

Unannounced Care Inspection Report 5 March 2020



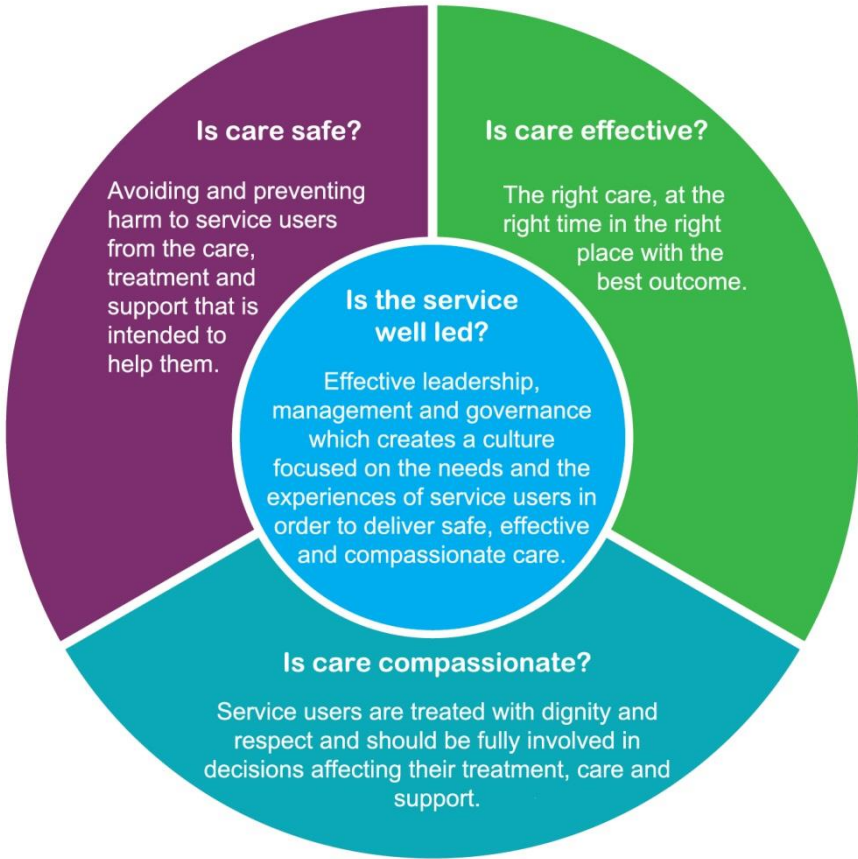
Cookstown Adult Centre

Type of Service: Day Care Service
Address: 2 Westlands Road, Cookstown, BT80 8BX
Tel No: 028 8672 3911
Inspector: Fionnuala Breslin

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 Cookstown Adult Centre provides day time activities for up to 55 service users. The service meets the needs of adults with learning disabilities, physical complex disabilities, challenging behaviours, autism, mental health diagnosis and sensory impairment.

3.0 Service details

Organisation/Registered Provider: Northern HSC Trust Responsible Individual: Dr Anthony Baxter Stevens	Registered Manager: Mona McCann
Person in charge at the time of inspection: Day Care Worker	Date manager registered: 9 January 2014
Number of registered places: 55	

4.0 Inspection summary

An unannounced inspection took place on 5 March 2020 from 11.30 hours to 14.45 hours. This inspection was underpinned by the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Day Care Setting Regulations (Northern Ireland) 2007, The Day Care Setting Minimum Standards, 2012, and The Northern Ireland Social Care Council (Social Care Worker Prohibition) and Fitness of Workers (Amendment) Regulations (Northern Ireland) 2017.

As a public-sector body RQIA has a duty to respect, protect and fulfil the rights that people have under the Human Rights Act 1998 when carrying out our functions. In our inspections of day care services, we are committed to ensuring that the rights of people who receive services are protected. This means we will be seeking assurances from providers that they take all reasonable steps to promote people's rights. Users of day care services have the right to expect their dignity and privacy to be respected and to have their independence and autonomy promoted.

Evidence of good practice was found in relation to Access NI, staff registrations with the Northern Ireland Social Care Council (NISCC) and staff training.

Service users provided positive comments regarding the care and support they had received.

Service users' comments:

- "Yes I feel safe."
- "The staff are good."
- "Yes I like to go shopping in Asda."
- "I like it here."
- "I enjoy coming here."
- "The staff help me."

Relatives' comments:

- "The staff have really bonded with my son and he enjoys coming to the centre and his activities here."

- "They understand my son's needs and abilities and are sensitive to things that upset him such as loud noises."
- "I am delighted with the care he has received here, it can be difficult to get him up in the morning but he really enjoys it when he comes here."
- "We feel he is very well looked after here."
- "Yes they let us know if he is unwell or has unusual behaviour. The staff write in his diary every day."
- "He comes four days a week he cannot talk he needs support with food and it has to be liquidised as he has difficulty swallowing."
- "He loves coming on the bus they are very good to him and have adapted to his own particular ways they are very understanding of him and he is far happier in the day centre than he was at the special school he attended."

