



The Regulation and
Quality Improvement
Authority

**THE REGULATION AND QUALITY IMPROVEMENT
AUTHORITY**

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ANNOUNCED ESTATES INSPECTION

Inspection No:	18077
Establishment ID No:	10991
Name of Establishment:	Prospects Day Care Centre, Newry
Date of Inspection:	05 August 2014
Inspector's Name:	K. Monaghan

1.0 GENERAL INFORMATION

Name of Centre:	Prospects Day Care Centre
Address:	Ballybot House Cornmarket Newry BT35 8BG
Telephone Number:	028 30 25 25 01
Registered Responsible Person:	Mr. John Mervyn Bothwell, Prospects NI
Registered Manager:	Mrs. Liza Wiseman (Acting)
Person in Charge of the Centre at the time of Inspection:	Mrs. Liza Wiseman, Acting Manager
Other person(s) present during inspection:	N/A
Categories of Care:	DCS-LD
Conditions of Registration:	Registered to provide services on a routine basis to a maximum number of users with needs as specified in the statement of purpose and as confirmed in accompanying letter of registration (Ref: 10991/280514).
Number of Registered Places:	22
Date of previous Estates Inspection:	21 February 2012
Date and time of inspection:	05 August 2014 (10:45am – 12:00pm.)
Name of Inspector:	K. Monaghan

2.0 INTRODUCTION

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect Day Care Centres.

This is a report of an announced inspection to assess the quality of the premises and grounds in which the service is being provided including the upkeep of the building and engineering services and equipment. The report details the extent to which the standards measured during inspection were met.

3.0 PURPOSE OF INSPECTION

The purpose of this inspection was to consider whether the premises and grounds were safe, well maintained and remain suitable for their stated purpose in compliance with legislative requirements and the minimum standards. This was achieved through a process of evaluation of available evidence.

The Regulation and Quality Improvement Authority aims to use inspection to support providers in improving the quality of services, rather than only seeking compliance with regulations and standards.

The aims of the inspection were to examine the estates related policies, practices and monitoring arrangements for the provision of Day Care, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Day Care Settings Regulations (Northern Ireland) 2007
- Day Care Centre, Minimum Standards (DHSSPS) January 2012

Other published standards which guide best practice may also be referenced during the Inspection process.

4.0 METHODS/PROCESSES

Specific methods/processes used in this inspection include the following:

- Discussions with, Mr. John Mervyn Bothwell, Registered Responsible Individual, Prospects NI and Mrs. Liza Wiseman, Acting Manager
- Examination of records
- Inspection of the centre internally.
- Evaluation and feedback

Any other relevant information received by RQIA about this regulated establishment has also been considered by the Inspector in preparing for this inspection.

5.0 CONSULTATION PROCESS

During the course of the inspection, the Inspector spoke to, Mr. John Mervyn Bothwell, Registered Responsible Individual, Prospects NI and Mrs. Liza Wiseman, Acting Manager.

6.0 INSPECTION FOCUS

The inspection sought to establish the level of compliance achieved with respect to the following DHSSPS Day Care Centre, Minimum Standards and to assess progress with the issues raised during and since the previous inspection:

Standards inspected:

- Standard 25 - Premises and grounds
- Standard 27 - Safe and healthy working practices
- Standard 28 - Fire Safety

7.0 PROFILE OF SERVICE

Prospects Day Care in Newry is based in ground-floor premises in a small business park close to the city centre. The centre comprises a large main room which is used for activities and includes a small kitchen area, adjoining office, meeting room, toilets and stores.

Prospects Day Care provides support for up to 22 people (adults) per day, who have a learning disability and places an emphasis upon citizenship, empowerment and user involvement in their communities. The centre is adjacent to amenities such as shops, cafes and various health care facilities.

8.0 SUMMARY

The premises being used for the purposes of Prospects Day Care Centre in Newry were in good order. This is to be commended.

Following the Estates Inspection of this day care centre on 05 August 2014, some improvements are required to comply with the Day Care Settings Regulations (Northern Ireland) 2007 and the criteria outlined in the following minimum standards:

- Standard 25 - Premises and grounds
- Standard 27 - Safe and healthy working practices
- Standard 28 - Fire Safety

This resulted in seven requirements. These are outlined in the quality improvement plan appended to this report. The Estates Inspector would like to acknowledge the assistance of Mr. John Mervyn Bothwell, Registered Responsible Individual, Prospects NI and Mrs. Liza Wiseman, Acting Manager, throughout the inspection process.

