



**THE REGULATION AND QUALITY IMPROVEMENT  
AUTHORITY**

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**ANNOUNCED ESTATES INSPECTION**

<b>Inspection No:</b>	IN016939
<b>Establishment ID No:</b>	11059
<b>Name of Establishment:</b>	Sevenoaks Day Centre
<b>Date of Inspection:</b>	24 September 2014
<b>Inspector's Name:</b>	Phil Cunningham

## 1.0 GENERAL INFORMATION

<b>Name of Day Care Centre:</b>	Sevenoaks Day Centre
<b>Address:</b>	Crescent Link Derry BT47 6DN
<b>Telephone Number:</b>	02871342254
<b>Registered Organisation/Provider:</b>	Fold Housing Association
<b>Registered Manager:</b>	Thelma Moore
<b>Other person(s) consulted during inspection:</b>	None
<b>Type of establishment:</b>	Day Care Centre
<b>Date and time of inspection:</b>	24 September 2014 from 10:15 – 11:45
<b>Date of previous inspection:</b>	22 October 2010
<b>Name of Inspector:</b>	Phil Cunningham

## **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 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 Centres 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 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 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 Thelma Moore, Registered Manager.

## **6.0 INSPECTION FOCUS**

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

Sevenoaks is a small day care centre located in a ground floor wing of the Sevenoaks Residential Care facility. The centre provides day care service to up to 15 people on a daily basis suffering with dementia. The day centre consists of a main activity area, a smaller hobbies room, sanitary accommodation, staff/manager's office and a pleasant secure garden area accessed directly and uncontrolled from the main activity area. The facility shares the engineering services with the adjacent residential care home and specialist maintenance of these systems is managed via Fold Housing Association and the management of the home. The adjacent home also specializes in dementia care and the day care centre uses the dementia standards employed by the home as a benchmark for good practice in this area.

The facility is located relatively close to local amenities and there is ample set-down and car parking spaces for use by staff, service users and their families.

## **8.0 SUMMARY**

Following the Estates Inspection of Sevenoaks Day Care Centre on 24 September 2014 improvements are required to comply with the Day Care Settings Regulations (Northern Ireland) 2007 and the criterion outlined in the following minimum standards:

- Standard 27 - Safe and healthy working practices
- Standard 28 – Fire safety

This resulted in three requirements and one recommendation. These are outlined in the Quality Improvement Plan appended to this report.

The Estates Inspector would like to acknowledge the assistance of Thelma Moore during the inspection process.

## 9.0 INSPECTOR'S FINDINGS

### 9.1 Recommendations and requirements from previous inspection

Two issues were raised in the report of the previous estates inspection on **22 October 2010** and these have been addressed.

#### Recommendations and Requirements from Estates Inspection Report of 22 October 2010

Item	Regulation Ref.	Requirements	Action taken - as confirmed during this inspection	Inspector's Validation of Compliance
1	Regulation 14.-(2)(c)	<p>The door to the store in the hobbies room was unlocked at the time of inspection. The room contains electrical switch gear and equipment as well as cleaners materials etc. This room should be locked when not in use and made accessible only to authorised persons.</p> <p>Item 1 in previous report</p>	<p>The Provider responded to the previous inspection in the returned QIP outlining that this had been addressed and new locks and keys ordered for the store door. The inspector found the door to be locked during this inspection.</p>	Compliant
2	Regulation 26.-(1)	<p>The manager should consider the use of a recognised audit tool for designing for dementia care. Any improvements and enhancements highlighted as a result should be implemented within a reasonable timescale</p> <p>Item 2 in previous report</p>	<p>The Provider has used the standards employed by the adjacent Seven Oaks residential home for dementia as a benchmark for the day centre which is relatively small and basic in layout. Discussed the various actions which had been put in place by the manager following the previous inspection to continuously enhance the experience of service users with dementia.</p>	Compliant

			The manager also explained that new signage was currently being sourced to enhance the environment for the service users.	
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**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      The centre presented as clean and tidy and appeared well maintained both internally and externally. There was good evidence of maintenance activities and records including dates of service reports and test certificates, records of which are stored on the Fold Housing computer system. The certificates were not examined during the inspection due to difficulties in accessing them on the centre's computer. Records of in-house checks by staff were examined during the inspection and these generally appeared to be in reasonably good order.

**9.3      Standard 27 - Safe and healthy working practices - *The centre 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 with good attention to health and safety matters.
- 9.3.2      The centre's legionella risk assessment which is shared by the adjacent home was reviewed on 17 October 2014. The centre has one shower which is infrequently used and flushed by the manager weekly although this is not recorded.  
See Item 2 in the attached Quality Improvement Plan
- 9.3.3      Consideration given to removing the shower if this is not required.  
See Item 1 in the attached Quality Improvement Plan
- 9.3.4      Records indicate servicing of the thermostatic mixing valves was last carried out in July 2013. These should be serviced at frequencies as recommended by the manufacturer.  
See item 3 in the attached Quality Improvement Plan
- 9.3.5      The staff call points in the centre's toilets and communal areas are checked by staff on an informal basis. There were no records to support this.  
See Item 4 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      The fire safety arrangements in the centre appear to be largely in compliance with this standard. The centre is basic in layout and located on the ground floor. The fire alarm and detection is extended from the adjacent residential facility and covers all areas in the building for early warning of fires. Servicing of fire safety equipment is carried out in conjunction with the adjacent residential facility. Records indicate that staff fire safety training is up to date

## **10.0 QUALITY IMPROVEMENT PLAN**

The details of the Quality Improvement plan appended to this report were discussed with Thelma Moore 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 -

## Sevenoaks Day Care Centre

- on -

**24 September 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	<i>P Cunningham</i>	18/2/15

## **NOTES:**

The details of the Quality Improvement Plan were discussed with Thelma Moore 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.

The Quality Improvement Plan is to be signed below 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>	Thelma Moore
<b>NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP</b>	Fiona McAnespie

Announced Estates Inspection to Sevenoaks Day Centre on 24 September 2014

**Informing and Improving 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

<b>Item</b>	<b>Standard Reference</b>	<b>Recommendations</b>	<b>Timescale</b>	<b>Details Of Action Taken By Registered Person (S)</b>
1	25.7	Consider removing the shower including all associated distribution pipework if this is assessed as not required in the centre. The provider should give details of the assessment/consideration and intended actions within the timescale given. See 9.3.3 in report	8 weeks	Shower assessed and will remain in situ; records of weekly flushing are being kept and will be retained for inspection
<b>Item</b>	<b>Regulation Reference</b>	<b>Requirements</b>	<b>Timescale</b>	<b>Details Of Action Taken By Registered Person (S)</b>
2	14 (2)(c)	Retain records of regular flushing of the shower (referred to in 1 above) while same remains in situ. See 9.3.2 in report	ongoing	Form drafted and in use to reflect weekly flushing of shower. Records retained for inspection
3	26 (2)(c)	Ensure that the thermostatic mixing valves are maintained at intervals recommended by the manufacturer. The provider should give details of the relevant frequencies and intended actions within the timescale given. See 9.3.4 in report	8 weeks	The day centres TMV's and Legionella water checks are carried out monthly in conjunction with SOHWC scheme; Records and certificates are held in HWC for inspection. The day centre will now receive copies of same; for inspection purposes.
4	26 (2)(c)	Record checks to the staff call points and retain for information. See 9.3.5 in report	ongoing	Form drafted and in use to record weekly checks to the staff call points. Records retained for inspection

Announced Estates Inspection to Sevenoaks Day Centre on 24 September 2014