



Announced Care Inspection Report 18 March 2021



Orchardville Training and Resource Centre

Type of Service: Day Care Setting

Address: 10 Orchardville Avenue. Belfast, BT10 0JH

Tel No: 028 9504 3160

Inspector: Angela Graham

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

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

1.0 What we look for



2.0 Profile of service

This day care setting provides care and support for up to 100 adults who live within the Belfast Trust. Service users have a learning disability and may have a range of additional disabilities/conditions including profound and multiple disabilities, complex healthcare needs, dementia, autism, mental ill health, behaviours which challenge and sensory impairment. The day care setting is open Monday to Friday and is managed by the Belfast Health and Social Care Trust (BHSCT).

3.0 Service details

Organisation/Registered Provider: Belfast Health and Social Care Trust	Registered Manager: Mr Terry McCrea (Acting Manager)
Responsible Individual: Mr Martin Dillon	
Person in charge at the time of inspection: Mr Terry McCrea	Date manager registered: 28 November 2019 – Acting management arrangements approved

4.0 Inspection summary

Due to the coronavirus (COVID-19) pandemic the Department of Health (DOH) directed RQIA to continue to respond to ongoing areas of risk identified in services.

The last care inspection was undertaken on 05 December 2018. Since the date of the last care inspection, RQIA were informed of a small number of notifiable incidents which had occurred within the day care setting in accordance with regulations.

Having reviewed the day care setting's regulatory history, and in the absence of RQIA not being made aware of any specific risk to the service users within the day care setting, the decision was made to undertake a remote inspection approach, to reduce any risk in relation to the spread of Covid-19.

An announced inspection took place on 18 March 2021 from 10.00 to 14.50 hours.

Information was requested to be submitted to RQIA prior to the inspection and this was reviewed by the inspector in advance of the inspection. The inspection focused on discussing aspects of the submitted information, in order to substantiate the information.

We reviewed the dates that criminal records checks (AccessNI) had been completed to ensure that they were in place before staff commenced employment. We checked that all staff were registered with the Northern Ireland Social Care Council (NISCC) and that there was a system in place for ongoing monitoring of staff registrations. Staff adherence to the Covid-19 Guidance was also reviewed through discussion with the manager. We also reviewed the list of all Covid-19 related information, disseminated to staff and displayed throughout the day care setting. We verified staff understanding in the context of staff discussions during inspection.

Two areas for improvement were made in relation to monthly quality monitoring processes and adult safeguarding training.

Evidence of good practice was found in relation to recruitment practices and staff registrations with NISCC. Good practice was also found in relation to infection prevention and control (IPC), the use of personal protective equipment (PPE) and Covid-19 education.

Those consulted with indicated that they were generally satisfied with the care and support provided.

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

This inspection was underpinned by The Health and Personal Social Services (Quality, Improvement and Regulation (Northern Ireland) Order 2003, 2007, The Day Care Setting Regulations (Northern Ireland) 2007 and the Day Care Settings Minimum Standards, 2012.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	1	1

Areas for improvement and details of the Quality Improvement Plan (QIP) were discussed with Mr Terry McCrea, manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

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

4.2 Action/enforcement taken following the most recent care inspection dated 05 December 2018

No further actions were required to be taken following the most recent inspection on 05 December 2018.

5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA in relation to the day care setting. This included the previous inspection report and written and verbal communication received since the previous care inspection.

Following a review of the information submitted to RQIA, the inspection took place remotely, using video technology, with the manager.

During our inspection we focused on speaking with the service users and staff to find out their views on the service.

To ensure that the appropriate staff checks were in place before commencement of employment, we reviewed the following:

Recruitment records specifically relating to Access NI and NISCC registrations.

We also reviewed infection prevention and control (IPC) procedures to ensure that they were compliant with the Covid-19 guidance.

We discussed any complaints and incidents that had been received by the day care setting with the manager and in addition we reviewed the quality monitoring processes to ensure

that these areas were routinely monitored as part of the monthly checks in line with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007.

RQIA provided information requesting feedback from service users, staff and other stakeholders in relation to the quality of service provided. This included an electronic survey for service users, relatives and staff, to feedback to the RQIA. Twenty four responses were received.

