

Unannounced Care Inspection Report 11 December 2018



Balloo Training and Resource Centre incorporating 'Elderly Learning Disability Service'

Type of Service: Day Care Service
Address: 94 Newtownards Road, Bangor, BT19 1XZ
Tel No: 02891450505
Inspector: Jim McBride

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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 service from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

This is a Day Care Setting with a maximum of 87 service users that delivers a programme of day care and day time activities from Monday to Friday for adults with learning disability. Care and support is provided in two locations, the main setting is Balloo Training and Resource Centre and the smaller setting is located within the Bayview resource centre in Bangor called the 'Elderly Learning Disability Service' (ELDS).

3.0 Service details

Organisation/Registered Provider: South Eastern HSC Trust Responsible Individual: Mr Hugh Henry McCaughey	Registered Manager: Mrs Patricia McManus
Person in charge at the time of inspection: Mrs Patricia McManus supported by a Senior day care worker.	Date manager registered: 02/09/2016
Number of registered places: 87	

4.0 Inspection summary

Unannounced inspection took place on 11 December 2018 from 09.10 to 14.30.

This inspection was underpinned by the Day Care Setting Regulations (Northern Ireland) 2007 and the Day Care Settings Minimum Standards, 2012.

Evidence of good practice was found in relation to: the care provided for service users, staff and service user relationships, assessment and care planning, involvement of service users in activity programmes, service user care reviews, staff training and the promotion of independence.

Service user comments:

- “The staff are all nice.”
- “Staff support me well.”
- “I enjoy all my activities.”
- “I’m safe here and the staff are good.”
- “I love the centre.”

Staff comments:

- “Excellent communication between staff and service users.”
- “Staff are good at their role.”
- “The manager is very supportive.”
- “My supervision is a safe place for me to discuss any concerns.”
- “Training is good and very effective.”
- “The support from managers is good.”

The findings of this report will provide the establishment with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users’ experience.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Patricia Mc Manus, registered manager, as part of the inspection process and can be found in the main body of the report.

No further actions were required to be taken following the most recent inspection on 11 December 2018.

5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- records of notification of incidents received by RQIA since the last inspection, previous inspection report
- the previous inspection report
- information and correspondences received by RQIA, regarding the day centre.

During the inspection the inspector met with the registered manager, senior day care worker and two other staff members as well as a nursing student on placement. All spoke enthusiastically and comprehensively of the service provided. The inspector also spoke with five service users in the group setting. All comments received have been added to this report.

The following records were examined during the inspection:

- file records for six service users, including assessments, care plans and reviews
- progress records for six service users
- care file audits for six service users
- quality monitoring reports for the months of March 2018 to October 2018
- minutes of service users' meetings held during 2018
- minutes of staff meetings held during 2018
- selected training records for staff pertaining to:
 - safeguarding
 - fire safety
 - medication
 - supervision and appraisal
 - challenging behaviour
 - infection control
 - dysphagia
- records of formal supervision/appraisal for staff
- a selection of policies and procedures pertaining to:
 - safeguarding 2018
 - complaints 2017

- data protection 2017
- the Statement of Purpose 2018
- the Service user Guide 2018
- fire safety records, including the report of a fire risk assessment dated 9 July 2017 due for review 2019.

At the request of the inspector, the manager was asked to display a poster within the day centre. The poster invited staff to provide their views electronically to RQIA regarding the quality of service provision; no responses were received.

Ten service user and/or relatives' questionnaires were provided for distribution; one questionnaire was returned to RQIA within the timeframe for inclusion in this report.

The inspector requested that the manager place a 'Have we missed you' card in a prominent position in the day centres two sites to allow service users, relatives and staff who were not available on the day of the inspection to give feedback to RQIA regarding the quality of service provision. No responses were received. An RQIA information leaflet 'how can I raise a concern about an independent health and social care service' was also provided to be displayed in the day care setting.

The inspector would like to thank the manager, service users and staff for taking time to give their views and their co-operation throughout the inspection process.

The findings of the inspection were provided to the manager and senior day care worker at the conclusion of the inspection.

6.0 The inspection

The most recent inspection of the establishment was an unannounced care type inspection.

6.1 Review of areas for improvement from the last care inspection dated 16 March 2018

There were no areas for improvement made as a result of the last care inspection.

6.2 Is care safe?

Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.

