

Inspection Report

30 September 2021



Suffolk Day Centre

Type of service: Day Care Setting
Address: 88 Stewartstown Road, Belfast, BT11 9JP
Telephone number: 028 9504 2922

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

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: Belfast Health and Social Care Trust (BHSCT)	Registered Manager: Mr Neil O'Hagan
Responsible Individual: Dr Catherine Jack	Date registered: 19 April 2018
Person in charge at the time of inspection: Mr Neil O'Hagan	
Brief description of the accommodation/how the service operates: This is a day care setting with 74 places that provides care and day time activities for people with a learning disability. The day centre is open Monday to Friday and is managed by the BHSCT.	

2.0 Inspection summary

An announced remote care inspection took place on 30 September 2021 from 10.00 a.m. to 3.25 p.m.

This inspection focused on staff registrations with the Northern Ireland Social Care Council (NISCC), adult safeguarding, notifications, complaints and whistleblowing, Deprivation of Liberty Safeguards (DoLS), restrictive practice, dysphagia arrangements, monthly quality monitoring and Covid-19 guidance.

There were no areas for improvement identified during this inspection.

Good practice was identified in relation to staff training, the management of dysphagia and the monitoring of care staffs' registrations with the NISCC. Good practice was also found in relation to system in place of disseminating Covid-19 related information to staff. There were good governance and management oversight systems in place.

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.

3.0 How we inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how they were performing at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the service provider to

ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

Prior to inspection we reviewed the information held by RQIA in relation to the day care setting. This included the previous inspection report and any 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.

The inspection also focused on reviewing a range of relevant documents, policies and procedures relating to the day care setting's governance and management arrangements. This included checking how care staffs' registrations with the NISCC were monitored.

We discussed any complaints and incidents during the inspection with the manager and we reviewed the quality monitoring processes to ensure that these areas were routinely monitored as part of the monthly checks in accordance with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007.

Information was provided to staff, service users and/or their relatives on how feedback could be provided to RQIA about the quality of services in the day care setting. This included service user/relative questionnaires and a staff poster. Three service users, 13 relatives and nine staff returned questionnaires. Examples of the respondents' comments are included in the main body of the report.

The findings of the inspection were provided to the manager and two assistant managers at the conclusion of the inspection.

4.0 What people told us about the service

The information provided by service users during the inspection indicated that there were no concerns in relation to the day care setting. All confirmed that they were very satisfied with the standard of care and support provided. During the inspection we spoke with four service users, one relative and eight staff including the manager.

Comments received during the inspection process included:

Service users' comments:

- "Good place to come."
- "I like playing pool."
- "Staff are good."
- "I like all the staff."

Relative's comments:

- "I couldn't speak highly enough of the staff. They are all so kind and caring."

- “Communication is good; any changes in my son’s care the staff let me know.”
- “Anytime I see the staff they are always wearing their PPE.”
- “Excellent service.”

Staff comments:

- “Very supportive, open, transparent and encouraging environment.”
- “I got a very good induction and was welcomed and well supported by the staff and management.”
- “Great teamwork and always in the best interest of service users.”
- “Service users are always given choice in the centre.”
- “I’ve done DoLS, infection prevention and control, donning and doffing training and also dysphagia awareness training.”
- “The management is very supportive and involves us in decision making and respects our views.”
- “I am the infection prevention and control champion for the service and attend infection prevention and control meetings. I am also involved in infection prevention and control audits including correct the use of personal protective equipment and donning and doffing.”
- “Adult safeguarding is everybody’s responsibility and I know the importance of immediate reporting of concerns.”

We received a telephone call, from a relative, prior to the inspection. The relative advised that they were very satisfied that care was safe, effective, compassionate and well led.

Three service users, 13 relatives and nine staff returned questionnaires. All service users and relatives indicated that they were generally satisfied or very satisfied that care was safe, effective, compassionate and well led. One staff member indicated they were dissatisfied that care was compassionate; no additional supporting information was provided. A number of staff expressed a degree of dissatisfaction with the management and leadership. All questionnaire responses were shared with the Trust’s Operations Manager following the inspection for further consideration and action, as appropriate.

Comments received included:

- “I love coming to the centre. It is a brilliant place to come to. I feel safe and secure and that staff understand me. I love the activities and I’ve made some good friends. I also enjoy my dinner in the centre and try to eat healthy when I am here.”
- “I enjoy coming 4 days a week. I get along with everybody. I enjoy going to the main hall for activities and I enjoy talking to staff and Neil is a good manager.”
- “Staff ethos, attitude and the totality of the centre is a credit to all the values of social care. Totally at home with the manner of care and very proud of all who work there for my brother’s benefit.”
- “My daughter can be very difficult but she has always been treated with love and respect by all the staff and I have never had any concerns about Suffolk Day Centre.”

5.0 The inspection

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

The last inspection to Suffolk Day Centre was undertaken on 16 May 2019 by a care inspector; no areas for improvement were identified.

5.2 Inspection findings

5.2.1 Are there systems in place for identifying and addressing risks?

The day care setting's provision for the welfare, care and protection of service users was reviewed. The organisation's policy and procedures reflected information contained within the Department of Health's (DoH) regional policy 'Adult Safeguarding Prevention and Protection in Partnership' July 2015 and clearly outlined the procedure for staff in reporting concerns. The organisation had an identified Adult Safeguarding Champion (ASC).