We would like to thank the manager, service users, service users' representatives and staff for their support and co-operation throughout the inspection process.

The findings of the inspection were provided to the manager at the conclusion of the inspection.

6.0 The inspection

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

6.1 What people told us about this service

The feedback received indicated that people were generally satisfied with the current care and support. Twenty four questionnaires were received with varying responses to satisfaction levels in relation to the four domains of safe, effective, compassionate and well led care. A very small number of staff outlined they were dissatisfied with safe, effective, compassionate and well led care. All questionnaire responses were shared with the operation manager and manager following the inspection for further consideration and action, as appropriate.

During the inspection we spoke with the manager, assistant manager, three day care workers and two service users. Comments are detailed below.

Comments from staff included:

- “I have undertaken all the mandatory training including IPC and Covid awareness. Training provided by the Trust is of a good standard and relevant to my job.”
- “Assistant managers vacant job to be advertised allowing the manager to appoint a Suitable person to assist with the implementation of a shared vision.”
- “We have put lots of measures in place before we reopened the centre such as wearing our PPE, hand sanitising, extra cleaning and temperature and wellness monitoring.”
- “Management very approachable and very supportive. Brilliant team.”
- “I enjoy working in the centre. Staffing levels are meeting the needs of the service users.”
- “We have introduced social bubbles and a traffic light system in the centre.”
- “Service users’ needs are our priority and they are given choice in everything they do here.”
- “I have had adult safeguarding training and am aware of the types of abuse and reporting processes. We have a whistleblowing policy.”
- “We have provided resources packs to the service users who do not currently attend the centre with activities for them to do at home.”
- “I enjoy working in the centre.”

Comments from service users' included:

- “Staff treat me very well and are always very kind to me.”
- “Things have changed in the centre, smaller numbers in the activity room and staff are wearing their PPE.”
- “Staff have given us lots of information about Covid.”
- “All is good here and I feel safe in the centre.”
- “I can choose what I want to do in the centre.”
- “Staff have talked to us about Covid and how to stay safe.”
- “Staff are always cleaning things like door handles and tables.”
- “We do lots of activities like colouring and making things.”

Comments from relatives' included:

- “Valerie and Nora are very attuned to my brother's needs. They regularly contact us about his needs and both my sister and I feel they provide exceptional and compassionate care.”
- “Very pleased with all the staff that work in the centre. Everyone is lovely and very friendly.”
- “They are very supportive and I would be lost with their help through the lockdowns.”
- “Overall very pleased and very satisfied with the service provided and also the empathy and dignity with which my brother is treated.”

6.2 Inspection findings**Recruitment**

The manager confirmed that all staff appointments were made in compliance with relevant legislative requirements and trust policy and procedures. We reviewed documentation in staff files in relation to pre-employment checks which provided assurances that Access NI checks were completed prior to staff commencing employment.

A review of records confirmed all staff working in the day care setting are currently registered with NISCC. Information regarding registration details and renewal dates are monitored by the manager. The manager confirmed that all staff are aware that they are not permitted to work if their professional registration lapses. Discussion with staff confirmed that they were registered with NISCC. Staff spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date.

Governance and Management Arrangements

A complaints and compliments record was maintained in the day care setting. The manager confirmed that no complaints had been received since the date of the last inspection. Discussion with staff confirmed that they knew how to receive and deal with complaints and ensure that the manager was made aware of any complaints. Samples of compliments were available for review and evidenced a high level of satisfaction with the service provided. Comments included “We just wanted to send some words of thanks to you and your staff regarding bringing clients back into the day centre. Even the short time Xxxx has each week has really made a difference to him and lifted his mood.” and “The change in Xxxx since she’s been back in the centre is unbelievable, it’s like day and night. She comes home so happy and chats away to us.”

Discussions with staff evidenced that they were knowledgeable regarding service users’ individual needs. Staff also demonstrated awareness of the need for person centred

interventions which facilitate engagement with service users and promote effective communication and social engagement.

