

**Unannounced Care Inspection
of
Carn Court Day Care

2 September 2015**

1. Summary of Inspection

An unannounced care inspection took place on 2 September 2015 from 10.00 to 16.00 hours. Overall on the day of the inspection the Day Care Setting was found to be delivering safe, effective and compassionate care. Areas for improvement were identified and are set out in the Quality Improvement Plan (QIP) appended to this report. This inspection was underpinned by The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Day Care Settings Regulations (Northern Ireland) 2007 and The Day Care Settings Minimum Standards 2012.

The fore-mentioned regulations state that a “service user means a person for whom day care is provided in the day care setting”. Service users who attend this centre prefer to be referred to as members and therefore the term ‘member’ will be used throughout this report.

1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

1.2 Actions/Enforcement Resulting from this Inspection

Enforcement action did not result from the findings of this inspection.

1.3 Inspection Outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	3

The details of the QIP within this report were discussed with the Emma Weaver, registered manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: NI Association for Mental Health/William Henry Murphy	Registered Manager: Emma Weaver
Person in Charge of the Day Care Setting at the Time of Inspection: Emma Weaver	Date Manager Registered: 18 June 2015
Number of Service Users Accommodated on Day of Inspection: 11	Number of Registered Places: 14

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following standards and themes have been met:

Standard 5: Care Plan - Where appropriate service users receive individual continence promotion and support.

Standard 8: Service Users' Involvement - Service users' views and comments shape the quality of services and facilities provided by the Day Care Setting

4. Methods/Process

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

Prior to inspection the following records were analysed:

- The previous care inspection report and returned Quality Improvement Plan (QIP)
- Notifiable events submitted since the previous care inspection
- Written and verbal communication received since the previous care inspection

At the commencement of the inspection a poster was displayed informing services users and representatives that an RQIA inspection was taking place and inviting them to speak with the inspector to provide their views.

The following records were examined during the inspection:

- Discussion with registered manager
- Discussion with two staff members
- Discussion with eleven members
- Discussion with one relative
- Review of four care records
- Review of policies
- Review of four training records
- Examination of accident records
- Examination of minutes of members meetings April- August 2015
- Review of complaints/compliments April 2014- August 2015
- Review of monthly monitoring visits April 2014- August 2015
- Review of staff meetings April 2014-August 2014
- Observation during inspection
- Evaluation and feedback

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the service was an unannounced care inspection dated 20 March 2015. The completed QIP was returned and approved by the care inspector.

5.2 Review of Requirements and Recommendations from the Last Care Inspection

Previous Inspection Recommendations		Validation of Compliance
Recommendation 1 Ref: Standard 1 Criteria 1.2	The registered person should ensure the service user guide is updated to include the closing weeks and or dates of the day care centre.	Met
	A copy of any revisions made to the service user guide should be submitted to RQIA when returning the Quality Improvement Plan. Ref: Additional Areas Examined	
	Action taken as confirmed during the inspection: The review of the service user guide found the document had been updated and included the closing weeks and or dates of the day care centre. A copy the revised guide had been submitted to RQIA as requested.	

5.3 Standard 5: Care Plan - Where appropriate service users receive individual continence promotion and support

Is Care Safe?

A continence promotion policy dated 1 June 2015 was available for staff; the policy defined personal and intimate care and gave guidance to staff involved with members who had assessed continence needs. It was recommended that the policy should also include the referral process for staff to follow in the event that concerns have been identified regarding members continence needs.

Observation, review of staffing levels and members' positive feedback informed us there were sufficient numbers of staff employed in the day care setting to meet the identified needs of those members who attend.

A range of mandatory training is provided by the organisation that includes moving and handling training, and there was evidence that staff were up to date with all required training.

Records examined confirmed that continence promotion had been discussed at team meetings and training was provided for the staff team on 4 June 2015.

There was evidence that staff were in receipt of annual appraisals and regular formal supervision; staff reported that care plans and the assessed needs of individuals is a featured topic in their supervision.

On the day of inspection staff were observed to be confident in carrying out their duties and they demonstrated a good understanding of individuals assessed needs.

Members reported that they felt safe in the day centre and were confident that staff had the skills and experience to assist them with their assessed needs.

On this occasion there was evidence to confirm that continence care and promotion provided in the centre was safe.

Is Care Effective?

Discussion with the registered manager and two care staff confirmed that the many of the members who attend the centre require support with their continence needs. This support can range from a verbal prompt to personal assistance.

Staff confirmed that members bring in their own continence protection and these are retained by the members or stored in a discreet manner in the bathroom.

Four members' care records were examined during this inspection. A care/support plan for each member was in place and indicated the general support required. Risks were highlighted and the management of these risks recorded. It was recommended that care plans detail the specific assistance or support each member requires regarding their continence needs. The registered manager reported that a group of managers were developing new care plans for continence promotion and this development was commended. A copy of the new care plan was presented for comment. We made suggestions regarding the use of terminology and the need for a copy of the continence assessment to be included in the care plan. The registered manager agreed to pass the suggestions to the working group.