Discussion with the manager, staff and service users confirmed that sufficiently competent and experienced persons were working in the centre to meet the assessed needs of service users. The manager meets the qualification requirements and the other staff are a mix of care workers, and senior day care workers. A review of the staffing arrangements evidenced that the planned staffing levels were adhered to. Records show the number of staff working each day and the capacity in which they worked.

Observation and discussion with the staff and service users on the day of inspection provided examples of how staff had met assessed needs and supported service users to improve their health outcomes and social experiences. Discussion with staff revealed they understood the needs and how those needs should be met in day care. Staff induction records informed the staff members regarding their role and responsibility, included familiarising themselves with the settings statement of purpose and staffing arrangements.

The manager had a record of staff training in place which evidenced that the staff had received mandatory training including additional training relevant to their roles and responsibilities.

Discussion with staff members on the day of inspection confirmed that they had received sufficient training to enable them to fulfil the duties and responsibilities of their role and meet the needs of service users. Review of governance records confirmed that an effective incident/accident reporting policy and system was in place.

An inspection of the environment was undertaken and confirmed that it was appropriately warm, and had suitable lighting. On the day of inspection the inspector observed service users undertaking a number of activities, and using the space to socialise.

Records examined identified that a number of checks and audits had been undertaken including fire alarm tests. It was noted that the last full evacuation drill was undertaken 27 October 2018. Fire risk assessments for the centre were available for the inspection and had been completed in July 2017 and are due for review again 2019.

Discussion with staff confirmed they felt care was safe in the setting. The staff confirmed they had access to and received training to ensure their practice is safe. Staff described how they use risk assessments to ensure individuals have the right support to maintain their safety. Discussion with staff found they had a good knowledge of service users and communicate with them individually on a regular basis to ensure the assessment and care plans are current.

Discussion and observations of service users confirmed they can speak to staff when they need to and have the opportunity for one to one time with staff.

One returned questionnaire from service users indicated that a safe service meant:

- “There are enough staff to help you.”
- “You feel protected and free from harm.”
- “You can talk to staff if you have concerns.”
- “The environment is safe and clean.”

Areas of good practice:

There were examples of good practice found throughout the inspection in relation to staffing levels, staff induction, training and effective communication with service users.

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.3 Is care effective?

The right care, at the right time in the right place with the best outcome.

The inspector reviewed the day care setting’s arrangements for appropriately responding to and meeting the needs of people who use the service. Information relating to the nature and range of services provided was outlined in the Statement of Purpose. Observations throughout the inspection confirmed that the day care setting was providing care in accordance with their Statement of Purpose (2018).

Six service users’ individual files were inspected. They contained referral information; agreements, individualised care plans with risk assessments; and multi- disciplinary assessment information as applicable. Care plans presented as comprehensive, and person centred, and they clearly described service users’ needs and individual service users’ objectives. Staff recognised the importance of maintaining accurate and contemporaneous records to guide their practice and ensure that care provided was safe, effective and timely. It was positive to note that care records were audited.

There were systems in place to review placements within the setting to ensure it was the best place to meet their health and social care needs. There was also evidence of annual care reviews in partnership with the service users and the HSC Trust representatives. On each record there was evidence that service users were supported to be involved in the annual review process and their care plan by staff.

In summary service users care records were well organised and stored safely and securely in line with data protection requirements.

Discussion with staff provided evidence that they were knowledgeable regarding individual needs. Staff explained they follow the care plans, use the policies and procedures and communication at all levels to ensure they provide the most effective care they can. They identified meetings with service users; team meetings and daily communication were effective ways of ensuring they were providing effective care.

One returned questionnaire from service users indicated that an effective service meant:

- “You get the right care, at the right time in the right place.”
- “The staff know your care needs.”
- “You are kept aware of your care plans.”
- “Your care meets your expectations.”

Areas of good practice:

There were examples of good practice found throughout the inspection in relation to care records, audits, service user care reviews and communication between service users and staff.

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.4 Is care compassionate?

Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.

Observations of staff interactions with service users were observed to be compassionate, caring and timely. Staff spoken with reflected the ethos of the day care setting which promotes respect, openness, honesty, good quality care and individual attainable goals.

On the day of inspection, a variety of different activities were facilitated by staff. During observation of the activities the inspector observed service users approaching staff freely, communicating their needs and making requests. Staff responses were noted to be cheerful and appropriate. Service users who engaged with the inspector spoke positively about the staff and they felt staff treated them well.

Consultation with service users and when appropriate their relatives was evidenced in the records relating to the assessment, care planning and review process. In addition, governance arrangements to promote effective communication with service users and/or their relatives included service users meetings.

