

Care Inspection Report

09 December 2016



Millbrook Court Day Centre

Type of service: Day Care Service
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

1.0 Summary

An unannounced inspection of Millbrook Court Day Centre took place on 09 December 2016 from 10.15 to 15.20.

The inspection sought to assess progress with any issues raised 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.

Is care safe?

The day centre premises were in good condition with no obvious hazards for service users or staff. There is comfortable space available for group activities and for individual work with service users, when necessary. Records and discussions with staff and service users confirmed that staffing levels met the assessed needs of the service users. Safeguarding principles and procedures were understood by staff who were interviewed. Risk assessments were carried out and reviewed routinely in an effort to minimize risks and to manage them consistently. There is good attention to safety matters in transporting service users to and from the centre. 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. No areas for improvement were identified at this inspection with regard to the provision of safe care.

Is care effective?

Assessments and care plans for each service user were available on file and contributed to the delivery of effective care for those whose circumstances and records were examined at this inspection. Objectives and progress for service users were recorded using a clear care planning format. The positive value of the day care service was confirmed by all of the service users and staff members who met with the inspector. There was written evidence in review reports of service users, their representatives and a range of community based professionals being satisfied with the outcomes of the day care service in terms of benefits for service users. Staff were deployed in a manner that made good use of their skills and experience and enabled the team to function efficiently and effectively. Staff members spoke of supportive and positive working relationships with the manager, colleagues and with relatives of service users. Overall, the evidence indicates that effective care is provided by Millbrook Court Day Centre.

Is care compassionate?

Interactions between staff members and service users were seen and heard to be warm, respectful and caring. Staff who met with the inspector emphasised the importance of respecting and promoting the dignity of each service user. The caring nature of practices that were observed was reflected in good quality progress records, written at least weekly for each service user. Staff members confirmed their confidence in the caring qualities of their colleagues and were certain that poor practice would not be tolerated. Five service users contributed a variety of positive comments on their enjoyment of attending the centre and on its value to them socially. A relative of one service user praised the quality of the service. In the most recent annual quality survey, all forty-five respondents rated the overall quality of the service as 'Excellent'. The evidence presented at this inspection indicates that compassionate care is provided by the Millbrook Court Day Centre.

Is the service well led?

Fold Housing and the Millbrook Court Day Centre have systems in place to ensure that staff are well-informed on the responsibilities of their various roles and the expected standards of practice. There is a well-planned programme of training and staff are supervised and well supported within the team. Evidence from discussions with staff indicated that the manager has positive working relationships with members of the staff team and that they have the confidence and support of their colleagues. Service users in the centre stated that the service was well run and well suited to their needs. Monthly monitoring reports were clear and comprehensive, covering all of the required quality matters. There was evidence of effective leadership in all of the key aspects of the service that were examined at this inspection, including deployment of staff, supervision and appraisal, staff training, care planning, reviewing care programmes, and management of the environment. The Millbrook Court day care service is well led.

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

1.1 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. Findings of the inspection were discussed with Jennifer Zebedee, registered manager, as part of the inspection process and can be found in the main body of the report.

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

1.2 Actions/enforcement taken following the most recent care inspection

Other than those actions detailed in the QIP there were no further actions required to be taken following the most recent inspection on 28 July 2015.

2.0 Service details

Registered organisation/registered person: Fold Housing Association/Mrs Fiona McAnespie	Registered manager: Miss Jennifer Zebedee
Person in charge of the home at the time of inspection: Mrs Hilary Ellis, Care Assistant	Date manager registered: 30 November 2015
Categories of care: DCS-DE	Number of registered places: 17

3.0 Methods/processes

Prior to inspection we analysed the following records:

- Record of notifications of events
- Record of complaints
- Quality Improvement Plan from the previous inspection on 28 July 2015.

During the inspection the inspector met with:

- Seven service users in two separate group settings
- Two service users individually
- One relative of a service user
- Three care staff, in individual discussions
- The registered manager at the conclusion of the inspection.

Questionnaires were left with the manager to be distributed to service users, staff and a number of relatives or carers of service users. Nine completed questionnaires were returned to the inspector on the day of the inspection, five from service users and four from staff members.

The following records were examined during the inspection:

- File records for four service users, including assessments and review reports
- Progress records for four service users
- Monitoring reports for the months of May, August and November 2016
- The manager's monthly report, showing statistical information
- Record of complaints
- Supervision and appraisal records for two staff
- Induction review records for one staff
- Training records for two staff
- Fire safety records
- Quality survey report for 2015
- Policy on 'Performance Review' (8 December 2015).

4.0 The inspection

4.1 Review of requirements and recommendations from the most recent inspection dated 28 July 2015

The most recent inspection of the service was an unannounced care inspection. The completed QIP was returned and approved by the specialist inspector. The QIP was validated by the inspector at this current care inspection (09 December 2016).