Discussions with the manager and assistant managers demonstrated that they were knowledgeable in matters relating to adult safeguarding, the role of the ASC and the process for reporting adult safeguarding concerns.

It was confirmed that staff were required to complete adult safeguarding training during their induction programme and regular updates thereafter.

Staff indicated that they had a clear understanding of their responsibility in identifying and reporting any actual or suspected incidents of abuse. They could describe their role in relation to reporting poor practice and their understanding of the day care setting's policy and procedure with regard to whistleblowing.

The day care setting had a system for retaining a record of referrals made to the relevant Health and Social Care Trust in relation to adult safeguarding matters.

Records viewed and discussions with the manager indicated that a number of referrals had been made with regard to adult safeguarding since the last inspection and these concerns were managed appropriately. Adult safeguarding matters were reviewed as part of the quality monitoring process.

All incidents and accidents were recorded on an electronic system which are reviewed and audited by the manager, to ensure follow up of any outstanding actions, and the BHSCCT governance department. There were systems in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies appropriately.

Staff were provided with training appropriate to the requirements of their roles. This included DoLS training. Staff had an understanding that people who lack capacity to make decisions about aspects of their care and treatment have rights as outlined in the Mental Capacity Act.

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, the care records contained details of assessments completed and agreed outcomes developed in conjunction with the HSC Trust representative.

The environment was observed during a virtual tour of the day care setting and there was evidence of infection prevention and control (IPC) measures in place such as Personal Protective Equipment (PPE) which was available for staff. Other IPC 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 (putting on) and doffing (taking off) 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. A review of staff training records confirmed that staff had received training in IPC and Covid-19 awareness including the donning and doffing 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.

There was a good system in place to share information relating to Covid-19 and IPC practices. Staff were observed adhering to guidance and were knowledgeable about IPC during discussions.

5.2.3 Is there a system in place for identifying service users Dysphagia needs in partnership with the Speech and Language Therapist (SALT)?

Discussions with staff and review of service user care records reflected the multi-disciplinary input and the collaborative working undertaken to ensure service users' health and social care needs were met within the day care setting. There was evidence that day care staff made referrals to the multi-disciplinary team and these interventions were proactive, timely and appropriate. Staff were also implementing the specific recommendations of the SALT to ensure the care received in the setting was safe and effective.

It was noted that a number of service users had been assessed by SALT in relation to dysphagia needs and specific recommendations made with regard to their individual needs in respect of food and fluids. Staff spoken with demonstrated a good knowledge of service users'

wishes, preferences and assessed needs and how to modify food and fluids. It was positive to note all staff had undertaken dysphagia awareness training.

It was also positive to note that staff have been proactive in the management of service users' dysphagia needs. Discussions with the manager and staff confirmed that a working group had been established with service user, staff, SALT and catering staff representation. The working group reviewed the provision of nutrition within the day care setting including the provision of meals for service users with dysphagia needs.

5.2.3 Are there robust systems in place for staff recruitment?

The review of the day care setting's staff recruitment records confirmed that recruitment was managed in accordance with the regulations and minimum standards, checks are completed before staff members commence direct engagement with service users. Records viewed evidenced that criminal record checks (AccessNI) had been completed for staff.

A review of the records confirmed that all staff provided are appropriately registered with NISCC. Information regarding registration details and renewal dates are monitored by the manager in conjunction with the organisation's human resources department. Staff spoken with confirmed that they were aware of their responsibilities to ensuring that their registration with NISCC was up to date.

The manager told us that the centre does not use volunteers or voluntary workers.

5.2.4 Are there robust governance processes in place?

There were monitoring arrangements in place in compliance with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007. Quality monitoring visits had been undertaken by a monitoring officer. A sample of reports viewed provided evidence that the monitoring process included engagement with service users, service users' representatives and staff, also that the conduct of the day care setting was examined and that action plans for improvement were developed, if necessary.

Quality monitoring reports were of a good standard and details included review of service user care records; accident/incidents; safeguarding matters; complaints; compliments; staff recruitment and training and staffing arrangements.

There was a process for recording complaints in accordance with the day care setting's policy and procedures. The manager confirmed that three complaints had been received since the date of the last inspection. Discussion with the manager and review of records confirmed that complaints had been managed appropriately.

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.

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.

There was a system in place to ensure that staff received supervision and appraisal in accordance with the day care settings policies and procedures.

It was established during discussions with the manager that the day care setting had not been involved in any Serious Adverse Incidents (SAIs)/Significant Event Analyses (SEAs) or Early Alerts (EAs).

6.0 Conclusion

Based on the inspection findings and discussions held with staff, relatives and service users, RQIA was satisfied that this service was providing safe and effective care in a caring and compassionate manner; and that the service was well led.

The responses received to the electronic questionnaire were shared with the Trust's Operations Manager for consideration and action, if required.

There were no areas for improvement identified during this inspection.

The inspector would like to thank the manager, relatives, service users and staff for their support and co-operation throughout the inspection process.

7.0 Quality Improvement Plan/Areas for Improvement

	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 Mr Neil O'Hagan, manager, and two assistant managers as part of the inspection process and can be found in the main body of the report.



The Regulation and Quality Improvement Authority

7th Floor, Victoria House
15-27 Gloucester Street
Belfast
BT1 4LS

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

Assurance, Challenge and Improvement in Health and Social Care