



The Regulation and
Quality Improvement
Authority

Millbrook Court Day Centre
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BT20 4RZ

Inspector: Louise McCabe
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**Unannounced Care Inspection
of
Millbrook Court Day Centre**

28 July 2015

The Regulation and Quality Improvement Authority
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1. Summary of Inspection

An unannounced care inspection took place on 28 July 2015 from 09.45 to 17.15. Overall on the day of the inspection the Day Care Setting 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.

For the purposes of this report, the term 'service users' will be used to describe those attending Millbrook Court Day Centre.

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	6

The details of the QIP within this report were discussed with Mrs Joan Massey, registered manager as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Fold Housing Association Mrs Fiona McAnespie	Registered Manager: Mrs Joan Massey
Person in Charge of the Day Care Setting at the Time of Inspection: Mrs Joan Massey	Date Manager Registered: 20 January 2015
Number of Service Users Accommodated on Day of Inspection: 15	Number of Registered Places: 17

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 were used in this inspection. Prior to the inspection, the following records were examined:

- the registration status of the service
- written and verbal communication received since the previous care inspection
- the returned quality improvement plans (QIP) from the care inspection undertaken in the previous inspection year
- the previous care inspection report
- pre-inspection assessment audit.

During the inspection, care delivery/care practices were observed by the inspector and a tour of the general environment took place. During the inspection process the inspector met with thirteen service users and had discussions with two staff and two carers.

The following records were examined during the inspection:

- Complaints record (none were recorded since the previous inspection)
- Six compliments
- One accident/untoward incident
- Statement of Purpose
- Service user's guide
- Minutes of two service user's meetings
- Five service users care files
- Service users annual quality assurance report
- Policies and procedures regarding standards 5 and 8
- Three monthly monitoring reports.

5. The Inspection

5.1 Review of Requirements and Recommendations from the last Care Inspection

The previous inspection of the service was an unannounced care inspection dated 21 January 2015. There were no requirements or recommendations made.

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

Is Care Safe?

The day service has policies and procedures pertaining to assessment, care planning and review. There are also associated guidance and information available for staff. The policies and procedures regarding standard 5 are:

- Care and Support planning process
- Promoting Continence.

The service's Promoting Continence policy details the importance of promoting and respecting service user's dignity and good communication with other professionals in the multi-disciplinary team to ensure any changes or concerns are promptly reported and appropriately managed. The policy was brief and should be revised by the organisation to include:

- the importance of quality recording in care plans so that they fully reflect the staff support and assistance needed by the service user to ensure regarding their personal care/continence needs are met;
- incorporate links to infection prevention and control and best practice guidelines;
- use of personal protective equipment (PPE) and where this is stored;
- staff training in core values and the use of respectful language;
- who is responsible for supplying the incontinence products and where these are stored in the centre.

Millbrook Court Day Centre's Statement of Purpose was reviewed on 2 December 2014. It contained a section on the centre's care planning process. Care plans were referred to as 'personal care support plans.'

An identified number of service users attending Millbrook Court Day Centre have a diagnosis of dementia. Staff, where appropriate and when was safe, encourage and enabled service users to make their own decisions and be as independent as possible. Service users were discreetly supported by staff when this was needed. Discussions with staff reflected a person centred approach underpinned by strong core values was used with service users.

With regards to continence promotion, discussions with care staff conclude there were an identified number of service users attending the centre assessed to need staff support and assistance with their personal care. Discussions with service users able to verbally articulate their views and opinions concluded staff were discreet when initially approaching them to provide support and assistance; they were sensitive and respectful; they preserved their dignity and that they try their best to make them feel at ease and comfortable throughout the personal care process. Service users stated care staff know them very well. No issues were raised.

It can be concluded care was safe in Millbrook Court Day Centre.

Is Care Effective?

The care inspector reviewed five service user's care plans and focused on the quality of information pertaining to continence promotion and support. Care plans were reviewed by staff with service user's on a systematic basis or when changes occur.