During the tour of the environment staff reported there was a sufficient number of bathrooms to meet the assessed needs of the members. It was noted there were no closed containers/bins for the disposal of continence products and a recommendation is made in this regard. Adequate supplies of aprons and gloves were observed and staff confirmed there is always a sufficient supply of personal protection equipment available to them. Hand washing dispensers were available throughout the centre.

Is Care Compassionate?

Staff interaction with members was observed throughout the inspection period and presented evidence of a high level of compassionate care being delivered.

Staff discussed with the inspector the importance of meeting members' continence care in a respectful, dignified manner. During periods of observation it was noted that continence care was undertaken in a discreet private way.

Members consulted privately were very complimentary about the care and support they received when attending the day care service. They felt their personal care needs were met in a discreet way and felt staff were trained for their roles. Comments made on the day of inspection were as follows:

- "Staff are excellent you could not get better"
- "I have absolutely no complaints about this centre but I know I could talk to any one of the staff"

- “This is more than just a centre staff help me with forms and can provide assistance with so many other things”
- “I have always felt safe here until recently when they say they are going to close us down ”

As part of the inspection process RQIA two questionnaires were distributed and completed by staff; the responses indicated that staff were either very satisfied or satisfied with:

- the training received by the organisation in core values
- communication methods
- continence management
- access to continence products
- personal protective equipment (PPE)
- how to assist and support a members with their personal care needs

There were no issues raised about the quality of personal care or support provided in the day care centre. Overall there was evidence that members receive individual continence promotion and support that is safe, effective and compassionate.

Areas for Improvement

The continence promotion policy should include information on the action to take regarding referrals in the event of concerns regarding a member’s continence needs.

The registered manager should confirm that the care/support plans detail the specific assistance or support each member requires regarding their continence needs.

The registered person must ensure a suitable container/bin is available for the disposal of continence products.

Number of Requirements:	0	Number of Recommendations:	3
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5.4 Standard 8: Service Users’ Involvement – Service Users’ views and comments shape the quality of services and facilities provided by the Day Care setting

Is Care Safe?

The organisation has a range of policies to promote members involvement in the day centre and each policy sets out the principles for involving members to ensure they have an active role in the service delivery. All policies showed the dates of review and were relevant and up to date.

A complaint procedure was available and appropriate records maintained of any complaint or expression of dis-satisfaction received. A review of the record of complaints found there were no complaints recorded. The registered manager signed and returned the complaint information requested by RQIA.

Members were aware that if they had any concerns or issues they could approach any of the staff or the registered manager and they confirmed they would feel comfortable speaking to them about any issues or concerns they may have.

The registered manager and staff consulted were fully familiar with the action to take in the event of a service user expressing dis-satisfaction with any element of service provision.

Relevant policies regarding the protection of vulnerable adults from abuse and whistleblowing were in place and records indicated that staff training on the subject was up to date.

Care plans examined provided evidence that members are encouraged to be involved in the planning of their care and actively participate in their annual care reviews.

Members consulted confirmed their views were listened to and they were encouraged and supported to provide their views on the day to day running of the service.

Staff reported that they were fully supported by management and that the training provided by the organisation enabled them to carry out their roles efficiently and effectively.

The findings of this inspection provided evidence that members views and comments shape the quality of service provided in this day care setting.

Is Care Effective?

Within the day centre there was evidence that management and staff actively seek the views of members via monthly partnership meetings which are held between the manager and members. An agenda is recorded and minutes of the meetings are retained.

Service users spoken with on the day of inspection stated they were consulted on a daily basis regarding their preferred activities and routines, members related that they sometimes changed their minds and decided to do something other than the organised activities. In addition members reported they had regular meetings to plan forthcoming activities and outings. The discussions held with members confirmed they are fully informed and enabled to participate and direct the decision making affecting their care in this centre.

Examination of four care records provided evidence that members and their representatives are encouraged to participate in decisions about the care and support they receive in the day centre. The records viewed and discussions with members demonstrated that members are encouraged to maintain their independence and exercise control and choice when they are in the day centre. It was disappointing to note in one member's care record that the proposed closure of the centre did not feature in their recent annual care review chaired by the trust.

In discussion with staff they were able to discuss members assessed needs and their individual likes and dislikes. Monthly monitoring of the service also includes the designated person interviewing members and recording their views and opinions.

Is Care Compassionate?

Members were observed arriving at the centre and staff were noted to meet and greet each member by name in a friendly welcoming manner. During the day interaction between staff and members remained professional and caring and it was evident that a good rapport had been established. Staff were observed attending to members in a discreet professional way and assisting them as and when required.

As part of the inspection process RQIA questionnaires were issued to five members. The review of the returned questionnaires found that members indicated they were very satisfied with the care and support provided and confirmed staff respond to their needs and that they felt safe in the centre.