4.2 Review of requirements and recommendations from the last care inspection dated 28 July 2015

Last care inspection recommendations		Validation of compliance
Recommendation 1 Ref: Standard 18 Stated: First time	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.	Met
	Action taken as confirmed during the inspection: The manager confirmed that this policy had been completed and was available to staff and to others on request.	
Recommendation 2 Ref: Standard 5.2 Stated: First time	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: <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. 	Met
	Action taken as confirmed during the inspection: Care plans that were examined at this inspection included one in which continence promotion and care was addressed in good detail and in compliance with this recommendation.	

<p>Recommendation 3</p> <p>Ref: Standard 17.6 & 17.8</p> <p>Stated: First time</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 style="text-align: center;">Met</p>
<p>Action taken as confirmed during the inspection: The manager confirmed that the necessary documents had been revised to include this information and this was verified in checking the Service Users' Guide.</p>		
<p>Recommendation 4</p> <p>Ref: Standard 7</p> <p>Stated: First time</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 style="text-align: center;">Met</p>
<p>Action taken as confirmed during the inspection: Progress notes for service users were found to satisfactory.</p>		
<p>Recommendation 5</p> <p>Ref: Standard 8.5</p> <p>Stated: First time</p>	<p>The registered manager should ensure:</p> <ul style="list-style-type: none"> (a) Millbrook Court Day Centre's evaluation report includes the action to be taken as a result of completed annual surveys. (b) Records should be made of when the evaluation report was shared with service users and their carers/representatives. 	<p style="text-align: center;">Met</p>
<p>Action taken as confirmed during the inspection: Millbrook Court has good quality assurance systems in place. The report of the annual quality survey was available to service users and their carers.</p>		

<p>Recommendation 6</p> <p>Ref: Standard 10.2 and 10.3</p> <p>Stated: First time</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>Met</p>
<p>Action taken as confirmed during the inspection:</p> <p>Service users were observed looking at a menu and making choices for their lunch on the day of the inspection. Some service users require the assistance of staff when choosing meals.</p>		

4.3 Is care safe?

The day centre premises were in good condition with no obvious hazards for service users or staff. There is comfortable space available for group activities and for individual work with service users, when necessary. The manager and three staff members, who met with the inspector, confirmed that they have confidence in the practice of all members of the staff team in their work with service users. All staff members expressed strong commitment to their work with service users, which, they said, is enjoyable and satisfying. The staff member who normally takes charge in the manager's absence was not present on the day of this inspection. She has many years' experience of working in day care and has the confidence of her colleagues in this role, having been acting manager for nine months, prior to the current registered manager's appointment. Staff selection methods were reported by staff members as being standardised and professional.

Safeguarding principles and procedures were understood by all three staff who were interviewed. 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 relative/carer. Records and discussions with staff and service users confirmed that staffing levels met the assessed needs of the service users. Risk assessments with regard to transport and moving and handling, were present in each of the service user's files examined and each one had been signed as agreed, either by the service user or a representative. Risk assessments were reviewed routinely in an effort to manage the risks consistently. 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.

Approximately half of those who attended the centre were brought in and collected by a relative. Staff members were observed being attentive to each person's needs and safety throughout their time in the centre. Fire alarm systems checks were carried out and recorded on a weekly basis and fire exits were seen to be unobstructed. An evacuation drill had been completed on 29 November 2016, with everyone evacuated to the garden. The daily register of service users and staff provides an accurate checklist for fire safety purposes.

During the inspection visit, four service users spoke very positively of the quality of care provided at the centre and confirmed that they felt safe in the centre, in the transport bus and in organised activities. 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.

One notifiable event had been reported to RQIA since the previous care inspection and related to the illness of a service user. There was written evidence that the event had been managed appropriately. No complaints had been recorded in the year preceding this inspection. The evidence presented supports the conclusion that safe care is provided consistently in Millbrook Court Day Centre.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements	0	Number of recommendations	0
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4.4 Is care effective?

The Fold Housing Association and Millbrook Court Day Centre have quality assurance systems in place, through which operations are monitored and staffs' practice is evaluated. There was evidence from discussions with staff to confirm that the team was supportive and well-motivated to provide effective care. Staff confirmed that they have good working relationships with community based professionals who also provide services to those who attend the centre. Evidence from discussions, observations and in written records indicated that staff regularly seek the views of service users and/or their relatives regarding their care preferences and the activity programmes in which they participate.

Four service users' files were examined and each was found to contain detailed referral and assessment information on the individual and on his or her functioning. An agreement form, signed by the service user, or a representative and the registered manager, was present in each file. Care plans were clearly set out and had relevant care objectives and identified actions required to achieve these. The manager was advised on the development of more measurable outcome statements. Well-detailed review reports provided evidence that an evaluation of the overall suitability of each placement had been discussed in detail and agreed. There was evidence of support being provided for service users in preparation for their review meetings.

