

# Unannounced Care Inspection Report 8 and 27 August 2019



## MS Society NI

**Type of Service: Day Care Service**

**Address: The Resource Centre, 34 Annadale Avenue, Belfast, BT7 3JJ**

**Tel No: 02890802802**

**Inspector: Ruth Greer**

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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 35 places that provides care and day time activities for people living with multiple sclerosis.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> MS Society NI  <b>Responsible Individual(s):</b> Mr David Galloway	<b>Registered Manager:</b> Mrs Lesley Clews-Stevenson
<b>Person in charge at the time of inspection:</b> Lesley Clews- Stevenson	<b>Date manager registered:</b> 17 June 2009
<b>Number of registered places:</b> 35	

### 4.0 Inspection summary

An unannounced inspection took place on 8 August 2019 from 09.30 to 13.15 and on 27 August 2019 from 10.00 to 11.00. It should be noted that on 8 August 2019 the service users had left for an annual outing. The inspector returned on 27 August 2019 from 11.00 to 12.15 specifically to speak with service users and staff.

This inspection was underpinned by The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, the Day Care Setting Regulations (Northern Ireland) 2007 and the Day Care Settings Minimum Standards, 2012.

As a public-sector body RQIA has a duty to respect, protect and fulfil the rights people have under the Human Rights Act 1998 when carrying out our functions. In our inspections of day care services, we are committed to ensuring that the rights of people who receive services are protected. This means we will be seeking assurances from providers that they take all reasonable steps to promote people's rights. Users of day care services have the right to expect their dignity and privacy to be respected and to have their independence and autonomy promoted.

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

On both days of the inspection there was good evidence that the day care setting promoted service users' human rights particularly in relation to the areas of consent, autonomy, equality, decision making, privacy, dignity, confidentiality and service user involvement. Service users were observed being assisted to move around the centre and in making independent choices in regard to activities and food and drinks provided.

Evidence of good practice was found in relation to the level of service user involvement in the running of the centre, staff training, service users' care records and valuing service users as individuals.

Service users said they were happy in the day care setting, that staff were attentive and that the activities were enjoyable. Examples included –

- “I like it here I’ve been coming for a couple of years and I look forward to it.”
- “The staff are really good to us.”
- “Nothing is too much trouble for them.” (staff)

Satisfaction questionnaires were left for completion by service users and representatives. Seven completed by service users were returned to RQIA in time for inclusion in this report. All respondents recorded that they were “very satisfied” with all aspects of the care provided. Comments included -

- “I enjoy attending the day centre and all the activities staff do with me.”
- “I get well looked after here.”

The findings of this report will provide the establishment with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users’ experience.

#### 4.1 Inspection outcome

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Lesley Clews-Stevenson, 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.

#### 4.2 Action taken following the most recent care inspection dated 29 November 2018

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 29 November 2018.

#### 5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the previous inspection report, the quality improvement plan and any accident/incident notifications from the centre to RQIA since that date.

The following records were examined as part of the inspection process:

- Statement of Purpose
- Service users’ Guide
- Care files (three)
- Complaints

- Accidents
- Staff training
- Staff supervision matrix
- Fire records
- Reports of visits by the registered provider as required under regulation 28
- Annual quality review report

**6.0 The inspection**

**6.1 Review of areas for improvement from the most recent inspection dated 29 November 2018**

The most recent inspection of the establishment was an unannounced care inspection.

The completed QIP was returned and approved by the care inspector.

**6.2 Review of areas for improvement from the last care inspection dated 29 November 2018**

Areas for improvement from the last care inspection		
Action required to ensure compliance with the Day Care Setting Regulations (Northern Ireland) 2007		Validation of compliance
<b>Area for improvement 1</b> Ref: Regulation 28 (4) (c) Stated: Second time	The registered person shall improve the Regulation 28 monthly quality monitoring visits to include commentary on the conduct of the setting.  Ref: 6.2	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> Much work has been undertaken to devise and implement a template for completion at the monthly monitoring visits. Examination of recent monthly reports provided evidence that the contents fully comply with the requirements of regulation 28.	

