

Announced Care Inspection Report 12 March 2021



Everton Day Centre

Type of Service: Day Care Setting
Address: 589/593 Crumlin Road, Belfast, BT14 7GB
Tel No: 028 9504 0590
Inspector: Angela Graham

www.rqia.org.uk

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 is a day care setting with up to 90 places registered to provide care and day time activities for people living with a learning difficulty, dementia and additional mental and physical health care needs. 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 Adrian Brennan
Responsible Individual: Mr Martin Dillon	
Person in charge at the time of inspection: Mr Adrian Brennan	Date manager registered: 06 April 2018

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 22 October 2019. 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 12 March 2021 from 10.00 to 15.00 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.

An area for improvement was made in relation to 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.

Management and staff presented as motivated and committed in providing a safe and effective service.

Those consulted with indicated that they were 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	0	1

Areas for improvement and details of the Quality Improvement Plan (QIP) were discussed with Mr Adrian Brennan, 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 22 October 2019

No further actions were required to be taken following the most recent inspection on 22 October 2019.

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. Sixteen service users and thirteen relatives' responses were received and the respondents were either very satisfied or satisfied that care was safe, effective, compassionate and well led. Eight staff responses were received within the timescale requested and the respondents were either very satisfied or satisfied that care was safe, effective, compassionate and well led.

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 satisfied with the current care and support. 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 done all my mandatory training and that included IPC and Covid-19 awareness training. We also done PPE training including how to don and doff our PPE."
- "Everton is a good place to work; a pleasure and a privilege."
- "Great communication and teamwork in the centre. Open door policy and management are very supportive and approachable."
- "We have a Covid-19 file in place with up to date guidance available. We also have a shared area on the Trust website that we can access Covid-19 information and the Trust send us out daily emails providing any new information."
- "Lots of extra cleaning is undertaken of all hard surfaces and touch points."
- "Very well supported and management are always available to answer our queries. I feel management have gone above and beyond to reassure staff and service users during the pandemic."
- "Each activity room has its own bubble to prevent any unnecessary footfall into the area or contact."
- "Care here is excellent and service user focused."
- "We developed easy read information for service users regarding Covid-19 and the vaccination."

Comments from service users' included:

- "I like it here. I missed coming when the centre was closed."
- "The manager will always take time to listen to you."
- "Staff wear their PPE in the rooms with us. I feel safe in the centre."
- "When we were off from day care staff phoned us to see all was ok."
- "Staff talked to us about the vaccination and they have been brilliant. We got a goody bag after getting the vaccination."
- "I enjoy all the activities in the centre."
- "Staff make me feel safe with all that they do. Staff told us about how important it is to wash our hands often."

Comments from relatives' included:

- "Everton management and staff are very professional and caring. Our son Xxxx has been with them for over 20 years and we cannot praise them enough. They are wonderful."
- "Centre staff are very approachable. They show kindness and compassion to my relative that attends the centre. During the pandemic, they phoned to see how we were coping and sent activities etc. It was very nice to receive these calls."
- "We can't thank staff enough for their support and contact over the past 10 months."
- "Everton enabled us to have our son vaccinated a week ago. Well organised on the day. Thank you to everyone. Keep up the good work."
- "My daughter is very happy. Everton have supported us during a difficult year. We know they are doing what they can."
- "They're more than kind, and respectful and supportive to my family member."

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 one complaint had been received since the date of the last inspection and that local resolution had been achieved. 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 "Thank you for all the lovely gifts, phone calls, help and support at this awful time."

We really appreciate it, you are all superstars.”, “To see my sister receive her vaccination in the familiar surroundings of the day centre and familiar staff brought tears to my eyes. Thank you all so much.” and “We appreciate the three days service that Xxxx avails of at present. Staff go above and beyond and it is amazing to see how Xxxx has engaged with the online zoom sessions. We never thought that this would be possible and wonderful to see them so happy.”

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.

Discussions with the manager and staff described positive working relationships in which issues and concerns could be freely discussed; staff reported they were confident that they would be listened to. In addition, staff confirmed that they felt supported by management.

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 adhered to RQIA guidelines and evidenced engagement with service users, professionals and staff, with positive feedback recorded. It was positive to note that the quality monitoring reports also 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 domestic 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:

- BHCST: Supporting Staff through COVID-19 Information for Managers and Team Leaders
- BHSCT: Take 5 Steps to Wellbeing during times of Isolation
- BHSCT: Staying Safe during COVID 19. A Guide for Managers and Staff
- BHSCT: HR notice: Adherence to Covid-19 Guidance
- Public Health England COVID 19 Infection prevention and control guidance
- Key Principles for Bank and Agency Staff
- Letter form PHA: Re: COvid-19 Guidance for maintaining services within health and care settings- infection, prevention and control recommendations. Application of Guidance document for N.I.

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

- Coronavirus (COVID-19)
- Hygiene - washing hands
- Face coverings
- Face covering exemption card
- PPE - user friendly/easy read information
- ID Badges - specific to the staff in the day centre, showing staff without and with full PPE
- COVID-19 Flash cards and Social Stories (BHSCT Speech and Language Therapist).

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.

Management and staff are to be commended for their innovative ideas and practices regarding the provision of activities given the current restrictions. Activities included:

- Personalised gift/resource bags at Halloween, Christmas and Valentine's Day.
- Art, craft and sensory items delivered to service users homes.
- Zoom calls established with a range of activities offered.
- PPE shared with families to help meet the needs of service users.
- Colouring competition
- Christmas You Tube Recordings with music therapist and service users
- Zoom Cross City Bingo Session.

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

An area for improvement was made in relation to adult safeguarding training.

	Regulations	Standards
Total number of areas for improvement	0	1

7.0 Quality improvement plan

An area for improvement identified during this inspection is detailed in the QIP. Details of the QIP were discussed with Mr Adrian Brennan, 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

An area for improvement has been identified where action is required to ensure compliance with The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 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 Settings Minimum Standards, 2012

<p>Area for improvement 1</p> <p>Ref: Standard 13.4</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 staff have completed training on and can demonstrate knowledge of adult safeguarding.</p> <p>Ref: 6.2</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>



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)