



The Regulation and
Quality Improvement
Authority

Sevenoaks Day Centre
RQIA ID: 11059
Crescent Link
Derry
BT47 6DN

Inspector: Ruth Greer
Inspection ID: IN023246

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**Unannounced Care Inspection
of
Sevenoaks Day Centre**

24 March 2016

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: www.rqia.org.uk

1. Summary of Inspection

An unannounced care inspection took place on 24 March 2016 from 10 20 to 14 40. Overall on the day of the inspection the Day Care Setting was found to be delivering safe, effective and compassionate care. This inspection was underpinned by The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Day Care Settings Regulations (Northern Ireland) 2007, The Day Care Settings Minimum Standards 2012.

1.1 Actions/Enforcement Taken Following the Last Inspection

There were no actions detailed in the previous QIP therefore 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	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection can be found in the main body of the report.

2. Service Details

Registered Organisation/Registered Person: Fold Housing Association/Fiona McAnespie	Registered Manager: Thelma Moore
Person in Charge of the Day Care Setting at the Time of Inspection: Thelma Moore	Date Manager Registered: 16 November 2009
Number of Service Users Accommodated on Day of Inspection: 15	Number of Registered Places: 15

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 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 inspection report
- Any notifiable events submitted since the previous care inspection.

During the inspection the inspector met with 15 service users, the registered manager and 4 staff.

The following records were examined during the inspection:

- The statement of purpose
- The service user guide
- Monthly monitoring reports
- Accidents
- Complaints
- Selected policies required by legislation and relevant to the focus of the inspection.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the service was an announced care inspection dated 9 December 2014. There were no requirements or recommendations made as a result of this inspection.

5.2 Review of Requirements and Recommendations from the last Care Inspection

There were no requirements or recommendations made as a result of the last care inspection.

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

Is Care Safe?

The organisation in control has a range of corporate policies and procedures for staff guidance in relation to care planning and assessment. Service users care records provided evidence that continence management (where required) is included in the initial assessment of need. The care files chosen for inspection showed that care plans to manage continence were person centred and value based. Each care plan referenced good practice guidance and had been reviewed within the previous six months and signed by the service user. There is a policy on the management of continence dated 30 March 2015. Training was provided for staff in the management of continence in February 2015.

Is Care Effective?

Care plans for the management of continence were examined and found to be accurate, up to date and individual to each person. The centre had a direct link to the continence nurse in the trust and referrals are made when there are any changes in individual continence needs.

The manager, staff and observations on the day provided evidence that adequate supplies of continence care products and personal protection equipment were available.

Staff have been supplied with training and information on management of continence. This was examined and found to be comprehensive and had a focus on reflective practice for staff who provide assistance to service users in this area. All staff had been provided with continence management work sheets and a copy of up to date standards on continence management.

Is Care Compassionate?

Staff interaction with service users was observed throughout the inspection and presented evidence of a high level of compassionate care being delivered. Staff spoke to service users respectfully and assistance was provided in a timely and dignified manner.

Service users were complimentary about the care and support they received when attending the centre. It was evident that service users enjoyed attending and they were seen to join in activities with enthusiasm. Service users who had little verbal communication were seen to be relaxed and at ease.

Staff presented as knowledgeable, experienced and compassionate, and in discussion with the inspector they reflected a person centred approach. Staff were aware of the potential loss of independence and dignity associated with incontinence and provided various strategies they use to minimise this and promote service users privacy.

There was a range of compassionate care evident in the care records inspected.

Areas for Improvement

There were no areas identified with the management of continence which require any further action.

Number of Requirements:	0	Number of Recommendations:	0
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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?

There was evidence that Sevenoaks day centre promotes service user involvement and empowerment and this was reflected in the policies and procedures inspected. The policies inspected included:

- Service user involvement
- Complaints
- Protection of vulnerable adults from abuse
- Whistle blowing.

Written records provided evidence of a high level of consultation with service users and their representatives regarding care plans and the programmes in which they participate. There was evidence of regular contact between carers and staff members who felt that this contributed positively to the understanding of service users' needs and wishes.

The centre produces a regular newsletter and inspection of the most recent editions found them to be informative and attractively presented. Copies are forwarded to families to keep them informed and included in the work in the centre. This is a commendable initiative.

Is Care Effective

One unique aspect of this service is that it provides a service seven days each week. The centre does not close at weekends and there are several service users who come on all seven days. The centre is commended for this additional provision of care which is clearly in response to service users and their family's needs.

Service users and their family's views are sought formally via annual satisfaction questionnaires. Informally, a scheme is in operation by which service users are encouraged to make suggestions by writing their ideas on a "luggage tag" which they then hang on a suggestion tree.

Minutes of service users meetings showed that ideas put forward are listened to and, where possible, implemented. For example, minutes of a meeting on 24 June 2015 showed that service users had requested ice cream instead of afternoon tea. Records showed that this suggestion was implemented without delay.

Monthly monitoring visits and reports were being completed regularly by line management.

Is Care Compassionate?

Sevenoaks day centre is a friendly place to visit. Service users engaged in conversation with the inspector and comments made about the centre were all very positive. Service users spoke fondly of the manager and staff and positive relationships were noted.

Staff who spoke with the inspector confirmed that the needs and preferences of service users permeates and directs all of the care provision. Staff felt that they, themselves, are well supported with regular supervision and training sessions. Staff practice, observed on the day,

was found to be respectful and caring. Assistance was provided in a timely and friendly manner.

Areas for Improvement

There were no areas identified in relation to this standard which require any further action.

Number of Requirements:	0	Number of Recommendations:	0
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5.5 Additional Areas Examined

5.5.1 Environment

Seven oaks day centre is a purpose built facility for the provision of day care for 15 service users. The centre sits in a complex of supported living and residential care facilities. On the day of the inspection the centre was warm, bright and clean. The internal décor and furnishings were attractive and well maintained. There were adequate bathroom/toilet facilities throughout the centre. An inspection of the environment found it to be welcoming and inviting. No hazards or malodours were noted in any part of the building.

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.

6.0 No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager	Thelma Moore	Date Completed	6/4/16
Registered Person	Deirdre Carr	Date Approved	6/4/16
RQIA Inspector Assessing Response	Ruth Greer	Date Approved	11/4/16

Please provide any additional comments or observations you may wish to make below:

Please complete this document in full and return to day.care@rqia.org.uk from the authorised email address