

Unannounced Care Inspection Report 2 March 2020



Antrim Day Centre

Type of Service: Day care
Address: 32F Station Road, Antrim, BT41 4AB
Tel No: 028 9441 6515
Inspector: Corrie Visser

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

Antrim Day Centre is a day care setting with a maximum of 40 places that provides care and day time activities for people aged over 18 years of age with a range of needs including learning disability, mental health, dementia, physical and/or sensory disability and frailty associated with old age. The day centre is open Monday to Friday and is operated by the Northern Health and Social Care Trust (NHSCT).

3.0 Service details

Organisation/Registered Provider: Northern Health and Social Care Trust Responsible Individual(s): Dr Anthony Baxter Stevens	Registered Manager: Mrs Heather McNeill
Person in charge at the time of inspection: Mrs Heather McNeill	Date manager registered: 3 October 2017

4.0 Inspection summary

An unannounced inspection took place on 2 March 2020 from 11.45 to 13.30 hours.

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

The inspection assessed progress with any areas for improvement identified during and since the last care inspection and to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

All service users, relatives and staff spoken with stated they were very happy with the care and support provided.

Evidence of good practice was found in relation to the process for completing Access NI checks, managing staff registrations with the Northern Ireland Social Care Council (NISCC), induction records and the management and reporting of accidents and incidents to RQIA.

Areas requiring improvement were identified in relation to the fascia boards needing replaced around the centre.

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

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	1	0

Areas for improvement and details of the Quality Improvement Plan (QIP) were discussed with Mrs Heather McNeill, registered 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 10 January 2019

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 10 January 2019.

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, the returned QIP, 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 ensured that the appropriate staff checks were in place before staff work with service users.

- Recruitment records specifically relating to Access NI and NISCC registration.

Ten questionnaires were also provided for distribution to the service users and their representatives to obtain their views on the service being delivered; eight responses were returned; analysis and comments are included within the report.

A poster was provided for staff detailing how they could complete an electronic questionnaire. No responses were received.

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 five service users, five staff and two service users' relatives.

Areas for improvement identified at the last care inspection were reviewed and assessment of compliance recorded as met and not met.

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

6.0 The inspection

Action required to ensure compliance with The Day Care Regulations (Northern Ireland) 2007		Validation of compliance
Area for improvement 1 Ref: Regulation 26 (2) (b) Stated: Second time	The registered person shall repair or replace the fascia boards around the centre.	Not met
	Action taken as confirmed during the inspection: The manager advised that the fascia boards around the centre have not been replaced. It was discussed that the tender has gone out and quotes are being obtained. The manager advised that it is hoped that this work will be carried out during the next financial year. The NHSCT are responsible to arranging for this work to be completed. This will be stated for the third time.	
Action required to ensure compliance with the Day Care Settings Minimum Standards, 2012		Validation of compliance
Area for improvement 1 Ref: Standard 21.1 and 13.3 Stated: First time	The registered person shall improve the induction for new staff so it includes a competency type of induction in keeping with NISCC's Induction Standards and evidences that staff have been made aware of safeguarding procedures.	Met
	Action taken as confirmed during the inspection: The inspector reviewed the induction records for new staff members and it was confirmed that the NISCC Induction Standards were included in the training. The inspector was provided with an induction check list and noted that adult safeguarding is included in this training. The policy is also retained on file and is discussed as part of the induction process.	
Area for improvement 1 Ref: Standard 17.4 Stated: First time	The registered person shall ensure that all accidents and incidents occurring in the centre are reported to RQIA in accordance with legislation and procedures.	Met
	Action taken as confirmed during the inspection: The inspector reviewed the accident and incident records and assessed that the agency was compliant with Standard 17.4 as all incidents are reported to RQIA in accordance	

	with legislation and procedures.	
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6.1 Inspection findings

One the day of inspection, the centre was well maintained and in good decorative order, with no obvious hazards for service users or staff noted. Furniture and fittings were found to be fit for purpose.

During the inspection, staff interactions with service users were observed to be compassionate, caring and timely. Staff were noted to stimulate and encourage service users to participate in a range of activities that promoted positive social outcomes for their health and well-being and encouraged meaningful social interaction. Service users approached staff freely, communicating their needs and making requests and staff responses throughout were noted to be cheerful, warm and appropriate.

