

Unannounced Care Inspection Report 09 October 2017



Millbrook Court Day Centre

Type of Service: Day Care Setting
Address: 228 Donaghadee Road, Bangor, BT20 4RZ
Tel No: 02891462782
Inspector: Dermott Knox

www.rgia.org.uk

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 from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

This is a Day Care Setting with places for seventeen people who have care needs related to symptoms of dementia.

3.0 Service details

Organisation/Registered Provider: Radius Housing Association (formerly Fold)	Registered Manager: Miss Jennifer Zebedee
Responsible Individual(s): Mrs Fiona McAnespie	
Person in charge at the time of inspection: Miss Jennifer Zebedee	Date manager registered: 01 August 2016
Number of registered places: 17 - DCS-DE	

4.0 Inspection summary

An unannounced inspection took place on 09 October 2017 from 10.15 to 16.30.

This inspection was underpinned by the Day Care Setting Regulations (Northern Ireland) 2007 and the Day Care Settings Minimum Standards, 2012.

The inspection assessed progress with any areas for improvement identified during and since the last care inspection and to determine if the day care service was delivering safe, effective and compassionate care and if the service was well led.

Evidence of good practice was found in relation to:

- warm and friendly atmosphere
- well-maintained premises
- care records
- service user involvement
- staff supervision
- monitoring visits and reports
- staff induction
- staff and service user relationships and communication
- leadership and organisation.

One area requiring improvement was identified with regard to the qualifications of some staff members for their roles and responsibilities.

Service users said:

- "We get very good lunches and the staff here are very helpful"
- "I like to get a wee run out in the bus. We have a good laugh here."
- "I think I was one of the first to come here and there's always something to do."

The findings of this report will provide the day centre with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience. The inspection assessed progress with any areas for improvement identified during and since the last care inspection and determined if the day care service was delivering safe, effective and compassionate care and if the service was well led.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	1

Details of the Quality Improvement Plan (QIP) were discussed with Jennifer Zebedee, registered 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 inspection dated 09 December 2016

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 09 December 2016.

5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

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- record of notifications of significant events
- record of complaints
- quality Improvement Plan from the previous inspection on 09 December 2016
- the RQIA log of contacts with, or regarding Millbrook Court Day Centre.

During the inspection the inspector met with:

- eight service users in group settings
- three care staff in individual discussions
- two relatives of service users
- the registered manager throughout the inspection

The following records were examined during the inspection:

- file records for three service users, including assessments and review reports
- progress records for three service users
- monitoring reports for the months February, July and August 2017

- records of four staff meetings held in March, June and September 2017
- minutes of service users' meetings held in March, June and September 2017
- selected training records for staff, including staffs' qualifications
- records of staff supervision dates
- the Statement of Purpose
- staffing record
- fire safety records
- quality survey findings and report for 2016/17
- staff induction records, including a competence assessment and a training plan
- policy documents on 'Safeguarding Vulnerable Adults' and on 'Responding to Challenging Behaviours'.

Areas for improvement identified at the last care inspection were reviewed and assessment of compliance recorded as met, partially met, or not met.

The findings of the inspection were discussed with the person in charge at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 09 December 2016

The most recent inspection of the day care service was an unannounced care inspection.

6.2 Review of areas for improvement from the last care inspection dated 09 December 2016

There were no areas for improvement made as a result of the last care inspection.

6.3 Inspection findings

6.4 Is care safe?

Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.

Millbrook Court Day Centre premises were well maintained and in good decorative order, with no obvious hazards for service users or staff. The dining area has sufficient space for people to move safely between tables, although mobility aids used by some people need to be managed carefully. Staff were observed skilfully helping two service users to negotiate their way to a seating position. Another service user assisted by moving an empty chair into an appropriate place by a table.

