

Inspection Report

Name of Service: Everton Day Centre

Provider: Belfast Health and Social Care Trust (BHSCT)

Date of Inspection: 28 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:	Belfast Health and Social Care Trust (BHSCT)
Responsible Individual:	Mrs. Maureen Edwards
Manager:	Mrs. Christine Noble
Service Profile – Everton Day Centre is a day care setting which provides care and day time activities for people living with a learning difficulty. Some service users also have dementia or 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).	

2.0 Inspection summary

An unannounced inspection took place on 28 November 2024, between 9.50 a.m. and 3.50 p.m. by care inspector.

The inspection was undertaken to evidence how the day care setting was performing in relation to the regulations and standards; and to determine if the day care setting was delivering safe, effective and compassionate care and is well led.

The inspection established that care delivery was safe and that effective and compassionate care was delivered to service users. The day care setting is well led.

Good practice was identified in relation to service user involvement and the management of complaints and adult safeguarding matters.

Service users were observed to be relaxed and comfortable in their surroundings and in their interactions with staff. See Section 3.2 for more information.

No areas for improvement were identified.

The inspector would like to thank the manager, service users and staff for their help and support in the completion of 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 service 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 Everton Day Centre. This included registration information, and any other written or verbal information received from service users, relatives, staff or the commissioning Trust.

Throughout the inspection process inspectors will seek the views of those attending and working in 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 and their quality of life

We spoke to a range of service users, relatives and staff to seek their views of attending, visiting and working within Everton Day Centre.

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 attending Everton Day Centre; they said they loved attending the day care setting and that the staff were great.

Staff said they had no concerns about the care delivery in the day care setting. One told us 'I love working here' while another one stated 'I'm completely happy with the care'. Another staff member expressed that morale was ok and the staff team work together well.

A relative we spoke to highlighted that their XXXX had attended Everton Day Centre for long time and they had no worries in relation to the care.

The information provided indicated that there were no concerns in relation to the day care setting.

Returned questionnaires indicated that the respondents were satisfied with the care and support provided. Several issues were raised that were discussed with a member of the management team for taking forward within the day care setting.

We did not receive any responses to the staff online 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 1 September 2023 by a care inspector. No areas for improvement were identified.

3.4 Inspection findings

3.4.1 Staffing Arrangements

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

No new staff had been appointed within the day care setting since the last inspection.

Checks were made to ensure that staff were appropriately registered with the Northern Ireland Social Care Council (NISCC) or the Nursing and Midwifery Council (NMC) or any other relevant regulatory body. There was a system in place for professional registrations to be monitored by the manager.

Staff were provided with training appropriate to the requirements of their role. All appropriate staff had been provided with training in relation to medicines management.

There were a number of staff working within Everton Day Centre who were supplied by agencies. The day care setting had maintained a record for these staff of all training, including induction and professional development activities undertaken. We spoke to one agency member of staff who commended the standard of their induction and the high level of care provided within the setting.

A small number of questionnaires received from service users raised concerns regarding staffing levels within the day care setting. This was discussed with a member of the management team on 30 December 2024. Records viewed during inspection evidenced that the management team monitor staffing levels on a daily basis. Where it has been identified that staffing levels may constitute a potential risk, contingency actions such as cancellation of staff training are considered.

3.4.2 Care Delivery

Service users said they had no concerns regarding their safety; they described how they could speak to staff if they had any concerns about safety or the care being provided.

It was also positive to note that 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 centre and any activities they would like to become involved in. Some matters discussed included fire safety procedures, complaints and compliments and the Christmas timetable.

Service user involvement was evident within the day care setting. A service user focus group took place on the day of the inspection in relation to the lunch time experience. Another service user told us they were part of a meeting that took place recently with the Transport Manager.

Staff interactions with service users were observed to be friendly, warm and supportive. Staff were knowledgeable about individual service user's routines, wishes and preferences. One staff member told us 'service users chose what activities they want to participate in'.

Service users spoke enthusiastically about the activities on offer within the day care setting. Several mentioned how much they enjoyed a recent Formal.

3.4.3 Management of Care Records

Care plans were in place to direct staff how to meet service users' needs. From reviewing service users' care plans it was good to note that service users had an input into devising their own plan of care. Service users were provided with easy read reports which supported them to fully participate in all aspects of their care. The service users' care plans contained details about their likes and dislikes and the level of support they may require. Care and support plans are kept under regular review and services users and /or their relatives participate, where appropriate, in the review of the care provided on an annual basis, or when changes occur.

Where a service user required assistance with transfers, a review of care records identified that moving and handling risk assessments and care plans were up to date.

Where service users were subject to Deprivation of Liberty Safeguards (DoLs), their care plans contained details of DoLs assessments completed and agreed outcomes developed in conjunction with the HSC Trust representative.

Some service users had been assessed by a Speech and Language Therapist as requiring their food and fluids to be modified. These recommendations were recorded within care plans.

3.4.4 Quality of Management Systems

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 HSC Trust representatives. The reports included details of a review of service user care records; accident/incidents; safeguarding matters; staff recruitment and training, and staffing arrangements.

The Annual Quality Report was reviewed and was satisfactory.

RQIA had been notified appropriately of any incidents in keeping with the regulations. Incidents had been managed appropriately.

No incidents had occurred that required investigation under the Serious Adverse Incidents (SAI) procedure.

The day care setting's registration certificate was up to date and displayed.

Records examined identified that a number of safety checks and audits had been undertaken including fire alarm tests. It was noted that the last full evacuation drill was undertaken on 24 October 2024. Fire risk assessments for the day care setting were available for the inspection and had been completed on 8 May 2024. All staff had completed fire training. During the inspection fire exits were observed to be clear of clutter and obstructions.

There was a system in place to ensure that complaints were managed in accordance with the day care setting's policy and procedure. Where complaints were received since the last inspection, these were appropriately managed and were reviewed as part of the day care setting's monthly quality monitoring process.

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

There was a system in place for transport staff or an identified person to check the vehicle at the end of each journey to ensure that no service users remained on the transport.

We discussed the acting management arrangements which have been ongoing since 7 November 2022; RQIA will keep this matter under review.

4.0 Quality Improvement Plan/Areas for Improvement

Areas for improvement have been identified where action is required to ensure compliance with Regulations and Standards.

	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 Mrs Christine Noble, Manager, as part of the inspection process and can be found in the main body of the report.



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