9.0 INSPECTION FINDINGS

9.1 Recommendations and requirements from previous inspection 21 February 2012

- 9.1.1 The following should be noted in relation to the issues included in the Quality Improvement Plan for the previous Estates inspection to these premises that was completed on 21 February 2012:
- 9.1.2 Remedial works had been carried out in relation to the water damage to the wall in the female toilet. These works had not however fully resolved this issue. Further remedial works should be carried out to ensure that this issue is fully addressed. Reference should be made to item 1 in the Quality Improvement Plan.
- 9.1.3 The reports for the ongoing inspections and tests to the fire detection and alarm system and the emergency lighting should be followed up with the landlord so that these are available for review at future inspections. Copies of the reports for the most recent inspections and tests to the fire detection and alarm system and the emergency lights should be forwarded to RQIA. Reference should be made to item 6 in the Quality Improvement Plan.
- 9.1.4 The above issues have been restated in the relevant sections of the attached Quality Improvement Plan.

9.0 INSPECTION FINDINGS CONTINUED

9.2 Standard 25 - Premises and grounds

The premises and grounds are safe, well maintained and remain suitable for their stated purpose

- 9.2.1 It is good to report that the premises being used for the purposes of Prospects Day Care Centre in Newry were in good order, clean and offered comfortable facilities for the service users. The following issue was identified for attention in relation to this standard during this Estates inspection:
- 9.2.2 Mrs. Wiseman advised that it can sometimes be difficult to maintain a comfortable environment in the premises. The ventilation and the heating installations should be reviewed. As part of this review the control and ongoing maintenance of the heat recovery/ventilation system should be checked. This system should also be revalidated to ensure that it is working within the design performance specification. Reference should be made to item 2 in the Quality Improvement Plan.
- 9.2.3 The above issue is detailed in the section of the attached quality improvement plan entitled 'Standard 25 - Premises and grounds'

9.3 Standard 27 - Safe and healthy working practices

The day care setting is maintained in a safe manner

- 9.3.1 A number of issues were identified for attention in relation to this standard as follows:
- 9.3.2 There was an oil filled radiator and two small convector heaters in the large activity room. The use of these portable heaters should be reviewed. As part of this review a risk assessment in relation to the hot surface hazard should be completed. The outcome of this review including the risk assessment should be confirmed to RIQA. Reference should be made to item 3 in the Quality Improvement Plan.
- 9.3.3 A current inspection and test report for the fixed wiring installation was not presented for review during this Estates inspection. The current inspection and test report for the fixed wiring installation should be followed up and retained in the premises available for review during future inspections. Reference should be made to item 4 in the Quality Improvement Plan.

9.0 INSPECTION FINDINGS CONTINUED

9.3 Standard 27 - Safe and healthy working practices continued

- 9.3.4 A risk assessment in relation to legionella bacteria was completed by a specialist company on 01 August 2012. This risk assessment should now be reviewed, updated and actioned as required. As part of this review the action plan in the risk assessment that was completed on 01 August 2012 should be reviewed and signed off by the Registered Manager. Reference should be made to item 5 in the Quality Improvement Plan.
- 9.3.5 The above issues are detailed in the section of the attached quality improvement plan entitled 'Standard 27 - Safe and healthy working practices'

9.4 Standard 28: Fire safety

Fire safety precautions are in place that reduce the risk of fire and protect service users, staff and visitors in the event of fire.

- 9.4.1 The following issue was identified for attention in relation to this standard during this Estates inspection:
- 9.4.2 Mrs. Wiseman confirmed that fire safety training was completed in December 2012 and in January 2014. A fire drill was also carried out on 20 June 2014. A fire risk assessment had been completed on 04 August 2014. The report for this fire risk assessment was not yet available. Subsequent to this Estates inspection a copy of this report was received by RQIA. The remaining issues identified for attention in the action plan included with this report should be addressed and signed off by the Registered Manager. Reference should be made to item 7 in the Quality Improvement Plan.
- 9.4.3 The above issue is detailed in the section of the attached quality improvement plan entitled 'Standard 28: Fire safety'.

10.0 QUALITY IMPROVEMENT PLAN

The details of the Quality Improvement plan appended to this report were discussed with, Mr. John Mervyn Bothwell, Registered Responsible Individual, Prospects NI and Mrs. Liza Wiseman, Acting Manager, as part of the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Day Care Settings Regulations (Northern Ireland) 2007 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the day care centre to improve the quality of life experienced by service users.

The registered provider is required to record comments on the quality improvement plan.

11.0 ENQUIRIES

Enquiries relating to this report should be addressed to:

Kieran Monaghan
Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
BELFAST
BT1 3BT

Quality Improvement Plan Sign Off Sheet for Estates Inspectors

Name of Home	Prospects Day Care Centre, Newry RQIA ID 10991
Date of Inspection	05 August 2014
Estates Inspector	Kieran Monaghan

QIP Position Based on Comments from Registered Persons			QIP Closed		Estates Officer	Date
			Yes	No		
A.	All items confirmed as addressed.	–	–	–	–	–
B.	All items either confirmed as addressed or arrangements confirmed to address within stated timescales.	–	–	–	–	–
C.	Clarification or follow up required on some items.	√	–	√	K. Monaghan	07 October 2014

Estates Inspection – QIP sign off sheet

Informing and Improving Health and Social Care

NOTES:

The details of the quality improvement plan were discussed with of, Mr. John Mervyn Bothwell, Registered Responsible Individual, Prospects NI and Mrs. Liza Wiseman, Acting Manager, as part of the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Day Care Settings Regulations (Northern Ireland) 2007 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the day care centre to improve the quality of life experienced by service users.