Most of the activities in the centre take place in the one large, multipurpose room. A small room and the spacious and well-furnished entrance foyer are available for individual work with service users, when necessary. There is adequate space for the number of service users for which the centre is registered. Development plans for the garden area are in progress and this attractively presented and well sheltered space was reported to have been used regularly in fine weather. The premises were found to be clean and well-suited to the purpose of the day care service. All areas appeared safe and suitable for those who attended.

All staff members expressed strong commitment to their work with service users, which, they confirmed, is enjoyable and fulfilling. New staff undertake a detailed induction programme, as described by one recently appointed care assistant, who had joined the 'flexi', as and when required staff team. Her induction programme was written in good detail and included a 'Training Needs' plan, drawn up at the conclusion of her induction. A 'One month review', provided a formal opportunity to identify and prioritize further, her necessary knowledge and skill developments. This rigorous approach to staff induction is commendable.

Safeguarding procedures were understood by three staff members who were interviewed individually and confirmed that they have the confidence to report poor practice, should they identify it. All three staff members confirmed that they have confidence in the practice of all members of the staff team in their work with service users. They all expressed the view that practice throughout the centre was of a high quality and that team members worked well together. There were systems in place to ensure that risks to service users were assessed regularly and managed appropriately and this included inputs by community based professionals, service users and, where appropriate, a carer.

Risk assessments with regard to moving and handling, falls, or other areas specific to an individual, were present where relevant and each one had been signed as agreed, either by the service user or a representative. Staff members were observed interacting sensitively with service users and being attentive to each person's needs. Observation of the delivery of care, throughout the period of the inspection, provided evidence that service users' needs were being met safely by the staff on duty. Fire alarm systems checks were recorded on a weekly basis and fire exits were seen to be unobstructed. Fire safety training has been provided for all staff members on an annual basis and a record of an evacuation of the premises was on file.

Six service users spoke warmly of their enjoyment of attending the centre and confirmed that they felt safe and well cared for in the premises and, for some people, in the transport vehicle. Several people are driven to and from the centre by family members. Staff presented as being well informed of the needs of service users and of methods of helping to meet these needs safely. Service users' rights and feelings, and the methods available to them of raising a concern or making a complaint were set out in the service user guide and discussions had been held with service users to help them understand and use the procedures for making their views known to staff. The monitoring officer includes safety checks and audits in each monthly visit, reports of three of which were examined. No complaints had been received by staff in the year since the previous inspection. One mandatory notification to RQIA related to an episode of illness for a service user and this situation had been managed appropriately.

The evidence presented indicates that safe care is provided in Millbrook Court Day Centre.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to

- staff induction and training
- adult safeguarding
- information sharing
- falls prevention
- infection prevention and control
- risk assessment and risk management
- the home's environment

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.5 Is care effective?

The right care, at the right time in the right place with the best outcome.

The centre's Statement of Purpose and the Service User's Guide provide the information required by regulations and minimum standards. Information was provided verbally during the inspection by six service users and two relatives, each of whom gave glowing reports of their experiences and involvement with Millbrook Court Day Centre. Feedback was entirely positive in all respects, including the effectiveness of the care provided. Observations of events throughout the day of the inspection noted a good emphasis on fun activities and on staffs' efforts to engage as many people as possible in these. Staff also respected the decisions by one or two service users to sit quietly and watch, or to look at one of the variety of daily newspapers provided.

Three service users' files were examined during this inspection and each was found to contain detailed referral and assessment information on the individual and on his or her functioning,

along with a written agreement on the terms of the individual's attendance. Care plans identified service users' needs with good attention to detail and set out the objectives for each person's care and the methods or actions required by staff and the service user, in order to meet these objectives. Discussion with service users and two relatives confirmed that there was a high level of satisfaction with the day care service.

