

Unannounced Enforcement Monitoring Inspection Report

9 February 2017



Foreglen Community Association

Type of Service: Day Care Setting
Address: 267 Foreglen Road, Dungiven BT47 4PJ
Tel No: 02871338347
Inspector: Maire Marley

www.rqia.org.uk

1.0 Summary

An unannounced inspection of Foreglen Community Association took place on 9 February 2017 from 12.00 to 15.30 hrs.

A Notice of Decision to impose three conditions on the registration of Foreglen Community Association was issued on 25 July 2016 to the registered person. These conditions related to the appointment of a suitable, qualified manager; recruitment practices and the arrangements to monitor the matters set out in The Day Care Setting Regulations (Northern Ireland) 2007 Schedule 3.

On 19 August 2016 RQIA were informed that the registered person had made an appeal to the Care Tribunal in respect of RQIA's Notice of Decision. RQIA were subsequently informed that the registered person had made a formal request to the Care Tribunal to withdraw this appeal. The Care Tribunal consequently dismissed the appeal on 16 January 2017.

In accordance with the Health and Personal Social Services (Quality, Improvement and Regulation) (NI) Order 2003 the three conditions contained within the above referenced Notice of Decision came into effect from 16 January 2017.

The purpose of the inspection was to assess the level of compliance achieved regarding the three conditions issued to the registered person in the Notice of Decision dated 16 January 2017.

Notice of Decision Ref: NOD/DCS/11005/2016-2017/01

- a) Foreglen Community Association must recruit a manager who has the qualifications, skills and experience necessary for managing the day care setting.
- b) The registered person must ensure suitable arrangements are in place to recruit staff and volunteers and that these arrangements are embedded in practice.
- c) The registered person must ensure that appropriate arrangements are in place to monitor the matters set out in The Day Care Setting Regulations (Northern Ireland) 2007 Schedule 3. The monthly monitoring reports of Foreglen Community Association must be forwarded to RQIA from June–December 2016 inclusive.

During the inspection evidence was found of the improvements and progress made to address the required actions within the notice. The inspector was satisfied that the necessary improvements had been made to the organisation's recruitment practices and quality monitoring arrangements. However, further progress towards compliance is necessary regarding the recruitment of a suitable manager.

Following the inspection, a decision was made by RQIA to remove two conditions relating to the day care setting's recruitment practices and the arrangements to monitor the matters set out in The Day Care Setting Regulations (Northern Ireland) 2007 Schedule 3. The condition regarding the recruitment of a suitable manager who has the qualifications, skills and experience necessary for managing the day care setting will remain in place.

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, 2011.

1.1 Inspection outcome

This inspection resulted in no requirements or recommendations being made. Findings of the inspection were discussed with Anne Hegarty, Responsible Person and Marie McCloskey, Acting 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.

1.2 Actions/enforcement taken following the most recent care inspection

The most recent inspection of the day care setting was undertaken on 11 October 2016. There were no further actions required to be taken following this inspection.

2.0 Service details

Registered organisation/registered person: Foreglen Community Association/Anne Hegarty	Registered manager: Marie McCloskey (Acting manager)
Person in charge of the day centre at the time of inspection: Marie McCloskey	Date manager registered: No registered manager in position

3.0 Methods/processes

Prior to inspection the following records were examined:

- The requirements as set out in the Notice of Decision Ref: NOD/DCS/11005/2016-2017/01
- Written and verbal communication received by RQIA since the last care inspection
- Submitted quality monitoring reports forwarded to RQIA by the registered person.

During the inspection the inspector met with the responsible person and the acting manager.

The following records were examined during the inspection:

Recruitment and Selection Policy
 Recruitment files for two staff members
 Review of monitoring reports for June, August and November 2016.

4.0 The inspection

4.1 Review of requirements and recommendations from the last care inspection dated 11 October 2016

Last care inspection statutory requirements		Validation of compliance
Requirement 1 Ref: Regulation 9 (2) Stated: First time	The registered provider must inform RQIA of the interim arrangements agreed with the WHSC Trust that will ensure this day care centre is appropriately managed until the appointment of a suitable, qualified manager.	Met
	Action taken as confirmed during the inspection: The inspector can confirm that a revised action plan was received and detailed the interim arrangements. This included a registered manager from a Trust day care centre spending one day a week overseeing the management of Foreglen Day Care Centre and providing direct support and direction to the acting manager. The acting manager was also supported through spending another day a week in a trust day centre gaining experience and knowledge of the operational issues pertaining to day care.	
Last care inspection recommendations		Validation of compliance
Recommendation 1 Ref: Standard 23.7 Stated: First time	The registered provider should ensure the hours the manager from the Trust is in the centre is recorded on the duty roster.	Met
	Action taken as confirmed during the inspection: The records examined confirmed the hours the trust manager was in the centre was recorded on the duty record.	
Recommendation 2 Ref: Standard 20.3 Stated: First time	The registered provider should ensure information relating to pre-employment checks is maintained in accordance with Enhanced Access NI's code of practice and ensure disclosure information is maintained safely and securely.	Met
	Action taken as confirmed during the inspection: The two pre-employment records examined during this inspection found no issues regarding the	