Discussions with two care assistants concluded staff were respectful, sensitive and diplomatic in the language used to support and assistance service users who have a cognitive impairment. Staff described how they ensured service user's privacy and dignity were respected; and were knowledgeable about the use of personal protective equipment and where continence products are stored. Staff explained some service users only need staff support to orientate them to the bathroom and others need the assistance of one staff member. Several service users had a preference regarding the bathroom they used. Discussions with staff concluded they had a working knowledge of current best practice with regards to infection, prevention and control and have received training on this.

The care inspector's review of five service user's care plans showed these to be person centred, comprehensive and reflective of the individual's needs. However, improvements were needed to ensure the personal care/continence sections in care plans fully reflected the service user's needs and preferences. This is because the information in the care plans reviewed by the inspector did not contain the detail derived from the care inspector's discussions with staff of how they provided support and assistance to identified service users. Where relevant, the revised care plans should reflect:

- How the service user is approached.
- The language used by staff.
- If a preferred bathroom is used.
- The name and size of continence product used and where this is stored.
- The name and type of equipment used and the type and size of sling.
- The number of staff needed to provide assistance.
- The level of staff support and assistance needed.
- If a change of clothes is available and where these are located.

The manager stated she had received continence promotion training on 8 July 2015 and information pertaining to this was shown to the inspector. Care staff had been advised to read this information. The manager said she will be organising continence training for staff in the near future.

The minutes of a staff meeting on 21 May 2015 staff reflected standard 5 and continence promotion were discussed with staff.

Is Care Compassionate?

Discreet observations of care practices found that service users were treated with sensitivity, friendliness, care and respect. Service users were encouraged to make their own decisions, be independent and were discreetly supported by staff when this was needed. Staff presented as knowledgeable, experienced and compassionate.

Discussions with service users concluded the quality of their lives has improved significantly as a result of attendance at Millbrook Court Day Centre.

Discussions with two carers concluded management and staff treat service users extremely well and they were very satisfied with the quality of care provision in the centre. They would have no hesitation in approaching staff or the manager should they have any areas of dissatisfaction. The manager was advised by the care inspector to liaise with the named worker of one identified service user regarding an area of concern.

RQIA Questionnaires

As part of the inspection process RQIA questionnaires were issued to staff and service users.

Questionnaire's issued to	Number issued	Number returned
Staff	5	3
Service Users	5	5

The care inspector's review of the questionnaires evidenced all of the service users had circled the very satisfied sections regarding continence promotion and the quality of care provision.

Staff had either circled the satisfied or very satisfied sections concerning training; continence promotion and that the quality of care within the day service was safe, effective and compassionate. No concerns were raised.

The overall assessment of this standard shows the quality of care to be compassionate, safe and effective.

Areas for Improvement

Two identified areas for improvement are needed regarding RQIA's review of standard 5. These concern:

1. The review of the service's Continence Promotion policy.
2. Review of the quality of information contained in the personal care section of service user's care plans.

Number of Requirements:	0	Number of Recommendations:	2
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Standard 5: Care Plan - Where appropriate service users receive individual continence promotion and support has been substantially met.

5.3 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 policies and procedures regarding standard 8 were:

- Ensuring the views of service users shape the quality of care and life experienced in day care schemes.
- Internal procedure for receipt of compliments, comments and concerns.

The service's policies and procedures stated service user meetings occur on a three monthly basis; annual satisfaction surveys and an annual quality review report are completed and service user news letters are issued twice a year by managers of Fold services.

Millbrook Court Day Centre's Statement of Purpose had been reviewed on 2 December 2014 and contained a section on service user consultation; involvement and the organisation's complaints process.

Discussions with thirteen service users; two staff and the manager reflect how service users are involved in the running of the service. Examples were given about how staff and management have responded to their suggestions, views and opinions. The inspector's discreet observations of staff interactions with service users concluded safe care is delivered in Millbrook Court Centre.

Is Care Effective

Discussions with the manager and service users and review of documentation show management and staff actively encourage service user involvement in all aspects of their work. Examples were given by service users of how staff ensured their views and opinions were obtained: informal discussions, service user meetings and their annual review of their day care placement.

