



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**

<b>Inspection No:</b>	IN017921
<b>Establishment ID No:</b>	11004
<b>Name of Establishment:</b>	SENSE Day Care Service
<b>Date of Inspection:</b>	28 August 2014
<b>Inspector's Name:</b>	Gavin Doherty

## 1.0 GENERAL INFORMATION

<b>Name of Centre:</b>	SENSE Day Care Service
<b>Address:</b>	Unit 4-6 Meadowbank Road Carrickfergus BT38 8YF
<b>Telephone Number:</b>	9335 5665
<b>Registered Organisation/Provider:</b>	SENSE
<b>Registered Manager:</b>	Mrs Kathryn Robinson
<b>Person in Charge of the Centre at the time of Inspection:</b>	Mrs Kathryn Robinson
<b>Other person(s) consulted during inspection:</b>	Ms Amanda Johnston
<b>Type of establishment:</b>	Day Care Centre
<b>Number of Registered Places:</b>	18 (DCS-SI, DCS-PH, DCS-LD, DCS-LD(E))
<b>Date and time of inspection:</b>	28 August 2014 from 1030-1200
<b>Date of previous inspection:</b>	1 November 2011
<b>Name of Inspector:</b>	Gavin Doherty

## **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 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 draft 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
- 'Draft' Day Care Centres Minimum Standards (DHSSPS, 2005)

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 the person in charge
- Examination of records
- Inspection of the Centre internally and externally.
- Evaluation and feedback

Any other information received by RQIA about this Registered Provider 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 Mrs Kathryn Robinson and Ms Amanda Johnston.

## **6.0 INSPECTION FOCUS**

The inspection sought to establish the level of compliance achieved with respect to the following DHSSPS Draft 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**

Sense (Meadowbank) Day Centre is situated in a commercial site in Meadowbank Road, approximately one mile from the town of Carrickfergus. The accommodation is comprised of three industrial units, which have been adapted to the needs of the service. The day centre is a spacious single storey building containing a large group room with access to a training kitchen and a dining room. There is a computer room, yoga, multi-sensory, activity and craft rooms. An office, a resource room and a staff group room are situated in one of the units. The main part of the building is accessible throughout for those with special mobility needs, although access to unit 3 from the other units involves going outside.

## **8.0 SUMMARY**

Following the Estates Inspection of SENSE Day Care Service on 28 August 2014, improvements are required to comply with the Day Care Settings Regulations (Northern Ireland) 2007 and the criterion outlined in the following draft minimum standards:

- Standard 27 - Safe and healthy working practices

This resulted in one requirement and no recommendations. This is outlined in section 9.3.2 below and in the quality improvement plan appended to this report.

The Estates Inspector would like to acknowledge the hospitality and assistance of Mrs Kathryn Robinson, Ms Amanda Johnston and the centre staff throughout the inspection process.

## 9.0 INSPECTOR'S FINDINGS

### 9.1 Recommendations and requirements from previous inspection

There were no requirements or recommendations made as a result of the previous estates inspection on 1 November 2011.

### 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 was good evidence of maintenance activities within the Centre and it appeared clean and very well kept. Maintenance procedures for the building and engineering services were in place and good records are maintained and were available for inspection within the centre. As a result, there were no issues identified during this inspection against this standard.

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

9.3.1 By in large, safe and healthy working practices appear evident in the Centre in accordance with this standard. Suitable records are maintained and were available for inspection within the centre. As a result, there were no issues identified during this inspection against this standard. However, one issue was identified for attention by the registered manager. This is detailed below and in the section of the attached quality improvement plan titled '**Standard 27 - Safe and healthy working practices**'.

9.3.2 It is important that the thermostatic mixing valves installed at several hot water outlets throughout the premises are inspected and serviced annually or in accordance with the manufacturer's recommendations.  
(Item 1 in the attached Quality Improvement Plan)

### 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 Centre are generally in line with this standard. Records inspected demonstrate good attention to fire safety matters. The fire alarm and detection system, emergency lighting installation and fire-fighting equipment appear to be subject to suitable inspection and testing. Detailed records for the relevant in house checks were in place and available for inspection within the centre at the time of the inspection. As a result, there were no issues identified during this inspection against this standard.

## **10.0 QUALITY IMPROVEMENT PLAN**

The details of the Quality Improvement plan appended to this report were discussed with Mrs Kathryn Robinson and Ms Amanda Johnston 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 Nursing Homes Regulations (Northern Ireland) 2005 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 nursing home to improve the quality of life experienced by patients.

## **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**



The returned quality improvement plan for this service is not currently available. However, it is anticipated that it will be available soon. If you have any further enquiries regarding this report please contact RQIA through the e-mail address [info@rqia.org.uk](mailto:info@rqia.org.uk)



The **Regulation** and  
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## Quality Improvement Plan

- for -

## Announced Estates Inspection

- of -

## SENSE Day Care Service

- on -

**28 August 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.					



**NOTES:**

The details of the quality improvement plan were discussed with Mrs Kathryn Robinson and Ms Amanda Johnston 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 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](mailto: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:**

<b>NAME OF REGISTERED MANAGER COMPLETING QIP</b>	
<b>NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP</b>	

Announced Estates Inspection to SENSE Day Care Service on 28 August 2014

**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	Requirement	Timescale	Details Of Action Taken By Registered Person (S)
1	Regulation 14 (1)(a),(c) 26 (2)(l)	Ensure that the thermostatic mixing valves installed at several hot water outlets throughout the premises are inspected and serviced annually or in accordance with the manufacturer's recommendations. (9.2.2 in the report)	12 weeks	

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