Each of the files examined contained risk assessments appropriate to the individual service user, making the risk and vulnerability levels clear for staff involved in the work with that person. Written records were kept of each service user's involvement and progress at the centre. Entries were made regularly in keeping with the frequency stipulated by the minimum standards. Records of annual reviews for each person demonstrated that an evaluation of the overall suitability of the placement had been discussed in detail and agreed. Well written review records were available in each of the files examined. These were informed by the written progress records and included the service user's views. Dates and signatures were present in all of the care records examined and attention to detail generally was of a high standard. It was good to note that all care staff are expected to contribute to the written records, which helps to build a full appreciation of the individual service user's character and strengths.

Staff provided assistance discretely and skilfully, when it was required, for example with walking, or going to the toilet. Six service users spoke about their experiences of participating in the centre's activities and all presented positive views of the enjoyment and support that they gained from taking part and from each other's company. Several people stated their enjoyment of activities such as art, crafts and outings and one man remembered having made fat balls to feed the birds in the garden. There was good evidence of staff's creativity in selecting activities that appealed to service users.

Evidence from discussions with two relatives, from written records and from observations of interactions between service users and staff, confirmed that the centre is a supportive place, which is helping people with dementia to remain in their own homes with the care of their family members. The evidence indicates that the care provided is effective in terms of promoting each service user's involvement and general wellbeing and in supporting family members and carers.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to:

- the culture and ethos of the day care setting
- listening to and valuing service users
- providing enjoyable activities for service users
- agreeing objectives
- keeping records
- communicating with relatives and carers

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.6 Is care compassionate?

Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.

Observations of activities throughout the centre provided evidence of service users relating positively to staff and, for the most part, to each other. There was evidence to show that the staff successfully motivated service users to participate in a range of activities and to discuss the contributions they had made, for example to the previous day's large autumnal artwork. In all of the events observed, interactions between staff and service users were respectful and encouraging. Service users confirmed that staff involve them in deciding what they want to do during their time in the day centre. Staff demonstrated a good knowledge of each service user's assessed needs and worked to engage each person in enjoyable activities of their choice. These included music sessions, pet therapy, arts and crafts, reminiscence activities and bus outings.

There were measures in place to ensure that the views and opinions of service users and their carers were sought and taken into account in matters affecting them. These included an annual survey and a report of the findings, completed toward the end of 2016. 'Variety of activities' was rated as "Excellent" by 63% and "Very Good" by 32%, with 5% "don't know". 'Care and support' was rated as "Excellent" (50%) and "Very good" (50%). In response to the question, "Are you treated with dignity and respect?" 95% of the 22 respondents answered "Yes" and the other 5% did not answer. Several sections of one or two completed questionnaires contained a "Don't Know" response or a question unanswered.

Records of service users' meetings from March, June and September 2017 were examined and provided evidence of good engagement of people in discussions on their involvement in the centre's activities and their views on what was most popular, including in the lunch menus. Service users confirmed that meals were always of a good standard. Staff were seen to be aware of each person's progress eating the meal. Several people happily accepted the offer of a second helping of food, or of more to drink.

During each monthly monitoring visit, the views of a sample of service users were sought by the monitoring officer and their views were reflected in all three of the monitoring reports that were reviewed at this inspection. A report was available for each month and those selected at this inspection were for February, July and August 2017. The monitoring officer identified which service users had been interviewed at each visit, so that a wide range of views would be sought over the period of each year.

In discussions, one relative commented, "I am very happy with the care that staff provide here." Another stated, "I really could not manage without the support of these wonderful people. I don't know what I'd do without them." Each of these people drives their spouse to and from the centre on each day attended and therefore has frequent opportunities to gauge the standard of care provided. Both confirmed that their spouse was at ease in the centre and was very well treated by all those who worked there.

The evidence indicates that Millbrook Court Day Centre provides compassionate care to its service users.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to the culture and ethos of the day care setting, listening to and valuing service users, providing enjoyable activities for service users, exploring and taking account of the views and feelings of service users, communicating supportively with relatives.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.7 Is the service well led?

Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.

