



The Regulation and
Quality Improvement
Authority

**THE REGULATION AND QUALITY IMPROVEMENT
AUTHORITY**

9th floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501

ANNOUNCED ESTATES INSPECTION

Inspection No: 16763
Establishment ID No: 10995
Name of Establishment: Lakeland Community Care, The Navar
Date of Inspection: 19 June 2014
Inspector's Name: Raymond Sayers

1.0 GENERAL INFORMATION

Name of Day Care Centre:	Lakeland Community Care, The Navar
Address:	The Navar Creamery St Derrygonnelly BT93 6HN
Telephone Number:	028 68641899
Registered Organisation/Provider:	Lakeland Community Care Ltd
Registered Manager:	Mr Patrick McGurn
Person in Charge of the centre at the time of Inspection:	Mr Patrick McGurn
Other person(s) consulted during inspection:	
Type of establishment:	Day Care Centre
Date and time of inspection:	19 June 2014 from 10.10 – 11.20hrs
Date of previous estates inspection:	17 October 2011
Name of Inspector:	Raymond Sayers

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 Settings.

This is a report of an announced inspection to assess the quality of the premises, grounds, building engineering services and equipment used for the purpose of a day care centre. The report details the extent to which the standards examined during inspection were met.

3.0 PURPOSE OF THE 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 current 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 Settings, 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;
- The Day Care Settings Minimum Standards (DHSSPS, 2012).

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

4.0 METHODS/PROCESS

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

- Discussion with Mr Patrick McGurn;
- Examination of records;
- Inspection of the centre internally and externally;
- Evaluation and feedback.

Any other 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 Patrick McGurn.

6.0 INSPECTION FOCUS

The inspection sought to establish the level of compliance achieved with respect to the following DHSSPS Day Care Centres 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

The Navar Lakeland Day Centre, Derrygonnelly is operated by a local voluntary organisation, Lakeland Community Care (LCC). The centre is situated in a rented community facility in the town centre of Derrygonnelly close to other local services. The premises were once part of the local dairy and creamery company and have been sympathetically re-developed , the centre is open two days each week (Monday and Friday) from 9:00 – 16:00 hours and provides day care services for a maximum of 14 service users (in the elderly category of care not falling under any other category). Facilities within the centre include a large communal room, a smaller office, a kitchen, storage spaces and toilets / bathroom.

The other LCC day centres are located in Newtownbutler, Belcoo, Teemore and Garrison. Care staff working in The Navar Centre also work in Garrison Day Care Centre.

8.0 SUMMARY

Following the Estates Inspection of Lakeland Community Care, The Navar on 19 June 2014 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 four requirements, outlined in the quality improvement plan appended to this report.

The day-care centre is well decorated and the building services are maintained to a satisfactory standard; verification is however required to establish that the fire risk assessment has been reviewed and currently valid.

The Estates Inspector would like to acknowledge the assistance of Mr Patrick McGurn during the inspection process.

9.0 INSPECTOR'S FINDINGS

9.1 Recommendations and requirements from previous inspection

It is good to note that the issues listed in the report of the previous estates inspection on 17 October 2011 have been addressed.

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 There is evidence of maintenance activities and the premises are clean and well decorated. The building and engineering services are maintained effectively in compliance with current good practice; there are however items requiring corrective/improvement works to comply with this standard, these are detailed in report paragraph 9.2.2 and in the attached quality improvement plan section titled '**Standard 25 - Premises and grounds**'.

9.2.2 Mr McGurn states that the periodic maintenance of thermostatic mixing valves and legionellosis prevention controls are completed by the landlord's contractors/engineers.
(Reference: Quality Improvement Plan Item 1)

9.3 Standard 27 - Safe and healthy working practices - *The centre is maintained in a safe manner*

9.3.1 Safe and healthy working practices are implemented in accordance with this standard, although issues have been identified as requiring corrective and improvement works by the responsible person; these items are detailed in Report paragraphs 9.3.2-9.3.3 and in the attached quality improvement plan section titled '**Standard 27 - Safe and healthy working practices**'.