Staff consulted on the day demonstrated full knowledge of the values underpinning day care and were committed to ensuring the views of each member was listened to and valued. Staff worked -tirelessly to ensure that each member's day at the centre was a positive experience. We observed members being assisted with various tasks in a quiet, dignified manner and staff were observed to be respectful in all interactions with members.

We met and spoke with the eleven members who were attending the centre on the day of inspection, we spoke to members mostly in small groups in the group room and individually with four members. The main focus of discussion from members was on the outcome of the WHSCT consultation on the Reform of Day Care Services.

Members spoke of their disappointment that their views on the Reform of Day Care Services had not been taken into consideration and expressed that they felt there was a lack of information and meaningful engagement from the WHSCT. Each member discussed the impact the closure would have on them personally and how the proposals would affect them individually.

We heard of the benefits of the centre and heard that many members had been attending the centre since it opened. It was very evident that members had developed strong friendships with each other and the staff team and despite the pending closure there was a warm relaxed atmosphere with lots of jovial banter. Comments on the care provided by the day centre included:

- "I have been coming here since it opened and feel that keeps me well"
- "This is a great place, staff are so kind and I have so many friends here"
- "We decide daily what we are going to do and the meals are a godsend"
- "Words cannot describe the care here, everyone is so welcome"
- "I live alone in a rural area and love Sunday evenings when I know I am coming here"
- "We are given choices in everything we do"

A relative took the opportunity to speak with the inspector and expressed the highest regard for the manager and staff within the centre. This relative spoke of her fears regarding the proposed closure of the centre and stated, "If my mother does not attend the centre then I fear I will no longer be able to care for her and she may end up in long term care; this centre gives both of us respite."

The evidence collated during this inspection confirmed that this day centre had established a range of forums to provide members with the opportunities to be involved and influence the running of the day care service.

Following the inspection contact was made via the telephone and members' views were passed to the relevant personnel in the WHSCT. It was agreed arrangements would be implemented to ensure that Trust community staff offer support to the members during this period. We identified the need for the trust to undertake a re-assessment of each member's

need and a care review to be organised for each person to enable members and their families to discuss their care needs.

Areas for Improvement

There were currently no identified areas of improvement regarding Standard 8.

Number of Requirements:	0	Number of Recommendations:	0
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6. Quality Improvement Plan

The issues identified during this inspection are detailed in the QIP. Details of this QIP were discussed with the registered manager Emma Weaver as part of the inspection process. The timescales commence from the date of inspection.

The registered person/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered person/manager to ensure that all requirements and recommendations contained within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

6.1 Statutory Requirements

This section outlines the actions which must be taken so that the registered person/s meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Day Care Settings Regulations (Northern Ireland) 2007.

6.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and The Day Care Settings Minimum Standards 2012. They promote current good practice and if adopted by the registered person may enhance service, quality and delivery.

6.3 Actions Taken by the Registered Manager/Registered Person

The QIP should be completed by the registered person/ registered manager and detail the actions taken to meet the legislative requirements stated. The registered person will review and approve the QIP to confirm that these actions have been completed. Once fully completed, the QIP will be returned to day.care@rqia.org.uk and assessed by the inspector.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations. It is expected that the requirements and recommendations set out in this report will provide the registered person/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the service.

Recommendations			
Recommendation 1 Ref: Standard 18.1 Stated: First time To be Completed by: 31 October 2015	The registered person should ensure that the continence promotion policy is further developed to include information on the action to take regarding referrals in the event of concerns regarding a members continence needs.		
	Response by Registered Person(s) Detailing the Actions Taken: The policy is currently being developed to include this information. A request has been made to the Trust Day Care Manager to include a continence assesment with the initial referral to the service. A meeting has been set up with District nursing to identify a manner by which the recommendations of continence assessments can be shared with the service. The ammended Policy will be circulated upon clarification of these points. This will be completed by the 31 st of October.		
Recommendation 2 Ref: Standard 5.2 Stated: First time To be Completed by: 31 October 2015	The registered manager should confirm that the care/support plans have been further developed to include specific assistance/support required for individual members.		
	Response by Registered Person(s) Detailing the Actions Taken: The Manager is undertaking a review of the content of all the care plans, making ammendments were necessary to ensure that the specific assistance and support required for each member is included in the Care plan.This will be completed by the 31 st of October.		
Recommendation 3 Ref: Standard 27.7 Stated: First time To be Completed by: 31 October 2015	The registered person must ensure a suitable container is available for the disposal of continence products.		
	Response by Registered Person(s) Detailing the Actions Taken: The container for disposable of continence products has been ordered and we are awaiting receipt of same at the scheme. the container is due on Friday the 16 th of October.		
Registered Manager Completing QIP		Emma Weaver	Date Completed 12.10.15
Registered Person Approving QIP		Billy Murphy	Date Approved 13/10/2015
RQIA Inspector Assessing Response		Maire Marley	Date Approved 13/10/2015

Please ensure the QIP is completed in full and returned to day.care@rqia.org.uk from the authorised email address