The registered provider is required to record comments on the quality improvement plan.

The quality improvement plan is to be signed below by the registered provider and registered manager and returned to estates@rqia.org.uk.

Please complete the following table to demonstrate that this Quality Improvement Plan has been completed by the registered manager and approved by the responsible person / identified responsible person:

NAME OF REGISTERED MANAGER COMPLETING QIP	LIZA WISEMAN <i>Liza Wiseman</i>	19/9/14
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP	Mervyn Bothwell <i>Mervyn Bothwell</i>	19/09/14

Announced Estates Inspection to Prospects Day Care Centre, Newry 05 August 2014 (K. Monaghan)

Assurance, Challenge, Improvement in Health and Social Care

Standard 25 - Premises and grounds

The following requirements should be noted for action in relation to Standard 25 - Premises and grounds :

Item	Regulation Reference	Restated Requirements	Timescale	Details Of Action Taken By Registered Person (S)
1.	Regulations 26(2)(b)	Further remedial works should be carried out to ensure that the issue in relation to the water damage in the female toilet is fully addressed. Reference should be made to paragraph 9.1.2 in the report.	2 Months	<p><i>Contractor</i> Landlord viewed 21/8/14 (no rising damp problem) — as per Woodvale contractors. Architect due to visit 9/9/14. <i>was</i></p>
Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
2.	Regulations 26(2)(c) 26(2)(k) 26(2)(l)	The ventilation and the heating installations should be reviewed. As part of this review the control and ongoing maintenance of the heat recovery/ventilation system should be checked. This system should also be revalidated to ensure that it is working within the design performance specification. Reference should be made to paragraph 9.2.2 in the report.	3 Months	<p>Landlord reviewed literature + checked system 21/8/14. Isolation switched was turned on + system viewed as working. Prospects H+S Rep advised of location of fan switch. Manager to prove servicing of system.</p>

Standard 27 - Safe and healthy working practices

The following requirements should be noted for action in relation to Standard 27 - Safe and healthy working practices:

Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
3.	Regulations 14(1)(a) 14(1)(c)	The use of the portable heaters in the premises should be reviewed. As part of this review a risk assessment in relation to the hot surface hazard should be completed. The outcome of this review including the risk assessment should be confirmed to RIQA. Reference should be made to paragraph 9.3.2 in the report.	1 Month	All portable heaters removed on 5/8/14 Ventilation + heating system should be adequate now functioning.
4.	Regulations 14(1)(a) 14(1)(c) 26(2)(l)	The current inspection and test report for the fixed wiring installation should be followed up and retained in the premises available for review during future inspections. Reference should be made to paragraph 9.3.3 in the report.	1 Month & Ongoing	Manager met with landlord + requested up to date inspection of fixed wiring (due June 2014). As at 9/9/14 Landlord following up.
5.	Regulations 13(7) 14(1)(a) 14(1)(c) 26(2)(l)	The legionella risk assessment should be reviewed, updated and actioned as required. As part of this review the action plan in the legionella risk assessment that was completed on 01 August 2012 should be reviewed and signed off by the Registered Manager. Reference should be made to paragraph 9.3.4 in the report.	1 Month	

Announced Estates Inspection to Prospects Day Care Centre, Newry 05 August 2014 (K. Monaghan)

Assurance, Challenge, Improvement in Health and Social Care

Standard 28 - Fire Safety

The following requirement should be noted for action in relation to Standard 28 - Fire Safety:

Item	Regulation Reference	Restated Requirements	Timescale	Details Of Action Taken By Registered Person (S)
6.	Regulations 26(4)(b) 26(4)(d)(iv)	The reports for the ongoing inspections and tests to the fire detection and alarm system and the emergency lighting should be followed up with the landlord so that these are available for review at future inspections. Copies of the reports for the most recent inspections and tests to the fire detection and alarm system and the emergency lights should be forwarded to RQIA. Reference should be made to paragraph 9.1.3 in the report.	1 Month & Ongoing	Followed up with landlord on 14/8/14. Electrical Emergency lighting certificate to be forwarded. Fire Detection + Alarm system certificate to be forwarded! included with this QIP.
Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
7.	Regulations 26(4)(a) 26(4)(b)	The remaining issues identified for attention in the action plan included with the report for the fire risk assessment that was carried out on 04 August 2014 should be addressed and signed off by the Registered Manager. Reference should be made to paragraph 9.4.2 in the report.	1 Month	Fire Risk Assessment signed off by manager 29/8/14. As at 19/9/14 some actions are still outstanding will be completed by end October 2014