



The Regulation and
Quality Improvement
Authority

Willowtree House Beacon Centre
RQIA ID: 10717
25 Glasvey Drive
Twinbrook
Belfast
BT17 0DB

Inspector: Suzanne Cunningham
Inspection ID: IN023106

Tel: 02890611197
Email: willowtree@beaconwellbeing.org

**Unannounced Care Inspection
of
Willowtree House Beacon Centre**

22 September 2015

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: www.rqia.org.uk

1.0 Summary of Inspection

An unannounced care inspection took place on 22 September 2015 from 10.45 to 15.30. Overall on the day of the inspection the Day Care Service was found to be delivering safe, effective and compassionate care. Areas for improvement were identified and are set out in the Quality Improvement Plan (QIP) appended to this report. This inspection was underpinned by The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Day Care Settings Regulations (Northern Ireland) 2007, The Day Care Settings Minimum Standards 2012.

1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

1.2 Actions/Enforcement Resulting from this Inspection

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

1.3 Inspection Outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	0

This inspection resulted in no requirements or recommendations being made. The findings of the inspection can be found in the main body of the report.

2. Service Details

Registered Organisation/Registered Person: Mr William Murphy	Registered Manager: Paul Crawford
Person in Charge of the Day Care Setting at the Time of Inspection: Paul Crawford	Date Manager Registered: 24 September 2008
Number of Service Users Accommodated on Day of Inspection: 7	Number of Registered Places: 12

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following standards have been met:

Standard 5 - Care plan: Where appropriate service users receive individual continence promotion and support

Standard 8 - Service users' involvement: Service users' views and comments shape the quality of services and facilities provided by the Day Care Setting

4. Methods/Process

Specific methods/processes used in this inspection include the following:

Prior to inspection the following records were analysed: the registration status of the service; incidents notification which revealed no incidents had been reported and RQIA; there had not been any additional written and verbal communication since the previous care inspection; and the returned quality improvement plan (QIP) from the care inspection revealed no requirements or recommendations had been made.

During the inspection the inspector met with seven service users, and two staff. One visiting professional also provided their view regarding the service during the inspection.

The following records were examined during the inspection: The settings statement of purpose and service user's guide; three service users individual care records including care plans, assessments and review documentation; two complaints / issue of dissatisfaction; a sample of the settings monthly monitoring visit records (regulation 28) from June 2015 to August 2015; the settings annual report; and policies and procedures regarding standards 5 and 8.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the setting was an announced care inspection dated 16 June 2015. The completed QIP was returned and approved by the specialist inspector.

5.2 Review of Requirements and Recommendations from the last Care Inspection

No requirements or recommendations resulted from the primary announced inspection of Willowtree House Beacon Centre which was undertaken on 16 June 2014.

5.3 Standard 5 - Care plan: Where appropriate service users receive individual continence promotion and support

Is Care Safe?

Discussion with the manager and examination of a sample of records provided evidence this setting does not provide service users with continence promotion or support.

Examination of three service users' individual records including their care plan provided examples of staff actively seeking service user's views and these had been incorporated into practice, to ensure that service user's choices, issues of concern, complaints or risks had been recorded and acted on. The needs assessment, risk assessments and care plans had been reviewed in the last twelve months and were updated to accurately reflect the needs and preferences of the service user. The needs assessment and care plan had appropriately signed by staff and the service user.

One staff member returned an inspection questionnaire that reported they are very satisfied with the training they had received; they are very satisfied with support from the multidisciplinary team; access to equipment; and very satisfied the environment is appropriate to meet service user's needs. The staff member commented "while I sometimes feel the training is at a too low level it does cover everything and I would have no problem bringing anything to the attention of my manager. We have the use of computers and are encouraged to look things up and continue to educate ourselves on anything we feel would be of benefit to us and members".

Five service users completed inspection questionnaires during the inspection and they reported they felt very satisfied the setting provides a safe and secure care environment and staffing levels are appropriate at all times.

Overall the inspection concluded staff have a proactive approach to ensuring care plans are recording how needs can be met in a safe way in this day care setting.

Is Care Effective?

Discussion with seven service users during this inspection provided a clear view they feel they have been listened to, respected, valued and their dignity, sense of worth and independence is being promoted. Five service users responded in RQIA inspection questionnaires they felt very satisfied that staff know how to care for them and respond to their needs.

The inspection concluded care provided by staff is effective in promoting and supporting service user's needs.

Is Care Compassionate?

This inspection of the care plan concluded staff are knowledgeable regarding their service users' needs and their approach to care is based on the member's (service users) needs, preferences and hopes which is a person centred approach. The staff use the values which underpin the day are setting standards when delivering care and support such as fulfilment, dignity and respect, independence; and choice.

One staff member returned a RQIA inspection questionnaire, this reported they felt very satisfied service users are afforded privacy, dignity and respect at all times; they are encouraged to retain their independence and make choices; they are satisfied they have time to talk to and listen to service users; and the care provided is based on service users' needs and wishes.

Five service users completed inspection questionnaire's which reported they felt very satisfied with the care and support they receive.

The inspection concluded staff approach meeting service users' needs with compassion and ensured service users were given time to talk openly or privately.

Areas for Improvement

No areas for improvement were identified regarding the inspection of standard 5.

Number of Requirements	0	Number Recommendations:	0
-------------------------------	----------	--------------------------------	----------

5.4 Standard 8 - Service users' involvement: Service users' views and comments shape the quality of services and facilities provided by the Day Care setting

Is Care Safe?

