



The Regulation and
Quality Improvement
Authority

City Way Day Centre
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BT12 5BL

Inspector: Louise McCabe
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**Unannounced Care Inspection
of
City Way Day Centre

03 September 2015**

The Regulation and Quality Improvement Authority
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1. Summary of Inspection

An unannounced care inspection took place on 03 September 2015 from 09.30 to 16.30. 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.

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	2	2

The details of the QIP within this report were discussed with Ms Eshelle Love, registered manager and Mrs Fiona McKinney, Assistant Service Manager as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Belfast Health and Social Care Trust/Mr Martin Joseph Dillon	Registered Manager: Ms Eshelle Love
Person in Charge of the Day Care Setting at the Time of Inspection: Ms Eshelle Love	Date Manager Registered: 8 April 2009
Number of Service Users Accommodated on Day of Inspection: 38	Number of Registered Places: 50

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 and estates inspection reports
- 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 14 service users and had discussions with six staff and two carers.

The following records were examined during the inspection:

- Five complaints and five compliments
- Five accidents/untoward incidents
- Statement of Purpose
- Service user's guide
- Minutes of four service user's meetings
- Five service users care files
- Service users annual quality assurance report
- Policies and procedures regarding standards 5 and 8
- Four monthly monitoring reports.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the service was an estates inspection dated 13 April 2015. The completed QIP was returned and approved by the estates inspector.

5.2 Review of Requirements and Recommendations from the last Care Inspection

The previous care inspection of City Way Day Centre was announced and took place on 12 June 2014. There were no requirements or recommendations arising from this inspection.

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

Is Care Safe?

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

The Trust's policies and procedures regarding standard 5 were:

- Procedure on Care Plans
- Procedure on the Planning and Reviewing Programmes and Activities
- Procedure on Continence Management
- Procedure for the Prevention and Control of Cross Infection.

The procedures regarding care plans and the prevention and control of cross infection were dated April 2012 and July 2010. Standard 18.5 states policies and procedures are subject to a three yearly review. This was discussed with the manager and her line manager as identified areas for improvement.

A number of service users attending City Way Day Centre have debilitating physical conditions which result in limited speech and mobility. Staff, where appropriate and safe, encouraged 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 concluded there are an identified number of service users attending the centre assessed to need staff support and assistance with their personal care. Discussions with service users concluded staff were discreet when approaching them to provide support and assistance; they were sensitive and respectful; they preserve 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 City Way 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 users on a systematic basis or when changes occur. The statement of purpose details an overview of the information that should be included in a service user's care plan.

Staff participated in continence awareness raising sessions on 22 and 27 April 2015. Discussions with a total of six care staff (in two groups of three) concluded the awareness raising session was both informative and beneficial in enhancing their knowledge base.

Discussions with three care assistants concluded staff were respectful, sensitive and diplomatic in the language used to support and assist service users who have a cognitive or hearing impairment. Staff described how they ensure service user's privacy and dignity were respected; were knowledgeable about the use of hoists, slings, personal protective equipment and where continence products are stored. Staff explained some service users only need staff support to orientate them to the bathroom; others need one staff member and some require the help of two staff. Several service users have a preference regarding the bathroom they use. Discussions with staff concluded they have 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. Positive comments were shared with the manager and staff regarding the respectful language used in care plans particularly concerning service users who cannot sign their consent to their care plan due to the level of their dementia or cognitive impairment. The care plans referred to 'meaningful consent.' Care plans (where relevant) reflected:

- 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.

Five completed RQIA staff questionnaires were received, one of which stated:

- *"Products and equipment are well stocked and readily available."*

It can be concluded care was effective in City Way Day Centre.

Is Care Compassionate?

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

The inspector met with a total of 14 service users, mostly in small groups around tables in both of the dining rooms and individually with others in various areas in the day centre. Observations of interactions between service users and care staff reflected they were treated with respect and kindness. Discussions with 14 service users concluded staff were sensitive and respectful if they need support or assistance with going to the toilet. During conversations service users said staff encouraged them to be as independent as possible and preserved their dignity.