The agency's staff recruitment processes were noted to be managed in conjunction with the organisation's Human Resources department within the NHSCT. The manager advised that no new staff had been recruited since the previous inspection however identified that they were knowledgeable in relation to safe recruitment practices in accordance with Regulation 13, Schedule 3 of the Day Care Setting Regulations (Northern Ireland) 2007 and Standard 11 of the Day Care Settings Minimum Standards, 2012. They had knowledge of the requirement to ensure that Access NI checks were completed for staff employed.

The day care setting has a system in place to ensure all staff are registered with NISCC and that registration of each staff member is maintained. A review of nine staff records confirmed that all staff were currently registered with NISCC as required. The inspector noted that the manager had a system in place for monitoring registration status of staff with the relevant regulatory body on a monthly basis. Staff were aware that they are not permitted to work if their NISCC/NMC registration had lapsed.

Four service users who engaged with the inspector spoke positively about the service and the ongoing benefits of attending the centre.

Service users' comments included:

- "It's a life saver."
- "The girls are all lovely people."
- "It's a great place."
- "We do different things every day – crosswords, relaxation, bingo."
- "We get choices for food."
- "We go out on the bus to various places."
- "I feel safe coming here."
- "If something is going on at home, the staff give advice and try to help you through it."
- "We are given choices."
- "I'd like to go back to the donkey sanctuary."
- "I do embroidery here."
- "I am satisfied enough."
- "There is a good range of activities."
- "The girls are friendly and respectful to me."

Staffs' comments included:

- "It's really good working in here."
- "There is great management and support network."
- "We have a great team."
- "It's a home to all the service users."
- "Induction is in-depth."
- "We do a lot of refresher training."
- "We are always observing."
- "If we have any concerns, we report to the person in charge and ensure we record everything and make sure the service user is ok."
- "The service users are being stimulated. They are not just sitting about all day."
- "It's like a lifeline to some clients."
- "We go above and beyond."
- "There are no bad things about working here."
- "We are made to feel part of the team."
- "The management are part of the team."
- "As soon as I walked in through the door, I felt welcomed."
- "The service users are given choices."
- "We prompt fluid intake all day."
- "Everyone works together."
- "I've been here 20 years and I love coming to work every day."
- "The manager has turned things round for the better."

Relatives' comments included:

- "**** (service user) loves going to the centre."
- "The staff are really very good."
- "You wouldn't get any better than in a 5 star hotel. They wouldn't look after you as well as they do in the centre."
- "They always have something for **** (service user) to do to stop them from getting bored."
- "He is well fed and the food is good."
- "They staff couldn't do any more for them."
- "I am really very happy."
- "Great care."
- "**** (service user) is very fond of all the girls."
- "The girls make him smile and laugh."

Eight service users/relatives questionnaires were returned and all respondents indicated that they were very satisfied that the care being delivered was safe, effective, compassionate and well led. Some comments received included:

- "I enjoy the day centre and staff are so good."
- "I feel I am looked after well at the day centre."
- "Everything perfect."
- "Very content."
- "Staff are good."
- "Everything all good to me. Staff and manager."
- "I enjoy coming to the day centre."

Areas of good practice

Areas of good practice were identified in relation to the process for the completion of Access NI checks in conjunction with the human resources department, staff registration with NISCC, induction records and notifying RQIA of incidents and accidents in accordance with legislation and procedures.

Areas for improvement

One area for improvement was identified during the inspection in relation to the fascia boards needing replaced around the centre.

	Regulations	Standards
Total number of areas for improvement	1	0

7.0 Quality improvement plan

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

The registered 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 agency. 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 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 Settings Regulations (Northern Ireland) 2007

<p>Area for improvement 1</p> <p>Ref: Regulation 26 (2) (b)</p> <p>Stated: Third time</p> <p>To be completed by: By the next inspection</p>	<p>The registered person shall repair or replace the fascia boards around the centre.</p> <p>Ref: 6.0</p>
	<p>Response by registered person detailing the actions taken:</p> <p>The roof of the Centre has been reviewed by the Trust and capital monies have been obtained to replace the coverings which will include the fascia boards and trims. The work will be carried out and completed within this financial year (2020/21)</p>

Please ensure this document is completed in full and returned via Web Portal



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