## 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.**

The MS Society NI premises were found to be well maintained and in good decorative order.

The manager is based in the centre and is supported by a senior day care worker, care workers, drivers and a cook. The senior day care worker had a competency and capability assessment in place which ensured she could “act up” in the manager’s absence.

On the first day of this inspection all staff, apart from the manager, were on an annual outing with the service users. On the second day there was a senior day care worker, a day care worker, a cook and a driver on duty. Duty rosters examined contained details of the number of staff on duty, hours worked, and information of the specific care duties allocated to staff. Discussion with the staff and service users confirmed that staffing levels were appropriate to meet the assessed needs of service users.

Effective arrangements are in place to support staff and include induction, training, supervision and appraisals. Staff views and records examined confirmed that any new staff had been given a comprehensive induction when they commenced employment. Recruitment records were not inspected on this occasion.

A review of the staff training records found that all staff had up to date mandatory training and had accessed additional training and development relevant to the needs of service users.

The day care setting had arrangements in place to identify, manage and where possible eliminate unnecessary risks. Risk assessments of the facility were found to be comprehensive and included use of the garden and use of the mini bus. There was evidence that individual risk assessments and safety management plans were completed inclusive of service users and when appropriate their representatives. Individual risk assessments were personalised and included information specific to each person and their needs. The records examined provided evidence that the day care setting had attained a balance between promoting autonomy and maintaining safety.

A range of health and safety risk assessments were in place and included fire risk assessments, fire safety training and fire drills. Several service users smoke and risk assessments were in place for each individual in relation to using the outside space to smoke. All staff had received up-to-date safeguarding and health and safety training appropriate to their role most recently on 22 July 2019. They were aware of how to identify and report concerns. Staff confirmed that they would have the confidence to report poor practice if they saw it. They felt all their colleagues would do the same and that no one in the centre would tolerate any form of poor practice.

The service undertook regular health and safety checks that ensured a safe environment was maintained. A fire risk assessment dated 25 February 2019 was reviewed. Records showed

that a fire evacuation had taken place on 17 June 2019. Fire training for all staff had taken place on 7 August 2019 and a staff member who is nominated as fire warden had received additional training for the role.

Arrangements had been implemented in regard to the recording and reporting of accidents and incidents. Notifications of such events were submitted to RQIA as required. A review of the records confirmed that all accidents and incidents reportable and those not required to be reported had been managed in a timely and appropriate manner.

A review of policies confirmed there was a policy and procedure on restrictive practice in keeping with DOH Guidance on Restraint and Seclusion in Health and Personal Social Services (2005) and Human Rights Act (1998). It also reflected current best practice guidance including Deprivation of Liberty Safeguards (DoLS). The manager stated that no restrictive practice is needed or used in the day centre and on the day of inspection, none was observed.

Arrangements were in place to ensure service user care records and staff personnel records were stored securely in line with the requirements of GDPR.

The centre's Statement of Purpose and Service User Guide, were examined and showed that the documents accurately reflected the elements set out in the regulations and standards.

Staff were aware of the impact of human rights legislation within their work. They gave examples of promoting and maintaining the rights of service users in the care they provide. For example in how they empower service users to make decisions and choices.

Discussion with service users and staff in regard to the provision of safe care included the following comments:

#### **Service users' comments**

- "I love the staff."
- "It's a good place to come."
- "I like it I meet my friends and sometimes we go out on trips."
- "It's good here if I need help there is always staff around."

#### **Staff comments**

- "These service users sometimes don't get out anywhere apart from here. That's why we have to make it as enjoyable as possible."
- "We all work well together and the service users' needs always comes first."

Comments from service users on the returned questionnaires evidenced that they are 'very satisfied' in relation to the provision of safe care in the centre."



## Areas of good practice

There were examples of good practice found throughout the inspection in relation to staff training, supervision and appraisal, adult safeguarding, infection prevention and control, risk management and the centre's environment.

## Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	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 Service User Guide were examined and were noted as due for review in 2020. The documents accurately reflected the elements set out in the regulations and standards. It was good to note that the Statement of Purpose contained reference to the commitment to promote the human rights of service users.