One of the five compliments received by City Way Day Centre was from a service user who had praised staff for their approach, manner and for being discreet when they provide personal care support and assistance.

It can be concluded care was compassionate in City Way Day Centre.

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	5
Service Users	5	5

Review of completed questionnaires evidenced all of the service users were either very satisfied or satisfied regarding the care and support they receive; that staff respond to their needs and that they feel safe and secure in the centre. Completed staff RQIA questionnaires stated they were either very satisfied or satisfied with:

- the training received by the Trust in core values;
- communication methods;
- mental health including dementia;
- continence management;
- access to continence products;
- personal protective equipment (PPE);
- how to assist and support a service user with their personal care needs.

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

Areas for Improvement

One area for improvement is needed regarding RQIA's review of standard 5. This concerns the review of identified policies and procedures.

Number of Requirements:	0	Number of Recommendations:	1
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5.4 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 day service has Trust corporate policies and procedures pertaining to service user involvement; communication and complaints. There are also associated guidance and information available for staff. The following procedures were in place:

- Service User Involvement in the Day Care Service
- Communications Procedure with Service Users, Carers and Service User Involvement
- Review

- Complaints
- Procedure on Planning and Reviewing Programmes and Activities.

The procedures regarding complaints was dated February 2012. Standard 18.5 states policies and procedures are subject to a three yearly review. This was discussed with the manager and her line manager as an identified area for improvement.

Discussions with 14 service users, six staff, two carers and the manager reflected how service users were 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 review of the minutes of service users meetings and discreet observations of staff interactions with service users concluded safe care was delivered in City Way Day Centre.

Is Care Effective?

Discussions with the manager, 14 service users and review of documentation show management and staff actively encouraged service user involvement in all aspects of their work.

Examples were given by service users of how staff ensured these were obtained for example: there is a suggestion box in the reception area; informal discussions with staff, service user meetings; annual quality assurance surveys and their annual review of their day care placement.

There is a service users' group in City Way Day Centre called the 'Members Group'. The day service's Planning and Reviewing Programmes and Activities and Service User Involvement procedures stated service users' meetings occur on a quarterly basis. This was the case prior to April 2015. The identified policies should be reviewed to reflect service users' meetings are currently taking place more frequently than this.

The minutes of four service users meetings which had taken place on 24 August, 15 July, 28 May and 20 April 2015 showed these 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 users views and opinions were 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. All five review reports contained either the service user's or where appropriate their representative's views and opinions of the day service.

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 survey was distributed to 94 service users or their representatives in May 2015, 97% were completed and returned to the centre. The surveys encompassed the following quality areas:

- Staff attitude
- Care plans

- Activities
- Food and mealtimes
- Environment
- Transport
- Service user involvement
- Safe and healthy centre.

Service users were asked to answer 'yes', 'no,' or 'don't know', to the questions. With regards to standard 8, service users were asked if they were involved in their care plan, 94% replied 'yes'. All service users stated staff listened to their views and opinions and 99% said they know how to make a complaint or compliment. With regards to the 'Members' Group'; 86% said they knew about it, 7% said they did not; 88% of service users knew that any member can attend and 6% said they did not. A summary of qualitative comments were included in the evaluation report. It also reflected the action to be taken by management. Following the annual survey the manager said an awareness raising drive about the Members Group has commenced. A new promotional leaflet about the Members Group is to be designed. This will be included in City Way Day Centre's welcome pack and posters about the Members Group will be displayed around the centre. Positive comments were shared with the manager regarding management's response to this.

Complaints

Five complaints had been recorded in the City Way Day Centre's complaints record since the day service's previous care inspection. These had been investigated and the complaints record was being maintained in accordance with minimum standard 14.10.

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

Compliments

Numerous compliments had been recorded in the centre since the previous care inspection. Five of these were randomly sampled during this inspection.

Monthly Monitoring Reports

Four monthly monitoring reports from April – July 2015 were reviewed during this inspection. These were qualitative, informative and reflected the views and opinions of between one and three service users and at least one carer/representative each month. Based on the numbers of service users attending City Way Day Centre, the designated registered person should record the views and opinions of more than one service user during each monthly monitoring visit and record these in the reports.