The care inspector's review of the most recent minutes of two service users meetings showed these occurred on 25 May and 18 February 2015. The next meeting will be held on 20 August 2015. The minutes of the meetings were qualitative and informative. They contained an agenda, the names of the service users who attended, a summary of discussions and details of who would be taking action. There was evidence that service user's views and opinions are sought and form the basis of all discussions.

In accordance with day care regulations, day services are involved in the annual reviews of service user's day care placements. Review of five service user's annual review reports took place during this inspection. The five review reports were comprehensive and contained the service user's views and opinions of their day service or that of their carers/representatives. The manager was aware service user's annual review reports are to contain all of the relevant information as stated in minimum standard 15.5. The annual review reports contained information on the:

- Care and support plan.
- Level of engagement and enjoyment of the service user.
- Care and support received.
- General physical and mental health needs.
- Accidents and incidents in last year.
- Service user's views on the care, support, meals, staff and environment.
- Relatives views on the above.
- Staff views on the service user's needs and the centre's ability to maintain the level of care required.
- Referring agent's view on the quality of service provision.

Standard 8.4 states service user's views and opinions about the running and quality of the service are sought on a yearly basis. The most recent annual quality assurance service user

questionnaire was distributed to 33 service users and their representatives in October 2014. The questionnaires focused on the following areas of service provision:

- The care and support provided.
- Are service users consulted about their needs?
- Are service user's views taken into account?
- The service's Complaints policy.
- Have service users had any reason to worry about the day centre and it's service in the past year?
- Are service users treated with dignity and respect?
- Are service users treated as individuals?
- Are service users given choices?
- Staff attitude
- Quality of care provision
- Environment
- Meals and refreshments
- Activities
- Transport.

The evaluation report stated 28 completed questionnaires were returned (seven from service users and 21 from relatives). There was no action plan stating who is responsible for taking forward the above. This is an identified area for improvement.

The minutes of a staff meeting on 21 May 2015 showed standard 8 was discussed with care staff.

Complaints

Since the previous care inspection, no complaints had been recorded in Millbrook Court Day Centre's complaints record.

Discussions with thirteen service user's conclude they are aware of the centre's complaints process. Service users able to articulate their views and opinions said they would have no difficulty raising any areas of dissatisfaction, concern or complaint with staff or the manager.

Compliments

Six compliments received since the previous care inspection were randomly reviewed. These were very complimentary of the quality of care and service provision in Millbrook Court Day Centre.

Monthly Monitoring Reports

Three monthly monitoring reports from April, May and June 2015 were reviewed. The monthly monitoring visits were all unannounced. The reports were qualitative and contained information on the numbers of service users interviewed and summaries of their positive comments about the quality of the day service provision.

The inspector concludes the quality of care provision in Millbrook Court Day Centre is effective.

Is Care Compassionate?

Discreet observations of care practices found that service users were treated with respect, kindness and care.

The care inspector met all of the service users and had discussions with 13 individuals in the dining room during and after lunch. It was concluded service users were treated very well and with respect by the manager and staff. Several service users stated the staff go above the call of duty to ensure their needs are attended to.

A sample of the comments made by service users about the day service include:

- *“I love it here, the staff are very kind.”*
- *“This is a great place, I enjoy the company.”*
- *“I’ve made friends with people here and look forward to seeing them.”*
- *“I enjoy it all here.”*

RQIA Questionnaires

As part of the inspection process RQIA questionnaires were issued to staff and service users.

Questionnaire's issued to	Number issued	Number returned
Staff	5	3
Service Users	5	5

The care inspector's review of the questionnaires evidenced all of the service users had circled the very satisfied sections regarding the quality of care provision.

The following qualitative comments were recorded about the day service:

- *“Since I have come here I feel very happy and made very welcome.”*
- *“It’s great here, lots of food and company. I love it.”*
- *“It’s all great.”*
- *“It’s an enjoyable place to come for lunch and meeting other people.”*
- *“I am pleased with the way I am treated. Thank you all.”*

It can be concluded the quality of care provision in Millbrook Court Day Centre is safe, effective and compassionate.

