

# Inspection Report

**Name of Service: Millbrook Court Day Centre**

**Provider: Radius Housing Association**

**Date of Inspection: 22 November 2024**

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

## 1.0 Service information

<b>Organisation/Registered Provider:</b>	Radius Housing Association
<b>Responsible Individual:</b>	Ms Fiona McAnespie
<b>Registered Manager:</b>	Miss Jennifer Zebedee
This is a day care setting that provides care and day time activities for people living with dementia.	

## 2.0 Inspection summary

An unannounced inspection took place on 22 November 2024, between 9.50 a.m. and 2.40 p.m. by a care inspector.

The inspection was undertaken to evidence how the day care setting is performing in relation to the regulations and standards and to determine if the day care setting is delivering safe, effective and compassionate care and if the service is well led.

The inspection established that safe, effective and compassionate care was delivered to service users attending the day care setting and that the service was well led. Details and examples of the inspection findings can be found in the main body of the report.

This inspection resulted in no areas for improvement being identified.

It was evident that staff promoted the dignity and well-being of service users and that staff were knowledgeable and well trained to deliver safe and effective care.

Service users said that they enjoyed coming to the day care setting. Service users unable to voice their opinions were observed to be relaxed and comfortable in their surroundings and in their interactions with staff. Refer to Section 3.2 for more details.

We wish to thank the manager, staff and service users for their support and cooperation during the inspection.

### 3.0 The inspection

#### 3.1 How we Inspect

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

To prepare for this inspection we reviewed information held by RQIA about this day care setting. This included registration information, and any other written or verbal information received from service users, relatives, staff or the commissioning trust.

Throughout the inspection process inspectors will seek the views of those living, working and visiting the home; and review/examine a sample of records to evidence how the home is performing in relation to the regulations and standards.

#### 3.2 What people told us about the service and their quality of life

Through actively listening to a broad range of service users, RQIA aims to ensure that the lived experience is reflected in our inspection reports and quality improvement plans.

We spoke to a number of service users and staff to seek their views of attending and working within the day care setting.

Service users spoke positively about their experience of attending the day care setting; they said they loved attending and that the staff were wonderful. Observations of staff interacting with service users was noted to be person centred and caring. Some comments included: "Great place, couldn't get better."; "Played a few games and enjoy coming."; "No problems with here, food good."

Staff spoke very positively in regard to the care delivery in the day care setting. One told us that they enjoyed working in the day care setting and that service users were well looked after. Staff indicated that they were well supported by the manager and that the training provided was good. Comments included: "Love it here, great wee team and the manager is great."; "We try to suit the activities to the needs of the service users."; "Services users are safe and well looked after."

The information provided indicated that those we spoke with did not have concerns in relation to the care provided within the day care setting.

No questionnaires were returned. There were no responses to the electronic survey.

### **3.3 What has this service done to meet any areas for improvement identified at or since last inspection?**

The last care inspection of the day care setting was undertaken on 1 August 2023 by a care inspector. No areas for improvement were identified.

### **3.4 Inspection findings**

#### **3.4.1 Staffing Arrangements**

Safe staffing begins at the point of recruitment and continues through to staff induction, regular staff training and ensuring that the number and skill of staff on duty each day meets the needs of service users.

A review of the day care setting's staff recruitment records confirmed that pre-employment checks, including criminal record checks (AccessNI), were completed and verified before staff commenced employment and had direct engagement with service users.

There was evidence that all newly appointed staff had completed a structured orientation and induction which also included shadowing of a more experienced staff member. Written records were retained by the day care setting of the person's capability and competency in relation to their job role.

There was a student currently on a placement within the day care setting. There was evidence that required checks including an Enhanced AccessNI check had been completed prior to the commencement of the placement.

The day care setting has maintained a record for each member of staff of all training, including induction and professional development activities undertaken. The review of training records evidence that staff had completed appropriate training to meet the needs of the service users.

There was evidence of effective systems in place to manage staffing arrangements. Sufficient staff were on duty to support the service users. Staff said there was good teamwork and that they felt well supported in their role by the manager. Staff said that there were enough staff to meet the needs of the service users. It was observed that staff responded to requests for assistance promptly and in a caring and compassionate manner.

Regular staff meetings were held and minutes maintained of the meetings for staff, unable to attend, to read for information sharing.

Observation of the delivery of care evidenced that service users' needs were met in a safe, effective and compassionate manner.

### 3.4.2 Care Delivery

Staff interactions with service users were observed to be polite, friendly, warm and supportive and the atmosphere was calm, relaxed, pleasant and friendly. Staff were knowledgeable of individual service users' needs, their daily routine, wishes and preferences.

Staff were also observed offering service users support to engage in the activities they choose to participate in. There was a calm and relaxed atmosphere in the day care setting.

Where a service user was at risk of falling, measures to reduce this risk were put in place.

