

Inspection Report

7 October 2021



Enler Day Centre

Type of service: Day Care

Address: 9 The Enler Complex, Craigleith Drive, Dundonald,
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Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

Organisation/Registered Provider: Belfast HSC Trust	Registered Manager: Mr Gerard Robinson
Responsible Individual: Dr Catherine Jack	Date registered: 27/08/2015
Person in charge at the time of inspection: Mr Gerard Robinson	
Brief description of the accommodation/how the service operates: This is a Day Care Setting that provides care and support for a maximum of 50 service users daily. A programme of day care and day time activities is delivered Monday to Friday for adults who are over 65; may have a diagnosis of dementia; and may have needs arising from a mental health diagnosis; and physical disability.	

2.0 Inspection summary

An unannounced inspection was undertaken on 7 October 2021 at 09.15 am to 11.45am by the care inspector this inspection focused the Northern Ireland Social Care Council (NISCC) registrations, Adult Safeguarding, notifications, complaints and whistleblowing, Deprivation of Liberty Safeguards (DoLS), restrictive practice, dysphagia arrangements, monthly quality monitoring, Covid-19 practice and guidance.

Prior to inspection we reviewed the information held by RQIA in relation to the day care setting. This included the previous inspection report and any written and verbal communication received since the previous care inspection.

Good practice was identified in relation to appropriate checks being undertaken before staff were supplied to the setting. Good practice was also found in relation to the system in place for disseminating Covid-19 related information to staff.

There were good governance and management oversight systems in place. On entering the day care setting the inspector's contact tracing details were obtained by staff who advised that this is completed for all persons entering the day care setting in line with current Covid-19 guidelines

The environment was observed during the inspection and there was evidence of infection Prevention and Control (IPC) measures in place such as PPE which was available for staff.

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.

3.0 How we inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how they were performing at the time of our inspection, highlighting both good practices and any areas for improvement. It is the responsibility of the service provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

The inspection focused on:

- contacting the service users and staff to find out their views on the service
- reviewing a range of relevant documents and policies and procedures relating to the day care setting's governance and management arrangements.

4.0 What people told us about the service

We spoke to service users and staff including the manager. We provided a number of questionnaires to service users and/or relatives to facilitate them to provide comments on the quality of service provision. Staff were also provided with an electronic survey. We observed a variety of activities and good communication between staff and service users. Service users present were observed involved in a range of activities including one to one work with staff.

The returned questionnaires showed good satisfaction levels. We noted some of the comments received:

- "I enjoy coming to the centre and I'm looking forward to full attendance."
- "Food satisfactory."
- "Would like to come more often."
- "Looking forward to getting normal attendance back."

No staff comments were received from the electronic survey prior to the issue of this report.

Comments received during the inspection process:

Service user comments:

- "It's good to be back."
- "A good range of activities."
- "I feel safe and secure."
- "Good relationship with manager."
- "It's good to have company."
- "Good manager and staff."

Staff comments:

- “Good comprehensive induction.”
- “Staff support each other well.”
- “A very supportive manager.”
- “Supervision and training are ongoing.”
- “We provide a range of activities and we are running with new ways of engagement.”
- “We have built up good relationships with relatives.”

5.0 The inspection**5.1 What has this service done to meet any areas for improvement identified at or since last inspection?**

The last inspection to Enler Day Centre was undertaken on 11 August 2020 by a care inspector; no areas for improvement were identified.

5.2 Inspection findings**5.2.1 Are there systems in place for identifying and addressing risks?**

The day care setting’s provision for the welfare, care and protection of service users was reviewed. The organisation’s policy and procedures reflected information contained within the Department of Health’s (DoH) regional policy ‘Adult Safeguarding Prevention and Protection in Partnership’ July 2015 and clearly outlines the procedure for staff in reporting concerns. The organisation had an identified Adult Safeguarding Champion (ASC).

Discussions with the manager demonstrated that they were knowledgeable in matters relating to adult safeguarding, the role of the ASC and the process for reporting adult safeguarding concerns. Staff could describe the process for reporting concerns.

It was noted that staff were required to complete adult safeguarding training during their induction programme and annual updates thereafter. All training records reviewed were in place and satisfactory, including ancillary staff safeguarding training.

Staff indicated that they had a clear understanding of their responsibility in identifying and reporting any actual or suspected incidents of abuse. They could describe their role in relation to reporting poor practice and their understanding of the agency’s policy and procedure with regard to whistleblowing.