Areas for Improvement

One area for improvement was identified as a result of the inspector's examination of this standard. This concerned the evaluation report completed as a result of annual service user surveys.

Number of Requirements	0	Number Recommendations:	1
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Standard 8: Service Users' Involvement - Service users' views and comments shape the quality of services and facilities provided by the Day Care setting, has been fully met.

5.4 Additional Areas Examined

5.4.1 Accidents/Untoward Incidents

One untoward incident had been reported to RQIA since the service's previous care inspection of Millbrook Court Day Centre. The service's accident and untoward incident records were randomly sampled during this inspection and apart from the incident received by RQIA, no others were recorded. The record is being maintained in accordance with regulation 29.

5.4.2 Statement of Purpose and Service Users Guide

Millbrook Court Day Centre's Statement of Purpose and Service User's Guide were examined during this inspection. With regards to the Deprivation of Liberty Safeguards (DoLS), improvements are needed to ensure these documents reflect an explanation concerning the keypad system is in operation on the entrance door. This was discussed with the manager.

5.4.3 Provision of Meals

The daily lunch menu was displayed on a notice board in the hall outside the dining room. Discussions with the registered manager concluded meals are cooked in the adjacent residential Fold facility onsite. On the day of the inspection, stew was the meal provided to all service users. Most service users had cherry crumble and custard for dessert. An alternative dessert was provided to one individual who was diabetic.

The manager stated if service users did not like the main meal or were on a specific diet; then an alternative meal would be provided. This was usually soup with a sandwich. A discussion took place with the manager about standard 10. Improvements are needed to ensure:

- (a) service users have a choice for lunch and dessert.
- (b) photographs of the choices of lunch and dessert along with the written words are displayed on the menu board.

5.4.4 Progress Care Notes

The progress care notes of five service users were randomly sampled during this inspection. The notes are completed in accordance with standard 7.5, however staff were on occasions using subjective language for example: "in good form" or "in good humour." Improvements are needed to ensure care notes are always objective.

5.4.5 Environment

The inspector undertook a tour of Millbrook Court Day Centre. The general décor and furnishings were fit for purpose. Positive comments were shared with the manager regarding black and white old photographs of film stars and past events associated with the town which were displayed on walls. The manager said these encourage discussion and evoke memories for service users.

Open boxes of disposable gloves were observed in toilets and bathrooms. With regards to infection, prevention and control, the manager was advised personal protective equipment (PPE) should be in closed storage.

Cleaning solutions for domestic staff were observed to be kept in an unlocked cupboard. A discussion took place with the manager about the storage and control of substances hazardous to health (COSHH) as these must be kept in locked storage. The manager said locked storage has been ordered but has not yet been received. The manager subsequently moved these into a locked cupboard in her office until the new locked storage is received.

Areas for Improvement

Three areas for improvement were identified as a result of the inspector's examination of additional areas. These concerned:

1. The provision of lunch and dessert.
2. The quality of progress care notes.
3. Review of the Statement of Purpose and Service Users Guide.

Number of Requirements	0	Number Recommendations:	3
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6. Quality Improvement Plan

The issue(s) identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Mrs Joan Massey, registered manager as part of the inspection process. The timescales commence from the date of inspection.

The registered person/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered person/manager to ensure that all requirements and recommendations contained 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 your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

6.1 Statutory Requirements

This section outlines the actions which must be taken so that the registered person/s meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Day Care Settings Regulations (Northern Ireland) 2007.

6.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and The Day Care Settings Minimum Standards 2012. They promote current good practice and if adopted by the registered person may enhance service, quality and delivery.

6.3 Actions Taken by the Registered Manager/Registered Person

The QIP should be completed by the registered person/ registered manager and detail the actions taken to meet the legislative requirements stated. The registered person will review and approve the QIP to confirm that these actions have been completed. Once fully completed, the QIP will be returned to day.care@rqia.org.uk and assessed by the inspector.

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. It is expected that the requirements and recommendations set out in this report will provide the registered person/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the service.