The inspector concludes the quality of care provision in City Way Day Centre was effective, however improvements are needed concerning the review of identified policies and procedures and the monthly monitoring reports.

Is Care Compassionate?

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

The inspector met with a total of 14 service users, mostly in small groups around tables in both dining rooms and individually with others in areas throughout the centre. Observations of interactions between service users and care staff reflected they were treated with respect and kindness.

Discussions with 14 service users concluded the quality of their lives has improved significantly as a result of their attendance at City Way Day Centre. Service users informed the inspector the care they receive from staff was excellent and the centre was a lifeline to them. Service users informed the inspector staff frequently ask them for their views and opinions about different aspects of the City Way Day Centre service.

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

- *"I enjoy it here. I've no complaints."*
- *"I love it, the staff are more than good."*
- *"I love it, the art class is my favourite. The staff are very kind and treat us all very well."*
- *"The staff are extremely patient, kind and caring. They are all brilliant."*
- *"It's a great centre and I enjoy coming here. They all look after us well and there's lots to do."*
- *"You get picked up from your door and dropped off. We get a lovely dinner here and the company is great."*
- *"I enjoy every minute of coming here. I'm doing things now that I would never have been able to do. The staff are brilliant and I love it."*

No concerns were raised.

Discussions with Carers

The inspector met individually with the carers of two service users during this inspection. The following comments were made:

- *"Mum is happy to come here, she seems to enjoy it and it gets her out of the house. The company is good for her."*
- *"My dad loves coming here and is very involved in the centre. We've seen a positive change in him since he's come to City Way. He wouldn't miss coming here. The manager and staff are good to him, he wouldn't come if he didn't like it."*

No concerns were raised.

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	5
Service Users	5	5

Review of completed questionnaires evidenced all of the service users were either very satisfied or satisfied regarding the areas of 'is care safe, effective and compassionate' which related to the quality of care provision and that their views and opinions were sought. The following comments were made by service users or their representatives:

- *"I enjoy helping other members in craft work."*
- *"I get all the help I need."*
- *"I am aware of staff shortages and I don't always get weighed."*
- *"There is nothing else I need help with at present."*
- *"Generally the staff appear and anticipate the need to be ? It would be impossible to get better staff anywhere. Each and everyone is only too happy to help."*
- *"Even when the staff are short, I am never neglected."*
- *"More care staff are needed please."*

It can be concluded the quality of care provision in City Way Day Centre was safe, effective and compassionate.

Areas for Improvement

Two areas for improvement were identified as a result of the inspector's examination of this standard. These regarded:

1. Review of identified policies and procedures.
2. Monthly monitoring reports.

Number of Requirements	0	Number Recommendations:	2
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5.5 Additional Areas Examined

5.5.1. Accidents and Untoward Incidents

The care inspector randomly sampled five accident and untoward incident forms recorded since the previous care inspection of City Way Day Centre. The service's accident and untoward incident records were being maintained in accordance with regulation 29.

5.5.2. Management and Control of Operations

The senior day care worker has been absent from City Way Day Centre from 1 October 2014 due to the temporary secondment to another Trust service. Temporary additional care hours were put in place in City Way Day Centre during this period.

RQIA was informed the registered manager is due to go off on a period of six weeks planned leave. A discussion took place with the registered manager and Mrs Fiona McKinney, Assistant Service Manager regarding the arrangements that will be in place during the manager's absence. This information was received by RQIA on 9 September 2015.

When the manager is absent from the day service, RQIA was informed another registered manager will be based in City Way Day Centre two mornings a week. On the remaining two afternoons and three days; two identified band 5 day care workers will be taking it in turns to 'act up' and can contact the other identified manager if this is needed. With regards to consistency and continuity of care for service users; additional care staff hours will be in place when the day care worker is undertaking managerial duties.

5.5.3. Statement of Purpose and Service Users Guide

The registered manager was asked to review and update City Way Day Centre's Statement of Purpose and Service Users Guide in light of the temporary absence of the senior day care worker and the manager's period of planned leave from the centre. The revised Statement of Purpose was received by RQIA on 11 September 2015.

