

Inspection Report

Name of Service: Bayview Resource Centre

Provider: South Eastern HSC Trust

Date of Inspection: 12 November 2024

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

Organisation/Registered Provider:	South Eastern HSC Trust
Responsible Individual/Responsible Person:	Ms Roisin Coulter
Registered Manager:	Ms Lynn McQuillan
Service Profile – Bayview Resource Centre is a purpose-built Day Care Setting with places approved for up to 60 adults. Service users have a range of assessed needs in one or more categories of physical disability, dementia, illness or sensory impairment.	

2.0 Inspection summary

An unannounced inspection took place on 12 November 2024, between 9.50 a.m. and 3.00 p.m. by a care inspector.

The inspection was undertaken to evidence how the day care setting is performing in relation to the regulations and standards; and to assess progress with the area for improvement identified, by RQIA, during the last care inspection on 18 December 2023; and to determine if the day care setting is delivering safe, effective and compassionate care and if the service is well led.

The inspection established that safe, effective and compassionate care was delivered to service users attending the day care setting and that the service was well led. Details and examples of the inspection findings can be found in the main body of the report.

It was evident that staff promoted the dignity and well-being of service users and that staff were knowledgeable and well trained to deliver safe and effective care.

Service users said that they enjoyed coming to the day care setting. Service users unable to voice their opinions were observed to be relaxed and comfortable in their surroundings and in their interactions with staff. Refer to Section 3.2 for more details.

This inspection resulted in no areas for improvement being identified. One area for improvement from the inspection undertaken on 18 December 2023 was addressed by the provider.

We wish to thank the manager, staff and service users for their support and cooperation during the inspection.

3.0 The inspection

3.1 How we Inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how the day care setting was performing against the regulations and standards, at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

To prepare for this inspection we reviewed information held by RQIA about this day care setting. This included the previous quality improvement plan issued, registration information, and any other written or verbal information received from service user's, relatives, staff or the commissioning trust.

Throughout the inspection process inspectors seek the views of those living, working and visiting the day care setting; and review/examine a sample of records to evidence how the day care setting is performing in relation to the regulations and standards.

3.2 What people told us about the service

We spoke to a number of service users and staff to seek their views of attending and working within the day care setting.

Through actively listening to a broad range of service users, RQIA aims to ensure that the lived experience is reflected in our inspection reports and quality improvement plans.

Service users spoke positively about their experience of attending the day care setting; they said they loved attending and that the staff were wonderful. Observations of staff interacting with service users was noted to be person centred and caring.

Staff spoke very positively in regard to the care delivery in the day care setting. One told us that they enjoyed working in the day care setting and that service users were well looked after. Staff indicated that they were well supported by the manager and that the training provided was good.

The information provided indicated that those we spoke with did not have concerns in relation to the care provided within the day care setting.

Returned questionnaires indicated that the respondents were very satisfied with the care and support provided. Written comments included: "Happy with the service."; "I feel safe."; "I always feel safe and comfortable coming here. The staff are all very thoughtful and caring."; "I am extremely happy at Bayview.".

There were no responses to the electronic survey.

3.3 What has this service done to meet any areas for improvement identified at or since last inspection?

The last care inspection of the day care setting was undertaken on 18 December 2023 by a care inspector. A Quality Improvement Plan (QIP) was issued. This was approved by the care inspector and was validated during this inspection.

Areas for improvement from the last inspection on 18 December 2023		
Action required to ensure compliance with The Day Care Setting Regulations (Northern Ireland) 2007		Validation of compliance
Area for improvement 1 Ref: Regulation 28. (3)	The registered person shall ensure that quality monitoring visits are completed on a monthly basis and a report provided.	Met
	The process should include a review of the previous action plan.	
	Action taken as confirmed during the inspection: There was evidence that this area for improvement was met.	

3.4 Inspection findings

3.4.1 Staffing Arrangements

Safe staffing begins at the point of recruitment and continues through to staff induction, regular staff training and ensuring that the number and skill of staff on duty each day meets the needs of service users.

A review of the day care setting's staff recruitment records confirmed that pre-employment checks, including criminal record checks (AccessNI), were completed and verified before staff members commenced employment and had direct engagement with service users. This included ancillary staff.

There was evidence that all newly appointed staff had completed a structured orientation and induction which also included shadowing of a more experienced staff member. Written records were retained by the day care setting of the person's capability and competency in relation to their job role.

There were no volunteers providing support within the day care setting.

The day care setting has maintained a record for each member of staff of all training, including induction and professional development activities undertaken. The review of training records evidence that staff had completed appropriate training to meet the needs of the service users.

There was evidence of effective systems in place to manage staffing arrangements. Sufficient staff were on duty to support the service users. Staff said there was good teamwork and that they felt well supported in their role. Staff said that there were enough staff to meet the needs of the service users. It was observed that staff responded to requests for assistance promptly and in a caring and compassionate manner.

Regular staff meetings were held and minutes maintained of the meetings for staff, unable to attend, to read for information sharing.

Observation of the delivery of care evidenced that service users' needs were met in a safe, effective and compassionate manner.

3.4.2 Care Delivery

Staff interactions with service users were observed to be polite, friendly, warm and supportive and the atmosphere was calm, relaxed, pleasant and friendly. Staff were knowledgeable of individual service users' needs, their daily routine, wishes and preferences.

Staff were also observed offering service users support to engage in the activities they choose to participate in.

Where a service user was at risk of falling, measures to reduce this risk were put in place.