Quality Improvement Plan

Recommendations

<p>Recommendation 1</p> <p>Ref: Standard 18</p> <p>Stated: First time</p> <p>To be Completed by: 30 October 2015</p>	<p>The registered persons should review the Continence Promotion policy and procedures as per discussion with the manager during the inspection so that the information directs and informs the quality of care and services delivered in the day centre.</p>
	<p>Response by Registered Person(s) Detailing the Actions Taken: The policy has been reviewed and in place.</p>

<p>Recommendation 2</p> <p>Ref: Standard 5.2</p> <p>Stated: First time</p> <p>To be Completed by: 15 September 2015</p>	<p>With regards to continence promotion, the registered manager should ensure the care plans are reviewed of those service users who need staff support or assistance. Where relevant, the revised care plans should reflect:</p> <ul style="list-style-type: none"> • How the service user is approached. • The language used by staff. • If a preferred bathroom is used. • The name and size of continence product used and where this is stored. • Where appropriate, the name and type of equipment used and the type and size of sling. • The number of staff needed to provide assistance. • The level of staff support and assistance needed. • If a change of clothes is available and where these are located.
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Response by Registered Person(s) Detailing the Actions Taken:
Care plans have been reviewed and updated.

<p>Recommendation 3</p> <p>Ref: Standard 17.6 & 17.8</p> <p>Stated: First time</p> <p>To be Completed by: 30 August 2015</p>	<p>With regards to the Deprivation of Liberty Safeguards (DoLS), the registered manager should review and update Millbrook Court Day Centre's Statement of Purpose and Service Users Guide concerning the keypad system in operation on the entrance door.</p>
	<p>Response by Registered Person(s) Detailing the Actions Taken: All documents have been reviewed and updated to reflect changes.</p>

<p>Recommendation 4</p> <p>Ref: Standard 7</p> <p>Stated: First time</p> <p>To be Completed by: Immediate and ongoing</p>	<p>The registered manager should ensure progress care notes are objective. Care staff should avoid using subjective language for example: "in good form, good humour."</p> <p>Response by Registered Person(s) Detailing the Actions Taken: Actioned, and improvements noted</p>		
<p>Recommendation 5</p> <p>Ref: Standard 8.5</p> <p>Stated: First time</p> <p>To be Completed by: 30 October 2015</p>	<p>The registered manager should ensure:</p> <p>(a) Millbrook Court Day Centre's evaluation report includes the action to be taken as a result of completed annual surveys.</p> <p>(b) Records should be made of when the evaluation report was shared with service users and their carers/representatives.</p> <p>Response by Registered Person(s) Detailing the Actions Taken: The views of the service users are recorded and taken into consideration. The views of service users family/relative/NOK are obtained monthly when contacted by Head Office as part of the MMV Audit, and these have been documented in all MMV reports.</p>		
<p>Recommendation 6</p> <p>Ref: Standard 10.2 and 10.3</p> <p>Stated: First time</p> <p>To be Completed by: 15 August 2015</p>	<p>With regards to the lunch provision in Millbrook Court Day Centre, the registered manager should ensure:</p> <p>(a) service users have a choice for lunch and dessert on a daily basis.</p> <p>(b) the daily menu is displayed in a suitable format; photographs of the choices of lunch and dessert along with the written words are advised. Photographs of the meals will help provide a cue for those service users with poor or no speech due to their level of dementia.</p> <p>Response by Registered Person(s) Detailing the Actions Taken: Service users are always provided with choice on a daily basis in regards to their choice of menu. This is recorded and forwarded to the kitchen. The daily menu has been updated to have photographs displayed.</p>		
<p>Registered Manager Completing QIP</p>	<p>Joan Massey</p>	<p>Date Completed</p>	<p>14/9/15</p>
<p>Registered Person Approving QIP</p>	<p>Fiona McAnespie</p>	<p>Date Approved</p>	<p>14/9/15</p>
<p>RQIA Inspector Assessing Response</p>	<p>Louise McCabe</p>	<p>Date Approved</p>	<p>24/09/15 based additional information received by email on 17/09/15 from the manager.</p>

Please ensure the QIP is completed in full and returned to day.care@rqia.org.uk from the authorised email address