Discussions with the manager and two other staff members, and an examination of a range of records, including minutes of staff meetings, staff training schedules, monitoring reports and review reports, provided evidence that effective leadership and management arrangements are in place in Millbrook Court Day Centre. There was evidence in the centre's most recent quality survey report to show that service users and their family members viewed the service as very satisfactory.

Staff training records confirmed that staff had received mandatory training and training specific to the needs of the service users in this setting. The annual training plan for mandatory training is set out in a matrix, showing all staff and their course completion dates. A separate matrix records non-mandatory training, such as for Understanding Diabetes, or for Activities training. Each staff member has his or her individual record, which they are encouraged to maintain in keeping with their NISCC registration. Permanent staff members were qualified for their substantive roles and responsibilities, with care assistants having gained NVQ Level 2 Awards and the manager having gained the QCF Level 5 Diploma in Leadership and Management. In the absence of the manager, a care assistant takes charge of Millbrook Court Day Centre. A significant qualification gap is evident between the roles of the person in charge and care assistant staff. It is more usual for staff holding a level 3 or level 4 qualifications to be in charge of such a service in the manager's absence. The registered person shall ensure that care staff are encouraged and supported to achieve relevant vocational qualifications appropriate to their role and responsibilities.

Discussions with staff and examination of records confirmed that staff meetings were held quarterly and that the small staff team had ready access to the manager for day to day communication. Staff reported that the manager provided information updates regularly to staff and that they were consulted on a range of decision making aspects of the service. There was evidence from the minutes, from discussions with staff and from the analysis of staff questionnaires to confirm that working relationships within the staff team were supportive.

A written schedule for staff supervision was available for inspection and staff members confirmed that the schedule was only rarely altered. Staff members viewed supervision as a useful part of their accountability feedback system and their support in the job. There was evidence from discussions with staff to confirm that the ethos of the team is positive and supportive and that ideas for improvement are encouraged. Staff felt they were well supported in all aspects of their work and that team morale was good.

Three monthly monitoring reports were examined and were found to address all of the matters required by regulation. Each report contained well-detailed feedback from discussions with service users and with one or two staff members. Observations of the work and activities were recorded and added a good flavour of the cheerful atmosphere in the centre. A sample of service user records was checked during each monitoring visit and an audit completed of the centre's compliance with a selected area of performance. Any resulting necessary improvements were clearly set out in an improvement plan. This structured and detailed approach to monthly monitoring aligns well with the centre's commitment to the provision of a high quality service.

Overall, the evidence available at this inspection confirmed that Millbrook Court Day Care Service is well led.

Areas of good practice

Examples of good practice found throughout the inspection included, promoting enjoyment for service users, liaising with relatives and carers, care planning and reviews, staff supervision, delegation, building good working relationships with the local community, keeping staff and service users well informed, governance arrangements, record keeping, management of complaints and compliments,.

Areas for improvement

Staff should be encouraged and supported to gain appropriate level qualifications for their roles and responsibilities.

	Regulations	Standards
Total number of areas for improvement	0	1

7.0 Quality improvement plan

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Jennifer Zebedee, registered 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.

7.1 Areas for improvement

Areas for improvement have been identified where action is required to ensure compliance with the Day Care Setting Regulations (Northern Ireland) 2007 and the Day Care Settings Minimum Standards, 2012.

7.2 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 Web Portal for assessment by the inspector.

Quality Improvement Plan

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

<p>Area for improvement 1</p> <p>Ref: Standard 21.7</p> <p>Stated: First time</p> <p>To be completed by: 30 April 2018</p>	<p>The registered person shall ensure that care staff are encouraged and supported to achieve relevant vocational qualifications appropriate to their role and responsibilities. This applies particularly to those staff who are asked to take charge of the centre in the manager's absence.</p> <p>Ref: 6.7</p>
	<p>Response by registered person detailing the actions taken:</p> <p>The two staff who act up are commencing QCF Level 3 on Thursday 23rd November 2017</p>

**Please ensure this document is completed in full and returned via Web Portal **



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