We discussed the monitoring arrangements in compliance with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007. The regulation 28 quality monitoring visits had been undertaken monthly by an independent monitoring officer. We reviewed three quality monitoring reports completed in December 2020 and January and February 2021. The reports evidenced engagement with service users, professionals and staff, with positive feedback recorded. However, the quality monitoring report of December 2020 did not report on accident/incidents or the environment and the report of January 2021 did not report on the environment. The quality monitoring report of February 2021 did not report on accident/incidents, complaints or the environment. An area for improvement has been made in this regard.

It was positive to note that the quality monitoring reports reviewed measures put in place to ensure service users and staff safety during the pandemic.

There were systems in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies appropriately.

The manager confirmed that the organisation's adult safeguarding practices are directed by the regional Adult Safeguarding Prevention to Protection in Partnership, July 2015 and its associated Operational Procedures, September 2016. An Adult Safeguarding Champion (ASC) was identified for the service. Discussion with the manager further confirmed that there was a clear pathway for staff to follow in relation to referring any safeguarding concerns to appropriate professionals. Discussion with staff established that they were aware of the roles and responsibilities in relation to reporting adult safeguarding concerns and maintaining safeguarding records. However, we identified that support staff such as catering staff had not received training with regards to adult safeguarding. Adult safeguarding training was identified as an area for improvement.

The manager advised that one adult safeguarding referral was made since the last care inspection and review of the allegation confirmed that this concern was managed appropriately.

Covid-19

The environment was observed during a virtual tour of the day care setting and there was evidence of infection prevention and control measures in place such as PPE which was available for staff. Other infection prevention and control measures were in place, which included seven step hand hygiene notices positioned at wash hand basins, supplies of liquid soap and hand towels mounted on the wall and foot pedal operated bins. Wall mounted hand sanitisers were strategically located throughout the day care setting. There were numerous laminated posters displayed throughout the day care setting to remind staff of good hand washing procedures and the correct method for donning and doffing PPE.

Discussion with the manager and staff identified that they had a good understanding of the procedure to follow in the event of service users or staff being diagnosed with Covid-19. We discussed the provision of mandatory training specific to IPC measures with staff. Staff confirmed that they had undertaken IPC training and that the training provided them with the necessary skills and knowledge to care for and support service users. Staff training records confirmed that staff had received training in IPC and Covid-19 awareness including the donning (putting on) and doffing (taking off) of PPE. The manager confirmed that management were monitoring progress with overall mandatory training to ensure full compliance.

Staff described how they wore PPE for activities that brought them within two metres of service users. The staff members spoken with reported that there was an appropriate supply of PPE and sufficient bins available to allow the safe disposal of PPE. Weekly spots checks were undertaken by management and included the appropriate use of PPE, temperature monitoring and the environment.

There were measures in place to support service users to maintain a two metre distance from other people. Changes to the routines of the day care setting had been made, to ensure this could be maintained. Changes had been made to activities such as, mealtimes, activities and social outings, to ensure that the service users could maintain the two metre distance from each other.

There was also a system in place to ensure that staff and service users had a temperature and daily wellness check recorded.

The manager, staff and service users confirmed enhanced cleaning was undertaken, to minimise the risk of cross contamination. This included the frequently touched points throughout the building.

The manager provided a list to RQIA, by email, of the information available in the day care setting in relation to Covid-19. This included information related to:

- Covid-19 awareness session re learning outcome of covid-19
- Information on contact tracing
- Hand hygiene 7 step technique information sheet
- Covid-19 interim protocol for testing
- Covid-19 PPE information poster
- Covid-19 trust transport guidance for covid-19 restrictions
- Transport Drivers Post Covid19 Day Centre Recovery Guidance July 2020 (transport managers)
- Guidelines on the use of Contactless Thermometers
- PPE safe use of visors
- FAQ on PPE
- Using fluid shield masks
- Donning and doffing presentation.

It was positive to note that easy read format guidance was available to service users which included:

- A guide to your Covid-19 vaccination
- Coronavirus and Health Issues Leaflet
- How to Keep your Hands Clean Leaflet
- Wearing a mask social story
- Covid-19 social story
- Personalised phased back to the service information leaflet
- Talking mats reflection on lockdown
- Makaton health care cards
- PPE Social Story.