Service users were afforded privacy when being assisted to use the bathroom facilities. Staff were also observed offering service user choice in how and where they spent their day or how they wanted to engage socially with others.

Service users had good access to food and fluids throughout their day. The dining area was observed to be clean and warm. Service users were safely positioned for their meals and the mealtimes were observed to be well organised and supervised. Staff communicated well to ensure that every service user received their meals in accordance with their assessed needs.

The day care setting had facilitated service user meetings on a regular basis which enabled the service users to discuss what they wanted from attending the day care setting and any activities they would like to become involved in. Some matters discussed included: meals, environment, and staffing arrangements.

Care reviews had been undertaken in keeping with the day care setting's policies and procedures. There was also evidence of regular contact with service users and their representatives. Comments included: "Yes I like coming to Millbrook."

There were arrangements in place to ensure that service users who required high levels of supervision or monitoring and restriction had had their capacity considered and, where appropriate, assessed. Where a service user was experiencing a deprivation of liberty, their care records contained relevant documentation. It was established that safe systems were in place to safeguard service users and to manage this aspect of care.

### 3.4.3 Management of Care Records

Service users' needs were assessed when they first attended the day care setting. Care plans were developed to direct staff on how to meet the service users' needs and contained details of any recommendations made in regards to their care and support.

Service users, where possible, were encouraged and supported to be involved in planning their own care and the details of care plans were shared with their relatives, as appropriate.

Staff can access this information and there was evidence that staff record regularly details of the care and support provided or any changes to the service users' needs. Care records were person centred, and regularly reviewed and updated to ensure they continued to meet the service users' needs.

### 3.4.4 Quality and Management of the Environment

The day care setting was observed to be clean and tidy, suitably furnished, warm and comfortable and free of clutter.

A fire risk assessment had been completed on 29 February 2024 and there was evidence that actions had been taken to address any required actions. There was evidence that fire safety checks had been completed as required. Staff had completed training in regard to fire safety and had participated in a fire evacuation drill. Throughout the inspection fire doors were observed to be unobstructed.

There was evidence that systems and processes were in place to manage infection prevention and control which included policies and procedures and regular monitoring of the environment.

Hazardous substances were noted to be stored appropriately in accordance with Control of Substances Hazardous to Health (COSHH) guidance.

### 3.4.5 Quality of Management Systems

There has been no change in the management of the day care setting since the last inspection. Miss Jennifer Zebedee has been the Registered Manager since 1 August 2016.

Staff commented positively about the manager and described them as knowledgeable, supportive, approachable and always available to provide support and guidance.

There were monthly monitoring arrangements in place in compliance with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007. A review of the reports of the day care setting's monthly quality monitoring established that there was engagement with service users, service users' relatives, staff and Trust representatives. The reports included details of a review of service user care records; accident/incidents; complaints; safeguarding matters; and staffing arrangements including recruitment and training.

Discussion with the manager and a review of records identified that incidents had been managed appropriately. RQIA had been notified of any incidents that are required to be reported in keeping with the regulations. No incidents had occurred that required investigation under the Serious Adverse Incidents (SAI) procedures.

The day care setting's provision for the welfare, care and protection of service users was reviewed. There was a procedure in place for staff to report concerns.

Discussions with the manager established that they were knowledgeable in matters relating to adult safeguarding and the process for reporting and managing adult safeguarding concerns.

Staff had a good understanding of their responsibility in identifying and reporting any actual or suspected incidences of abuse and the process for reporting concerns. Staff could describe their role in relation to reporting poor practice.

Staff told us that they would have no issue in raising any concerns regarding service users' safety, care practices or the environment and that they were confident that the manager or person in charge would address their concerns.

The day care setting has a system for retaining records of any referrals made to the Trust in relation to adult safeguarding. A review of records confirmed that no referrals had been made since the last inspection.

All staff had been provided with training in relation to medicines management. A small number of service users were supported to take medication. There was a secure place to ensure the safe storage of medication within the day care setting.

There was a system in place for managing instances where a service user did not attend the day care setting as planned. This included a system for signing in and out the service users who attend.

The day care setting's registration certificate was up to date and displayed appropriately along with current certificates of public and employers' liability insurance.

Checks were made to ensure that staff were appropriately registered with the Northern Ireland Social Care Council (NISCC) or any other relevant regulatory body. There was a system in place for professional registrations to be monitored by the manager on a monthly basis. A spot check completed during the inspection indicated that staff were appropriately registered.

There was a system in place to ensure that complaints were managed in accordance with the day care setting's policy and procedure. No complaints had been received since the last inspection.

The Annual Quality Report was reviewed and was satisfactory; it included the views of service users and other key stakeholders. Some comments included: "The care is outstanding."; "Food is good; staff very professional."

#### **4.0 Quality Improvement Plan/Areas for Improvement**

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Ms Jennifer Zebedee, Manager, as part of the inspection process and can be found in the main body of the report.





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