Food safety training will also be completd</p>
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*\*Please ensure this document is completed in full and returned via Web Portal\**



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