	Enhanced Access N.I. checks. Both records had the appropriate information maintained.	
Recommendation 3 Ref: Standard 23. Stated: First time	The registered provider should ensure that staff meetings are further developed and focus on issues relevant to staff development and day care issues.	Met
	Action taken as confirmed during the inspection: A review of records confirmed that a staff meeting had been held in November 2016, the record showed improvement in the content of discussion; topics included meals, activities and staff development.	

4.2 Inspection findings

Notice of Decision Ref: NOD/DCS/11005/2016-2017/01

- (a) Foreglen Community Association must recruit a manager who has the qualifications, skills and experience necessary for managing the day care setting.

Inspection findings:

Evidence was available to confirm that the organisation had advertised for a manager to manage the day care setting and was in receipt of correspondence from prospective applicants. To date they had been unable to recruit a manager who has the qualifications, skills and experience appropriate to the day care setting. An Acting Manager, Marie McCloskey is currently in position and these arrangements will continue in the absence of a registered manager. The acting manager has obtained NVQ Level 111 and is undertaking Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management) (Wales and Northern Ireland).

Assurances was provided by the registered person and acting manager, along with a representative from the Western Health and Social Care Trust, that the Trust would continue to support the organisation by providing a registered manager from one of their day care centres to oversee the management of the day care centre. In addition, the WHSC Trust are offering a programme of formal supervision for the acting manager. In the interim period the organisation will continue to seek a manager with the qualifications, skills and experience necessary for managing the day care setting.

Conclusion

Following the inspection, a decision was made by RQIA that compliance has not been achieved in this area and therefore this condition will remain on the registration of Foreglen Community Association until the appointment of a suitable manager.

In relation to this condition, the following action was required for compliance:

- (b) The registered person must ensure suitable arrangements are in place to recruit staff and volunteers and that these arrangements are embedded in practice.

Inspection findings:

Foreglen Community Association had a robust recruitment and selection policy in place for the day care setting. The arrangements for the recruitment of staff and volunteers were discussed with the registered person and the acting manager, who advised that all staff and volunteers were recruited in accordance with the day care setting regulations.

An audit of pre-employment records relating to a care member of staff and the acting manager was undertaken and confirmed these staff were recruited in accordance with the organisation's policy and procedures. The records were maintained in line with the legislation and standards.

Conclusion

The inspector was satisfied that the organisation has robust arrangements in place to recruit staff and volunteers. Discussions with the registered person and acting manager identified that they had a good understanding of their roles and responsibilities regarding the recruitment of staff and volunteers. They also demonstrated an understanding of the documentation required to demonstrate that all appointments are in keeping with the regulations and minimum standards.

Following the inspection, a decision was made by RQIA that compliance had been achieved in this area and therefore this condition will be removed from the registration of Foreglen Community Association.

In relation to this condition, the following action was required for compliance:

- (c) The registered person must ensure that appropriate arrangements are in place to monitor the matters set out in The Day Care Setting Regulations (Northern Ireland) 2007 Schedule 3. The monthly monitoring reports of Foreglen Community Association must be forwarded to RQIA from June–December 2016 inclusive.

Inspection findings:

From discussion with the responsible person and the acting manager during the inspection and from examination of a sample of records, there was evidence that arrangements are in place to monitor the matters set out in Schedule 3 of The Day Care Setting Regulations (Northern Ireland) 2007. Further guidance was provided by the inspector on additional information or records not included in Schedule 3 that the responsible person might want to monitor to ensure that the day centre was being suitably managed.

Since June 2016, Foreglen Community Association forwarded monthly quality monitoring reports to RQIA; these reports have been completed by the responsible person and a representative from the Western Health and Social Care Trust. The reports outlined areas for quality improvement and identified who was responsible for each action and the timescale for completion. An updated action plan was been prepared jointly with the Western Health and

Social Care Trust and the registered person reported that the action plan would be submitted to RQIA on completion.

Conclusion:

The inspector was satisfied that Foreglen Community Association had suitable arrangements in place to monitor, audit and review the effectiveness and quality of care delivered to service users. Following the inspection, a decision was made by RQIA that compliance had been achieved in this area and therefore this condition will be removed from the registration of Foreglen Community Association.

5.0 Quality improvement plan

There were no issues identified during this inspection, and a QIP is neither required, nor included, as part of this inspection report.

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 registered provider from their responsibility for maintaining compliance with the regulations and standards.



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