9.3.2 An "Arjo" mobile hoist was stored on-site; Mr McGurn stated that there are currently no day-care clients requiring hoisting assistance; The last Lifting

Operations and Lifting Equipment Regulations (LOLER) thorough examination verification certificate presented for examination was dated 18 February 2013. (Reference: Quality Improvement Plan Item 2)

9.3.3 There were no records of hot water control checks being implemented by facility day-care workers; no thermometer was available for use by day-care workers.
(Reference: Quality Improvement Plan Item 3)

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 Fire Safety procedures in the facility comply with this standard and records inspected demonstrate satisfactory attention to fire safety control measures. There are however issues requiring corrective action, detailed in Report paragraph 9.4.5 and in the attached quality improvement plan section titled '**Standard 28: Fire safety**'.

9.4.2 A BS5839 fire detection & alarm competent person inspection verification report dated 13 June 2014 was presented for examination. Weekly user fire system test records were examined.

9.4.3 User inspection/test records of emergency lighting system were examined deemed satisfactory.

9.4.4 Fire-fighting equipment and fire prevention measures visual user monitoring records were examined and deemed satisfactory.

9.4.5 A fire risk assessment document was not presented for examination; Mr McGurn stated that a valid risk assessment would be completed and any subsequent recommendations implemented.
(Reference: Quality Improvement Plan Item 4)

10.0 QUALITY IMPROVEMENT PLAN

The details of the Quality Improvement plan appended to this report were discussed with Mr Patrick McGurn 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 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:

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

Quality Improvement Plan

- for -

Announced Estates Inspection

- of -

Lakeland Community Care, The Navar Day Care Centre (Reg. 10995)

- on -

19 June 2014

QIP Position Based on Comments from Registered Persons (for RQIA use only)			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.	X		X	R.Sayers	17/10/14

NOTES:

The details of the quality improvement plan were discussed with Mr Patrick McGurn during 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 centre to improve the quality of life experienced by clients.

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

The quality improvement plan is to be completed 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	Pat Mc Gurn
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP	Pat Mc Gurn

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Assurance, Challenge and Improvement in Health and Social Care

Standard 25 - Premises and grounds

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

Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
1	Regulations 26 (2)(l) & (n)	Verify that thermostatic mixing valves periodic maintenance works and legionellosis prevention controls are implemented, and in accordance with good practice and statutory requirements . Verification certificate evidence must be copied and forwarded to RQIA Estates Inspector. (Reference: Report paragraph 9.2.2)	12 weeks	The Field Study Centre confirm that their maintenance staff carry out maintenance and legionellosis prevention controls on a regular basis.

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Assurance, Challenge and Improvement in Health and Social Care

Standard 27 - Safe and healthy working practices

The following requirements and recommendations 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)
2	Regulations 14 (1)(a) ,(b)&(c)	The lifting/hoisting appliance must not be used unless a Lifting Operations and Lifting Equipment Regulations (LOLER) Regulation 9 thorough examination has been completed and the report certificate is currently valid at the proposed time of use. (Reference: Report paragraph 9.3.2)	Immediate & ongoing	Hoist has been serviced in August 2014 but is temporarily out of use.
3	Regulations 14 (1)(a) ,(b)&(c)	A thermometer must be available on the premises to monitor hot water temperatures before and during any showering of day-care clients. (Reference: Report paragraph 9.3.3)	Immediate & ongoing	Thermometers are now used in all centres to monitor water temperatures.

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Standard 28 - Fire Safety

The following requirements and recommendations should be noted for action in relation to Standard 28 - Fire Safety

Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
4	Regulation 26 (4)(a)	Complete a fire risk assessment and implement any recommended control measures. Submit verification report copy to RQIA estates Inspector. (Reference: Report paragraph 9.4.5)	12 weeks	Fire Risk assessment carried out on 2 nd October 2014. Copy not yet available.

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