The setting had a system for recording referrals made to the HSC Trusts adult safeguarding team in relation to adult safeguarding. Records viewed and discussions with the manager indicated that no adult safeguarding referrals had been made since the last inspection.

The day care setting had provided service users with information in relation to keeping themselves safe and the details of the process for reporting any concerns.

There were systems in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies appropriately. It was noted that no incidents had been reported to RQIA since the last inspection.

All staff had completed DoLS training appropriate to their job roles; records reviewed clarified training. Discussion with staff clarified their knowledge of the subject. No current arrangements are required relating to DoLS, this was clarified by the manager.

Staff demonstrated that they had an understanding that service users who lack capacity to make decisions about aspects of their care and treatment have rights as outlined in the Mental Capacity Act.

There was a good system in place in relation to the dissemination of information relating to Covid-19 and Infection Prevention and Control (IPC) practices. Staff were observed adhering to guidance and were knowledgeable during discussions.

5.2.2 Question with regards Dysphagia

The manager confirmed that the setting had received specific recommendations from the Speech and Language Therapist (SALT) in relation to service users' dysphagia needs to ensure the care received in the service was safe and effective. A number of assessments were reviewed and were satisfactory. It was noted that staff had completed relevant training.

A number of service users required supervision when eating and drinking due to having swallowing difficulties; some of whom required their food and drinks to be of a specific consistency. Staff spoken with demonstrated a good knowledge of service users' wishes, preferences and assessed needs; and how to modify food and fluids.

5.2.3 Are their robust systems in place for staff recruitment?

The review of the day care setting's staff recruitment records confirmed that recruitment was managed in accordance with the regulations and minimum standards; required pre-employment checks were completed before staff members' commenced employment and direct engagement with service users. Records viewed evidenced that criminal record checks (Access NI) had been completed for staff.

A review of the records confirmed that all staff provided were appropriately registered with the NISCC. Information regarding registration details and renewal dates were monitored by the manager; this system was reviewed and found to be in compliance with regulations and standards. Staff spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date.

5.2.4 Are there robust governance processes in place?

There were monitoring arrangements in place in compliance with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007. Reports relating to the agency's monthly monitoring were reviewed. The process included engagement with service users, relatives, staff, and HSCT staff. The reports included details of the review of service user care records, accident/incidents, safeguarding matters, complaints, staff training and staffing arrangements.

We noted some of the comments made by service users; relatives, HSC Trust and staff during regular monthly quality monitoring:

Service users:

- "The standard of care is very good."
- "I enjoy the company of others."
- "I feel safe here."
- "The manager is a good listener."

Staff:

- "We work well as a team."
- "I'm very happy in the role."
- "Good team work."
- "I feel well supported in my role."

Relatives:

- "A fantastic service it's a lifeline."
- "They are excellent always willing to listen."
- "I can't thank them enough, they are brilliant."
- "I'm happy with the Covid precautions."

HSC Trust Staff:

- "My client's needs are well met."
- "Support is tailored to meet needs."
- "A highly valuable service."
- "My client feels well supported."

It was positive to note that an action plan was generated to address any identified areas for improvement and these were followed up on subsequent months, to ensure that matters had been actioned.

There was a process for recording complaints in accordance with the day care setting's policy and procedures. It was noted that no complaints had been received since the last inspection. It was good to note that a number of positive compliments had been received by the setting.

Staff described their role in relation to reporting poor practice and their understanding of the setting's policy and procedure on whistleblowing.

It was established during discussions with the manager that the centre had not been involved in any Serious Adverse Incidents (SAIs)/Significant Event Analyses (SEAs) or Early Alerts (EAs).

The annual provider report as required by Regulation 17 was available for review. The report was comprehensive and gave a positive overview of the day care setting.

It was positive to note that a number of care reviews had been completed in line with Covid restricted services and the day care setting must be commended for their actions. We noted some of the comments from service users and relatives during this review:

- “I have coped well.”
- “Glad to be back.”
- “I’m happy with the care package.”
- “My moods have been low but looked after well.”

6.0 Conclusion

Based on the inspection findings and discussions held, RQIA is satisfied that this service is providing safe and effective care in a caring and compassionate manner; and that the service is well led by the manager/management team.

The inspector would like to thank the manager, service users and staff for their support and co-operation throughout the inspection process.

7.0 Quality Improvement Plan/Areas for Improvement

No areas for improvement were identified during this inspection.

	Regulations	Standards
Total number of Areas for Improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mr G Robinson, registered manager, as part of the inspection process and can be found in the main body of the report.



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