Progress notes, recording each service user's involvement and activity at the centre were completed at least weekly to a good standard, providing a clear description of the service user's involvement in the centre's programmes. Four service users and one relative, individually, discussed their experiences of participation in the centre's activities and presented positive

views of the support and care that staff provided. On the morning of this inspection, service users were engaged in making fat balls for feeding wild birds that regularly visited the garden.

The report of the annual survey of service users and their carers/relatives concluded with a 100% rating of “Excellent” for the overall quality of the service. Typically, in the more detailed questions, there was a 5% “Don’t Know” response, for example, 95% said they were treated with dignity and respect.

Overall, there was a range of evidence to support the conclusion that effective care is provided in Millbrook Court Day Centre.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements	0	Number of recommendations	0
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4.5 Is care compassionate?

Observations of activities throughout the day centre provided evidence of service users relating positively to staff and, for the most part, to one another. A number of service users presented as having low social interest and verbal communication and staff were seen to attend to them with skill and warmth. Staff members presented as being committed to providing service users with a supportive and enjoyable experience at the centre and in all of the interactions observed, service users were engaged with warmth, respect and encouragement. Staff demonstrated an understanding of each service user’s assessed needs as identified within the individual’s care plan.

Three service users confirmed that staff consistently involve them in deciding what they want to do during their time in the day centre and staff were observed working calmly and at a suitable pace throughout the day of the inspection. One relative stated that Millbrook Court was a safe and supportive place for his family member to spend some time with others away from home and that she always appeared positive about attending the centre. Observation of events throughout the day confirmed that service users were afforded choice and were seen to be encouraged in constructive activities by staff. On the morning of the inspection several service users were engaged with staff in making fat balls to feed the birds in the garden.

There were systems in place to ensure that the views and opinions of service users were sought and taken into account in all matters affecting them. Responses in two questionnaires, returned to RQIA by relatives of service users, affirmed strongly that compassionate care was delivered to a high standard within the day care setting. Responses in these questionnaires rated all aspects of the service very highly. Questionnaires were also returned by two staff members who indicated that the service was safe, effective, compassionate and well led.

During each monthly monitoring visit, the views of a sample of service users and a carer/relative were sought and their comments were included in all three of the monthly reports examined, for May, July and November 2016. There was a broad range of evidence to support the conclusion that compassionate care is provided in Millbrook Court Day Centre.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements	0	Number of recommendations	0
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4.6 Is the service well led?

Millbrook Court Day Centre has clear management information set out in the statement of purpose, clarifying the leadership and decision making structure regarding the day care services. There was written evidence in the staffing records to show that staff members were appropriately qualified for their designated roles. There was a comprehensive Induction Training pack in place and one staff member confirmed that she had experienced a good introduction to working in Millbrook Court and had worked through the induction programme with support from the manager. Regular progress reviews were held with the new staff member and the record of the two-month review was thorough and professional.

A system is in place for the identification of staffs' training needs and for meeting these. Mandatory training is planned and recorded centrally by Fold, using a clear matrix system and other specific training needs are identified throughout the year on an individual basis, for example, one staff member had been trained to be Fire Warden and had also participated in training for Diabetes Management.

Fold Housing has quality assurance systems in place, through which operations are monitored and staffs' practice is evaluated. Staff members' confirmed that formal supervision and annual appraisals were taking place regularly and records for a sample of two staff verified this. The manager presented as enthusiastic in support of the staff team and in seeking continuous service improvement. The manager spent most of the day of this inspection in a working group at Fold's head office, reviewing policies and procedures. Individual staff members confirmed their commitment to providing a high quality service and felt they were well supported by their line manager, their colleagues and the organisation.

Examination of three monitoring reports showed that all of the required aspects of the centre's operations were checked rigorously, with action plans completed to ensure that identified, necessary improvements would be addressed within a specified timescale. The attention to detail in monitoring visits is commendable and these visits and their reports contribute significantly to the quality assurance for the service. The manager carries out regular 'Dip-sampling' of service users' files and this has led to positive developments in the accuracy and professionalism of these records. Evidence from discussions with staff indicates that the manager has positive working relationships with members of the staff team and that they have the confidence and support of their colleagues. Service users confirmed that the service was well run and well suited to their needs. The evidence presented at this inspection supports the conclusion that Millbrook Court Day Care service is well led.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements:	0	Number of recommendations:	0
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5.0 Quality improvement plan

There were no issues identified during this inspection, and a QIP is neither required, nor included, as part of this inspection report.

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 registered provider from their responsibility for maintaining compliance with the regulations and standards.



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