Staff comments:

- "We do have restrictive practices to allow the person time out of their wheelchair so cot sides are used on the bed. This has been assessed by a registered Learning Disability Nurse and has been discussed at the person's review by a multidisciplinary team with the carer present, and a best interest decision has been made."
- "This has been reviewed three monthly initially including safety checks carried out on the bed and cot sides."
- "Agency support workers are given the same induction and supervision as permanent staff."
- "Induction is in line with NISCC standards."
- "We have restrictive practices, for example for some service users a harness is used whilst on the bus, this is assessed and set up by the positive behaviour team and is reviewed three monthly initially then six monthly then 12 monthly. This is to ensure safety on the bus."
- "Care plans are updated at least annually at each review or more often if necessary. Reviews are carried out six monthly to annually depending on needs of the person."
- "We have group meetings to ensure good standards are maintained."
- "We have known our service users for so long we know their individual needs so we can deliver the right care to meet their needs, I think this is important as my group is non-verbal, then the permanent staff can show new staff how to communicate effectively."
- "We get supervision every three months by the manager."
- "Good teamwork is encouraged and I carry out supervision with my team of support staff."
- "We have a good manager, she keeps us right."
- "We have all completed 'Deprivation of liberty' training up to level two."
- "Training is all up to date we have a training matrix and it's monitored by two day care workers."
- "We had Adult Safeguarding training in September I would go to the manager if I had a concern."
- "We work with RQIA to ensure continuous improvements are made."
- "Activities are arranged very well and linked to the needs and wishes of the service users."

Visiting professionals' comments:

- "The care here is really person centred and the service user is put at the centre of all decisions made. The person's dignity is always important."
- "Communication is always important the staff always take their time to listen even when the person is being repetitive."
- "I have not seen anything happen that I would feel concerned about."
- "Routine is followed and the activity plan you see on the notice board is adhered to and the service users really appreciate the routine."

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

4.1 Inspection outcome

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

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

	Regulations	Standards
Total number of areas for improvement	0	0

4.2 Action/enforcement taken following the most recent care inspection dated 16 October 2018

No further actions were required to be taken following the most recent inspection on 16 October 2018

5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA about this day care service. This included the previous inspection report, notifiable events, and written and verbal communication received since the previous care inspection.

During our inspection we focused on contacting the service users, their relatives and staff to find out their views on the service. We also spoke with HSCT professionals involved with the service.

We ensured that the appropriate staff checks were in place before staff work with service users, by checking the recruitment records specifically relating to Access NI and NISCC registration.

“Have we missed you?” cards were provided to give service users and those who visit them the opportunity to contact us after the inspection with their views. A poster was provided for staff detailing how they could complete an electronic questionnaire. No responses were received.

Ten questionnaires were also provided for distribution to the service users and their representatives; one response was returned within the timeframe for inclusion within this report.

RQIA information leaflets ‘How can I raise a concern about an independent health and social care service’ were also provided to be displayed appropriately in the setting.

During the inspection the inspector met with 18 service users, six staff, one visiting professional, a student nurse on placement and three service users' relatives.

The inspector would like to thank the person in charge, service users, service user's relatives and staff for their support and co-operation throughout the inspection process.

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

6.0 The inspection

6.1 Inspection findings

The inspector reviewed four staff recruitment records relating to Access NI checks and found them to be satisfactory. There was also a system in place to ensure that staff members were registered with NISCC and this was monitored on a regular basis. The inspector carried out a spot check on three support staff on the NISCC web portal and found them to be registered. The day centre availed of outside agency staff. The records of two of the agency staff present on the day of inspection evidenced that Access NI and NISCC checks were carried out prior to employment and both records included induction and supervision records, the induction was the same quality as permanent staff and in line with NISCC standards.

The inspector also reviewed the two notifications received by RQIA since the last inspection. The inspector noted that they were appropriate and the manager had reported the incidents to the relevant Health and Social Care Trust (HSCT) professionals and next of kin.

The inspector observed service users taking part in various activities in different rooms. This involved the use of sensory stimulation or reduction, music, art and the "Teach" programme. Each area was designed specifically to meet the needs of the individual service users. There was no evidence of distress or behaviours which challenge and the body language of the service users was relaxed, contented and engaged. The service users were supported by staff members to participate in activities. Some of the service users informed the inspector they enjoyed a baking activity that had taken place. The service users were happy they had been productive and the fact that they could take their cakes home. The inspector observed that the staff were very caring and attentive to the needs of the service users and the activity was meaningful to the service users as they expressed excitement and joy.

The person in charge brought the inspector to another part of the building known as the annex. Here activities were provided for service users who were assessed as requiring less support. The service users spoke with the inspector and made positive comments about their experiences attending the annex. The day care worker told the inspector that they were able to go out into the community on outings and that an art teacher attended the annex to carry out art classes once a week.

Feedback received throughout the inspection process and the one questionnaire response received was positive with service users and families indicating that they were very satisfied that the care delivered by the day centre was safe, effective, compassionate and well led.

Areas of good practice

Evidence of good practice was found in relation to the governance of NISCC and Access NI checks; person centred support, care and activity planning. There was evidence of good practice in leadership and team work.

Areas for improvement

There were no areas for improvement 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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