5.5.4. Environment

The inspector undertook a tour of City Way Day Centre. The general décor and furnishings were fit for purpose and there were displays of service user's photographs, art work and reminiscence pictures on walls and notice boards around the centre. The centre was observed to be clean, tidy and well maintained.

Five completed RQIA staff questionnaires were received, the following qualitative comment was stated:

- *"The centre's environment is of a high standard and is frequently complimented by service users and visitors."*

Discussions with a group of three care staff concluded it is difficult to hear the centre's call bell system when this is used by service users in bathrooms or toilets at either end of the building, in the dining room and group rooms. The call bell system can be heard in the middle sections of the day centre. This was discussed with the registered manager and assistant service manager and a review of the current call bell system is needed. Due to an increase in the numbers of male service users attending City Way Day Centre, an additional male toilet is to be installed. Plans are in place regarding this. With regards to promoting service user's independence and to maintain their privacy and dignity, the Trust is asked to install a pull cord in the identified bathroom. There was a pull cord in this bathroom, however it was positioned at the bath. A pull cord is needed at the toilet in this bathroom and in the male toilets. These are areas for improvement.

Areas for Improvement

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

1. Review of the centre's call bell system.
2. Install a call bell pull cord at the toilet in the identified bathroom and male toilets.

Number of Requirements	2	Number Recommendations:	0
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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 Ms Eshelle Love, registered manager and Mrs Fiona McKinney, Assistant Service 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

Statutory Requirements

<p>Requirement 1</p> <p>Ref: Regulation 26(2)(c)</p> <p>Stated: First time</p> <p>To be Completed by: 4 December 2015</p>	<p>With regards to safety, promoting independence, privacy and dignity for service users in City Way Day Centre; the registered persons are asked to review the arrangements for responding to service users using the call bell system in bathrooms/toilets. The call bell must be heard throughout the centre.</p> <p>The completed returned QIP must state the outcome of this review and the actions to be taken (with timeframes) to ensure staff are able to hear and immediately respond to the call bell system.</p>
	<p>Response by Registered Person(s) Detailing the Actions Taken:</p>
<p>Requirement 2</p> <p>Ref: Regulation 26(2)(j)</p> <p>Stated: First time</p> <p>To be Completed by: 4 December 2015</p>	<p>With regards to safety, promoting independence, privacy and dignity for service users in City Way Day Centre; the registered persons must ensure an appropriate alert system/call bell is installed within reach of the toilet in the identified bathroom and in the male toilets.</p>
	<p>Response by Registered Person(s) Detailing the Actions Taken:</p>

Recommendations

<p>Recommendation 1</p> <p>Ref: Standard 17.10</p> <p>Stated: First time</p> <p>To be Completed by: Immediate and ongoing</p>	<p>The designated registered person undertaking monthly monitoring visits should record the qualitative views and opinions of more than one service user in the monthly monitoring reports.</p>
	<p>Response by Registered Person(s) Detailing the Actions Taken:</p>

Recommendation 2 Ref: Standard 18 Stated: First time To be Completed by: 4 December 2015	With regards to policies and procedures, the registered persons should ensure:		
	<p>a) these are reviewed on a systematic basis, at least every three years. The following procedures need to be reviewed:</p> <ul style="list-style-type: none"> • Complaints procedure so it reflects the new Chief Executive and RQIA's role; • Prevention and Control of Cross Infection; • Referral Procedure and Criteria for Admission / Transfer / Discharge; • Care plan procedure. <p>b) The day service's Planning and Reviewing Programmes and Activities and Service User Involvement procedures are reviewed to accurately reflect the frequency of service users' meetings.</p>		
Response by Registered Person(s) Detailing the Actions Taken:			
Registered Manager Completing QIP		Date Completed	
Registered Person Approving QIP		Date Approved	
RQIA Inspector Assessing Response		Date Approved	

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



A completed Quality Improvement Plan from the inspection of this service has not yet been returned.

If you have any further enquiries regarding this report please contact RQIA through the e-mail address info@rqia.org.uk