Service users' risk assessments had been undertaken in respect of the following areas:

- Transmission of COVID-19 within the centre

- Environment
- Use of PPE
- Screening process.

The procedures and guidance in place evidenced that:

- robust systems are in place to ensure that current infection prevention and control guidance is available and accessible to staff
- there are effective systems in place to monitor staff compliance with good infection prevention and control practices
- all staff working in the service are able to demonstrate their knowledge of infection prevention and control practice commensurate to their role and function in the service.

From feedback, it was positive to note that staff were working well together to support the best outcomes for service users, in a caring and safe manner.

It was also noted that staff were committed to working in line with Covid-19 guidance to ensure that the impact of current measures, strikes the correct balance between keeping people safe and promoting a good quality of life, as confirmed in discussions with staff and service users. Staff are being vigilant in terms of monitoring people for symptoms and are adhering to the public health guidance in order to minimise the risk of introducing or spreading Covid-19.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to recruitment practices, staff registrations with NISCC, communication between service users, staff and other key stakeholders, compliance with Covid-19 guidance, the use of personal protective equipment guidelines, Covid-19 education and management including IPC measures.

Areas for improvement

Two areas for improvement were made in relation to monthly quality monitoring processes and adult safeguarding training.

	Regulations	Standards
Total number of areas for improvement	1	1

7.0 Quality improvement plan

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Mr Terry McCrea, manager, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all areas for improvement identified 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 the day care setting. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises RQIA would apply standards current at the time of that application.

7.1 Areas for improvement

Areas for improvement have been identified where action is required to ensure compliance with The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Day Care Setting Regulations (Northern Ireland) 2007 and the Day Care Settings Minimum Standards, 2012.

7.2 Actions to be taken by the service

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP via Web Portal for assessment by the inspector.

Quality Improvement Plan	
Action required to ensure compliance with The Day Care Setting Regulations (Northern Ireland) 2007	
<p>Area for improvement 1</p> <p>Ref: Regulation 28 (4)</p> <p>Stated: First time</p> <p>To be completed by: Immediate and ongoing from the date of inspection</p>	<p>The registered person shall ensure that the person carrying out the visit shall—</p> <p>(a) interview, with their consent and in private, such of the service users and their representatives and persons employed in the day care setting as appears necessary in order to form an opinion of the standard of care provided in the day care setting;</p> <p>(b) inspect the premises of the day care setting, its record of events and records of any complaints;</p> <p>and</p> <p>(c) prepare a written report on the conduct of the day care setting.</p> <p>Ref: 6.2</p>
	<p>Response by registered person detailing the actions taken:</p> <p>The operations manager will remind all staff carrying out monitoring visits within services that they must monitor and record all areas in line with Regulation 28.</p> <p>The registered person will ensure that all aspects of the regulation is adhered to during monitoring visits, that all aspects are recorded and that a written report of the conduct of the day care setting is provided.</p>
Action required to ensure compliance with The Day Care Settings Minimum Standards, 2012	
<p>Area for improvement 1</p> <p>Ref: Standard 13.4</p> <p>Stated: First time</p>	<p>The registered person shall ensure that staff have completed training on and can demonstrate knowledge of adult safeguarding.</p> <p>Ref: 6.2</p>

<p>To be completed by: Immediate and ongoing from the date of inspection</p>	<p>Response by registered person detailing the actions taken:</p> <p>The Registered Person continues to ensure that all the staff who they manage directly and are employed in the support of service users, have completed training on and can demonstrate knowledge of adult safeguarding.</p> <p>The Trust's Support Services, which includes Catering, Cleaning and Transport have developed a specific training presentation for staff regarding the Safeguarding of Children and Adults. This training is now mandatory and is being rolled out across the Trust. It will be part of the Trust's Induction Programme for all new staff. Refresher training will be completed every two years. The Line Managers of the Support Services staff working within the area will update the Registered Centre Manager of the training completed, and provide assurance that their staff can demonstrate a knowledge of adult safeguarding.</p>
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The **Regulation** and
Quality Improvement
Authority

The Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
BELFAST
BT1 3BT

Tel 028 9536 1111
Email info@rqia.org.uk
Web www.rqia.org.uk
 [@RQIANews](https://twitter.com/RQIANews)