The purpose of the centre is to provide day care for people who are living with multiple sclerosis and new referrals are made in response to an identified individual need. New service users and/or their representative are introduced to the centre and are provided with a service user's guide. The service user's guide provides information of the service user's right to full involvement in all aspects of their care. The guide includes information on how service users can raise a concern or complaint if necessary, regarding the quality of care. It was evident from records viewed and staff discussion that the centre organised and delivered services to meet individual needs and took account of individual preferences. The accommodation provided in the centre was appropriate to meet the needs of the people who attend.

Three care files were chosen, at random, for examination. The care files included referral information, service user agreement, contact information and personal outcomes. A range of assessments was carried out and were specific to each individual's needs. For example, moving and handling, falls risk, smoking, swallowing and choking and transport. Each care plan was underpinned by the rights of service users and methods for improving outcomes. The assessments provided information to staff that assisted them to minimise risks and to keep service users safe. Care planning documentation contained regular progress notes. Also evident within the records was the view of the service users themselves as to how they viewed the effectiveness of the care they received.

Records of annual care reviews demonstrated that an evaluation of the overall suitability of the placement had been discussed in detail and agreed. A written record of the review was contained in each file. The record of review also included the views of the service user and/or their representative and was informed by the written progress notes. It was noted that the comments made by service users during their reviews were all very positive. Records examined were signed and dated and there was evidence that a regular audit of the



documentation was undertaken. For example the centre completes an internal three monthly review and audit of the care files

During discussions with staff it was evident that the care they provided to service users within the setting was effective. Staff were knowledgeable regarding service users' needs and care plans; they described how intervention with each service user was person centred depending on their individual needs. To ensure continuity of care staff checked daily to ascertain if there were any changes or updates of which they needed to be aware. Staff stated that the service provided in the centre was crucial in the lives of the service users who attend.

The interactions observed between staff and service users on the second day of the inspection confirmed that staff were suitably skilled and effective in communicating with all service users. There was good evidence of person centred interventions that assured service users were involved and communication opportunities maximised.

Discussion with staff and service users with regard to the provision of effective care included the following comments:

### **Service Users comments**

- "I don't know what I'd do if I couldn't come here."
- "Coming here means a lot; it's somewhere I can come by myself without someone having to be with me."

### **Staff Comments**

- "It's a good centre and well run. We work as a team."
- "Everybody just wants the same thing, the service users' best interest."

Comments from service users on the returned questionnaires evidenced that they are 'very satisfied' in relation to the provision of effective care in the centre.

### **Areas of good practice**

There were examples of good practice found throughout the inspection in relation to care records, audits and reviews, communication between residents, staff and other key stakeholders.

### **Areas for improvement**

No areas for improvement were identified during the inspection.

	<b>Regulations</b>	<b>Standards</b>
<b>Total number of areas for improvement</b>	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.**

Discussion with service users and observations of care during the inspection showed service users were treated with dignity and respect while promoting and maintaining their independence. Service users were enabled and supported to engage and participate in meaningful activities, social events, hobbies and interests. For example, counselling services, art classes, complementary therapies and boccia sessions. Service users are enabled to take part in community activities. For example, bowling and shopping. Records showed that service users had been given the opportunity to attend a recent festival in Belfast.

Observation of activities during the inspection found service users were encouraged to be comfortable, communicate and have fun. The centre has an enclosed, private garden and service users are free to use this area at their leisure. Overall observations of staff consulting with service users during the inspection showed staff seeking opportunities to involve service users in their care and empowering service users to make decisions and choices.

Service users were seen approaching staff freely, communicating their needs and making requests. Staff responses were noted to be cheerful, appropriate and non-patronising. Service users who engaged with the inspector spoke positively about the staff and said that they felt staff treated them well.

Consultation with and involvement of service users and, where appropriate their relatives, was evidenced in the records relating to the assessment, care planning and review process. In addition, governance arrangements to promote effective communication with service users and/or their relatives included service user meetings. Minutes of the meetings in January, April and August were reviewed. This provided evidence that service users had been consulted about a range of matters including corporate issues, for example:

- activities
- menus
- staffing
- transport

The inspector was informed that the centre is responsive to changing needs and, where this is needed, advocates for service users. There is a well-defined ethos in the centre in place for consulting with service users.