The inspection involved observation of staff actively seeking service users' views and opinions which were incorporated into practice. One example of this was the potential closure of the day centre. Staff had empowered and enabled service users to voice their views regarding the potential closure of the setting to key people and organisations. The aim was to prove this service needs to remain open to meet their needs. This was a good example of how staff had acted to ensure that choices, issues of concern, complaints or risks had been recorded and acted on.

There are policies regarding:

Service user empowerment and participation which includes service users' meetings and forums; listening and responding to service users' views; service users' involvement in activities and events and general communication arrangements

The inspection confirmed staff communicate effectively with service users and use this information to ensure care is safe and responsive to need.

Is Care Effective

This day centre was renamed HOPE beacon centre on 21 May 2015 by the service users who also worked with the staff to develop a support strategy map, this maps the aims and objectives the service users hope to achieve in the day care setting over the next twelve months. After this had been done the service users were informed the centre was at threat of closure. This was described as a cost saving closure because there is another day care setting that will provide support in the locality. The staff and service users have acted assertively to campaign against the service closure. They are concerned the proposed alternative centre is not a day care setting; but is a drop in centre, therefore the staff will not be able to deliver the same level of support that is provided in this setting. Service users described the partnership meetings they hold in the day centre when they can suggest what they want to do, they also talked about their strategy which they described as their chance to have their say and Paul (registered manager) will see if it is feasible.

Service users talked to the inspector at length regarding the threatened closure and their concerns. Some of the service users identified their medication had changed due to the stress of the closure; they also identified they did not feel the alternative support was comparable to their centre. Comments made were: "there is a personal touch here", "everyone is included in conversations", "the environment as well as the people are important", "I am treated like a

person here, normal". "We need help to keep us open, this is our life line, this day centre encourages me to mix with people I wouldn't see otherwise. It gives me confidence and is the reason I get up every day and get dressed". One service user described if they did not come to this centre their mental health would deteriorate and the reason they have for living wouldn't be there. The service users all agreed they have to fight to keep well and the routine of going to Willowtree keeps them well and pushes them to be independent. They described they don't rely on the centre but they access it as part of their plan to feel well.

The inspection included review of the quality monitoring reports, team meeting minutes for three months, the complaints record and a sample of members meetings. There is a range of methods and processes where service users' and their representatives' views were sought, recorded and details of the action taken such as the support strategy map and the service users action plan to keep the centre open. This was clear evidence service users in Willowtree are enabled to be involved in and given opportunities to influence the running of the day care setting.

Service users do participate in decisions about the care and support services they received and staff had enabled them to exercise choice and control over their lifestyle.

There are policies regarding:

- inspections of the day care setting
- consent
- management, control and monitoring of the setting which includes quality improvement
- complaints

The inspection confirmed the care in this setting effectively seek service user's views, opinions and preferences and this information is used to inform day care delivery.

Is Care Compassionate?

The inspection evidenced service users are listened and responded to by staff that are knowledgeable about individual service users' communication needs. During the inspection staff were observed seeking service users views, opinions, wishes and feelings. Staff were also observed asking service users about issues affecting them in a respectful and kind manner.

The inspection confirmed staff are knowledgeable and do reflect a person centred approach, in their day to day care which presented as compassionate and responsive to the needs of this service user group. The staff also had clear communication skills which allowed them to compassionately seek service user's views and comments. Information was being used to inform the delivery of care and support services.

Five service users completed questionnaires for this inspection and they stated they felt satisfied to very satisfied that their views and opinions are sought regarding the service. One service user stated "the threat of closure, (Hope House) is making me anxious and unwell; to have a clear answer would be good".

One staff member completed a questionnaire which stated they felt satisfied to very satisfied regarding the following questions: service users are involved in and are given opportunities to influence the running of the centre; systems are in place to seek service user's views;

management action service user's suggestions, issues or complaints; and service users are kept informed regarding any changes. The staff member wrote "Our members are very vocal and will always speak up about anything that they have concern for and as staff it is my job to notice when someone needs to talk on anything relevant to them".

One visiting CPN told the inspector "this is the best facility about".

In conclusion this inspection confirmed the staff use a compassionate approach to gather and respond to service user's views, opinions and preferences.

Areas for Improvement

No areas of improvement were identified regarding service users' involvement - Service users' views and comments shape the quality of services and facilities provided by the Day Care setting:

Number of Requirements	0	Number Recommendations:	0
-------------------------------	----------	--------------------------------	----------

5.5 Additional Areas Examined

5.5.1. Service users' files

The inspector reviewed three service user individual records which were kept in individual files. They contained evidence of assessment; care planning documentation; recording; risk assessment; review documentation and minutes. The review of these files did not identify any improvements were required and the inspection of the information recorded provided evidence this was person centred.

5.5.2. Complaints

The complaints record was reviewed by the inspector and this revealed two complaints had been recorded in 2014 and none had been recorded in 2015. The examination of the record revealed the complaints had been recorded in accordance with the day centre procedure and they had been investigated and resolved locally to achieve a satisfactory outcome.

5.5.3. Monthly monitoring visits / quality monitoring:

Monitoring visits were sampled from May to August 2015. This did not reveal any improvements or concerns that require further discussion.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations.

6.0 No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager	Paul Crawford	Date Completed	21/10/2015
Registered Person	Billy Murphy	Date Approved	21/10/2015
RQIA Inspector Assessing Response	Suzanne Cunningham	Date Approved	28/10/2015

Please provide any additional comments or observations you may wish to make below:

In agreeing with the accuracy of this report I think it appropriate to reflect that members (service users) have expressed their appreciation for the manner in which the inspector engaged directly with them and that it was positive experience which made them feel valued.

Please complete this document in full and return to day.care@rqia.org.uk from the authorised email address