The centre completed an annual quality survey with clients that afforded them the opportunity to assess the quality of service provision relating to:

- What we do at Balloo?
- Transport and drivers
- The staff
- What would you like us to do?

The feedback from service users was positive. Comments included:

- “excellent range of activities”
- “you keep my daughter happy & busy”
- “provide social life and good routines”
- “1st rate excellent service”
- “good consistent stimulation”
- “bus assistants are great and always on time & friendly”
- “it is invaluable”
- “driver is excellent”
- “very kind & caring”
- “polite, capable, enthusiastic observant & 1st class”
- “staff are amazing”
- “pleasant and helpful”
- “friendly, approachable, willing”
- “professional & dedicated”

Samples of minutes from service users group meetings were reviewed which provided evidence service users had been consulted about a range of matters related to the day care setting including:

- Activities

- Whistleblowing policy
- Rights
- Transport
- Self-advocacy sessions

The inspector also noted the meetings held with staff and some of the topics discussed:

- Supervision
- Training
- Rqia
- Clients
- Transport
- Infection control
- Staffing
- Management structure

One returned questionnaire from service users indicated that a compassionate service meant:

- “Staff treat you with kindness.”
- “Staff ensure you are respected and that your privacy and dignity is maintained.”
- “Staff inform you about your care.”
- “Staff support you to make decisions about your care.”

Areas of good practice:

There were examples of good practice found throughout the inspection in relation to the culture and ethos of the day care setting, listening to and valuing service users and taking account of their views.

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.5 Is the service well led?

Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.

The Statement of Purpose for the day care service was reviewed in 2018. The document clearly describes the nature and range of the service to be provided and addresses all of the matters required by Regulation 4(1) of The Day Care Setting Regulations (NI) 2007. The registration certificate was up to date and displayed appropriately.

Discussion with the manager and staff confirmed they were aware of their roles, responsibilities and lines of accountability within the organisation. In addition staff confirmed that they had a good understanding of their role and responsibilities under the day care legislation. A review of

governance records evidenced that staff typically received individual, formal supervision at least quarterly and an annual appraisal.

Staff confirmed that there were systems in place to ensure they received support and guidance from the manager as needed.

Discussion with staff revealed they felt well supported by the manager. They described service users being central to the service and they need to ensure care and support was safe, effective and compassionate.

Staff gave positive feedback in respect of leadership and good team working. Staff stated that this is achieved through effective communication, supervision, staff meetings and the open door approach provided by the manager.

A complaints record was maintained in the day centre. There had two complaints recorded since the previous inspection both of which were resolved satisfactorily.

The inspector discussed the monitoring arrangements in compliance with regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007. Monthly and annual quality monitoring reports were completed by the service and a number of reports were inspected.

These records demonstrated that at appropriate intervals the effectiveness and quality of care delivery was monitored, audited and reviewed in order to identify and act upon any improvements required. The reports were a mix of announced and unannounced visits. The monitoring arrangements identified improvements, carried forward and reviewed them as part of each subsequent monthly monitoring visit.

The manager and staff advised there were a range of policies and procedures in place to guide and inform staff.

The inspector noted that the day care setting collects equality information in relation to service users, during the referral and assessment process. The data is used effectively and with individual service users involvement when a person centred care plan is developed.

Some of the areas of equality awareness identified during the inspection include:

- Effective communication
- Service user involvement
- Adult safeguarding
- Equity of care and support
- Individualised person centred care
- Individualised risk assessment

Discussion with service users and staff evidenced that they felt the care provided was well led. They described the service was well planned and they confirmed they are asked to be involved in the monitoring visits.

All staff are required to be registered with the Northern Ireland social Care Council (NISCC) or other regulatory bodies as appropriate; it was noted that the agency's policy details the procedure for managing this process. The agency retains a list of staff registration details and expiry dates; a record is also maintained by the organisations human resource department.

The registered person has worked effectively with RQIA to operate and lead the organisation in maintaining compliance with Regulations and Minimum Standards.

One returned questionnaire from service users indicated that a well led service meant:

- “You always know who is in charge at any time.”
- “You feel the service is well managed.”
- “Your views are sought about your care and the quality of the service.”
- “You know how to make a complaint.”

Areas of good practice:

There were examples of good practice found throughout the inspection in relation to governance arrangements, staff supervision and appraisal, quality improvement and maintaining good working relationships.

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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