Services users were afforded privacy when being assisted to use the bathroom facilities. Staff were also observed offering service user choice in how and where they spent their day or how they wanted to engage socially with others.

Service users had good access to food and fluids throughout their day. The dining room was observed to be clean and warm. Service users were safely positioned for their meals and the mealtimes were observed to be well organised and supervised. Staff communicated well to ensure that every service user received their meals in accordance with their assessed needs; it was positive to note that one staff member is responsible for checking all meals before they are provided to service users.

The day care setting had service user meetings on a regular basis which enabled the service users to discuss what they wanted from attending the day care setting and any activities they would like to become involved in. An activities planner was displayed in the communal area; there was evidence of a well-structured plan with a wide range of activities available. Service users choose what activities they wish to participate in. Activities included arts and crafts, chair exercises, music, reminiscence and relaxation sessions.

Care reviews had been undertaken in keeping with the day care setting's policies and procedures. There was also evidence of regular contact with service users and their representatives.

There were arrangements in place to ensure that service users who required high levels of supervision or monitoring and restriction had had their capacity considered and, where appropriate, assessed. Where a service user was experiencing a deprivation of liberty, their care records contained relevant documentation. It was established that safe systems were in place to safeguard service users and to manage this aspect of care.

3.4.3 Management of Care Records

Service users' needs were assessed when they first attended the day care setting. Following this initial assessment, they were assessed again at a ten-day and six-week interval. Care plans were developed to direct staff on how to meet the service users' needs and contained details of any recommendations made in regards to their care and support.

There is an electronic system 'Encompass' in place for retaining all information in regard to individual service users. Staff can access this information and there was evidence that staff record regularly details of the care and support provided or any changes to the service users' needs. Care records were person centred, and regularly reviewed and updated to ensure they continued to meet the service users' needs.

Service users, where possible, were encouraged and supported to be involved in planning their own care and the details of care plans were shared with their relatives, as appropriate.

3.4.4 Quality and Management of the Environment

The day care setting was observed to be clean and tidy, suitably furnished, warm and comfortable and free of clutter.

A fire risk assessment had been completed in October 2024 and there was evidence that actions had been taken to address any required actions. There was evidence that fire safety checks had been completed as required. Staff had completed training in regard to fire safety and had participated in a fire evacuation drill. Throughout the inspection fire doors were observed to be unobstructed.

There was evidence that systems and processes were in place to manage infection prevention and control which included policies and procedures and regular monitoring of the environment.

Hazardous substances were noted to be stored appropriately in accordance with Control of Substances Hazardous to Health (COSHH) guidance.

3.4.5 Quality of Management Systems

There has been no change in the management of the day care setting since the last inspection. Ms Lynn McQuillan has been the Registered Manager since 20 May 2009.

Staff commented positively about the manager and described them as knowledgeable, supportive, approachable and always available to provide guidance.

There were monthly monitoring arrangements in place in compliance with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007. A review of the reports of the day care setting's monthly quality monitoring established that there was engagement with service users, service users' relatives, staff and Trust representatives. Comments included: "Staff are first class and communication is excellent." The reports included details of a review of service user care records; accident/incidents; complaints; safeguarding matters; and staffing arrangements including recruitment and training.

Discussion with the manager and a review of records identified that incidents had been managed appropriately. RQIA had been notified of any incidents that are required to be reported in keeping with the regulations. No incidents had occurred that required investigation under the Serious Adverse Incidents (SAI) procedures.

The day care setting's provision for the welfare, care and protection of service users was reviewed. There was a procedure in place for staff to report concerns.

Discussions with the manager established that they were knowledgeable in matters relating to adult safeguarding and the process for reporting and managing adult safeguarding concerns.

Staff had a good understanding of their responsibility in identifying and reporting any actual or suspected incidences of abuse and the process for reporting concerns. Staff could describe their role in relation to reporting poor practice.

Staff told us that they would have no issue in raising any concerns regarding service users' safety, care practices or the environment and that they were confident that the manager or person in charge would address their concerns.

The day care setting retained records of any referrals made to the Trust in relation to adult safeguarding. A review of records confirmed that these had been managed appropriately.

All staff had been provided with training in relation to medicines management. A small number of service users were supported to take medication. There was a secure place to ensure the safe storage of medication within the day care setting.

There was a system in place for managing instances where a service user did not attend the day care setting as planned. This included a system for signing in and out the service users who attend. There was clear guidance for staff should they be unable to gain access to the home of a service user to collect them for the day centre.

There was a system in place whereby staff check the vehicle after each journey to ensure that no service users remained on the transport. A record is retained and reviewed by the manager.

The day care setting's registration certificate was displayed appropriately.

Checks were made to ensure that staff were appropriately registered with the Northern Ireland Social Care Council (NISCC) or any other relevant regulatory body. There was a system in place for professional registrations to be monitored by the manager on a monthly basis. A spot check completed during the inspection indicated that staff were appropriately registered. Staff spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date.

There was a system in place to ensure that complaints were managed in accordance with the day care setting's policy and procedure. No complaints had been received since the last inspection. It was positive to note that a number of compliments had been received, they included: "My mum looks forward to going to Bayview every week. She loves the company and lunches."; "Thanks to the staff for many happy hours I have spent in Bayview."

The Annual Quality Report was reviewed and was satisfactory; it included the views of service users and other key stakeholders.

4.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Ms Lynn McQuillan, Manager, as part of the inspection process and can be found in the main body of the report.



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