Discussion with staff and service users with regard to the provision of compassionate care included the following comments:

### **Service Users comments:**

- “Every one of them (staff) is so kind.”
- “It’s good here, staff are good.”
- “I really enjoy attending, it’s a new wee life for me.”

**Staff Comments:**

- “We work hard to ensure that the people who come here have a good time and are cared for.”
- “I’ve worked in lots of other places and this is one of the best I’ve been in.”

Comments from service users on the returned questionnaires evidenced that they are ‘very satisfied’ in relation to the provision of compassionate care in the centre.

**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 and taking account of the views of service users.

**Areas for improvement**

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	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.**

The inspection was facilitated on the first day by the registered manager and on the second day by the senior day care worker.

The Statement of Purpose for the day care service year 2019/2020 was reviewed. The document clearly describes the nature and range of the service to be provided and addresses all of the matters required by Regulation 4(1) of The Day Care Setting Regulations (NI) 2007. The registration certificate was up to date and displayed appropriately.

Discussion with staff confirmed they were aware of their roles, responsibilities and accountability under the day care legislation. A review of governance records evidenced that staff received individual, formal supervision at least quarterly and an annual appraisal.

Staff gave positive feedback in respect of leadership and good team working. Staff stated that this is achieved though effective communication, supervision, staff meetings and the open door approach provided by the manager. Staff confirmed that line management are available for advice and support in the absence of the manager.

A complaints and compliments record was maintained in the day centre. A review of this record showed that all concerns raised had been taken seriously, dealt with effectively and the complainant informed of the outcome. Compliments had been shared with staff.

The inspector discussed the monitoring arrangements in compliance with regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007. Much work had been undertaken since the previous inspection to devise and implement a template for the monthly report.

Examination of the completed reports for May, June and July 2019 showed a comprehensive audit of the service had been undertaken. These records demonstrated that at appropriate intervals the effectiveness and quality of care delivery was monitored, audited and reviewed in order to identify and act upon any improvements required. The reports were a mix of announced and unannounced visits. The monitoring arrangements identified improvements carried forward and progress was reviewed as part of each subsequent monthly monitoring visit.

The inspector noted that the day care setting collects equality information in relation to service users, during the referral and assessment process. The data is used effectively and with individual service user involvement when a person centred care plan is developed. Records showed that equality information included communication methods, adult safeguarding and risk assessments where a risk was identified.

Discussion with service users and staff evidenced that they felt the care provided was well led. They described the service as well planned and said that the manager was always available to talk with. Service users confirmed that they are asked to be involved in the monitoring visits.

The manager stated that all staff are required to be registered with the Northern Ireland social Care Council (NISCC) or other regulatory bodies as appropriate and a record of their registration details held in the centre. An audit of their registration details is undertaken at the monthly monitoring visits and discussed at supervision.

Discussion with staff revealed they are aware of the line of management operated by the organisation. They stated that service users are central to the service and they were aware of the need to ensure care and support was safe, effective and compassionate. They stated they were well supported by management through staff meetings, supervision and the manager makes herself available as required.

Review of the 2018 annual report provided evidence that the contents complied with (Regulation 17 (1) & Schedule 3.

#### **Service Users comments:**

- “I really like the way there are other things going on, like they bring in someone to do complementary therapies.”
- “I worked as a health care professional all my life and I know this is a well-run place. I’m seeing from the other side now.”

#### **Staff Comments:**

- “This is a very small centre and today there are only nine here. We work as a team including the manager to provide the best care for everyone.”
- “I think this is a life line to some of our service users.”

Comments from service users on the returned questionnaires evidenced that they are ‘very satisfied’ in relation to the provision of well led care in the centre.

**Areas of good practice**

There were examples of good practice found throughout the inspection in relation to governance arrangements, management of complaints and incidents, quality improvement and maintaining good working relationships.

**Areas for improvement**

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

**7.0 Quality improvement plan**

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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