

# Inspection Report

**Name of Service:** Age NI Day Centre at Skainos Building

**Provider:** Age NI

**Date of Inspection:** 9 December 2024

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

## 1.0 Service information

<b>Organisation/Registered Provider:</b>	Age NI
<b>Responsible Individual</b>	Mrs. Linda Robinson
<b>Registered Manager:</b>	Mrs. Wendy McKillion
Age NI Day Centre at Skainos Building is a day care setting with 30 places. Staff in the day care setting provide care, support and day time activities for people who are over 65 years and/or have enduring mental health conditions.	

## 2.0 Inspection summary

An unannounced inspection took place on 9 December 2024, between 9.30 a.m. and 4.00 p.m. by a care Inspector.

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

The inspection established that safe, effective and compassionate care was delivered to service users attending the day care setting and that the service was well led. Details and examples of the inspection findings can be found in the main body of the report.

It was evident that staff promoted the dignity and well-being of service users and that staff were knowledgeable and well trained to deliver safe and effective care.

Service users said that they enjoyed coming to the day care setting. Refer to Section 3.2 for more details.

This inspection resulted in three areas for improvement being identified in regards to Fire Safety and damaged furnishings.

We wish to thank the manager, service users, a relative and staff for their support and cooperation during 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 this day care setting. This included registration information, and any other written or verbal information received from service users, relatives, staff or the commissioning Trust.

The inspection examined the day care setting's governance and management arrangements, reviewing areas such as staff recruitment, professional registrations, staff induction and training and adult safeguarding. The reporting and recording of accidents and incidents, complaints, whistleblowing, Deprivation of Liberty Safeguards (DoLS), Restrictive practices and Dysphagia management were also reviewed.

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.

#### 3.2 What people told us about the service

Throughout the inspection process inspectors will seek the views of those attending, working and visiting 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.

We spoke to a number of service users, a relative and staff to seek their views of attending and working within the day care setting.

Service users spoke positively about their experience of attending the day care setting; they said they enjoyed attending the day care setting and that the staff were brilliant. Observations of staff interacting with service users was noted to be person centred and caring. Comments included: "I enjoy coming, the food is good and the staff are good."

The relative of one service user described the positive impact that attending the day care setting had had for their relative, they stated, "This is the best place, we would be lost without it."

Staff spoke very positively in regard to the care delivery in the day care setting. One told us that they loved working in the day care setting and that service users were safe and well looked after. Staff indicated that they were well supported by the manager and that the training provided was good.

The information provided indicated that those we spoke with did not have any concerns in relation to the care and support provided within the day care setting.

Returned questionnaires indicated that the respondents were satisfied with the care and support provided. Comments included: "Service is brilliant."; "Just coming to the centre I feel safe."; "Very good, outstanding. Staff very helpful."

There were no responses to the electronic 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 20 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 to staff induction, regular staff training and ensuring that the number and skill of staff on duty each day meets the needs of service users.

A review of the day care setting's staff recruitment records confirmed that pre-employment checks, including criminal record checks (AccessNI), were completed and verified before staff members commenced employment and had direct engagement with service users. This included ancillary staff.

There was evidence that all newly appointed staff had completed a structured orientation and induction which also included shadowing of a more experienced staff member. Written records were retained by the day care setting of the person's capability and competency in relation to their job role.

There was one volunteer providing support within the day care setting. It was identified that appropriate checks including AccessNI checks had been completed prior to them supporting within the day care setting. The manager confirmed that volunteers did not undertake any personal care duties.

The day care setting has maintained a record for each member of staff of all training, including induction and professional development activities undertaken. The review of training records evidence that staff had completed appropriate training to meet the needs of the service users.

There was evidence of effective systems in place to manage staffing. Sufficient staff were on duty to support the service users. Staff said there was good teamwork and that they felt well supported in their role by the manager. Staff said that there were enough staff to meet the needs of the service users. It was observed that staff responded to requests for assistance promptly in a caring and compassionate manner. It was evident that staff had a good understanding of the needs, likes and dislikes of individual service users.

Staff meetings were facilitated on a regular basis and a record of the matters discussed was retained. Staff meet daily to discuss the plan for the day and to discuss the needs of the service users.

Observation of the delivery of care evidenced that service users' needs were met in a safe, effective and compassionate manner. There was a relaxed and welcoming atmosphere in the day care setting.

### **3.4.2 Care Delivery**

Staff interactions with service users were observed to be polite, friendly, warm and supportive and the atmosphere was calm and relaxed. Staff were knowledgeable of individual service users' needs, their daily routine, wishes and preferences.

Staff were also observed offering service users support to engage in the activities they choose to participate in. Service users were observed to be enjoying live music.

Service users were afforded privacy when being assisted to use the bathroom facilities. Staff were also observed offering service users choice in how and where they spent their day or how they wanted to engage socially with others.

Service users had good access to food and fluids throughout their day. The dining room was observed to be clean and warm. Service users were safely positioned for their meals and the mealtimes were observed to be well organised and supervised. Staff communicated well to ensure that every service user received their meals in accordance with their assessed needs. Food provided was observed to be well presented and service users were offered a choice.

The day care setting had facilitated service user meetings on a monthly basis which enabled the service users to discuss what they wanted to achieve from attending the day care setting and any activities they would like to become involved in. There was evidence of a well-structured plan with a wide range of activities available. Service users choose what activities they wish to participate in. Activities included arts and crafts, chair exercises, music, knitting/crochet and relaxation sessions.

Care reviews had been undertaken in keeping with the day care setting's policies and procedures. There was also evidence of regular contact with service users and their representatives.

### **3.4.3 Management of Care Records**

Service users' needs were assessed prior to and when they first attended the day care setting. Following this initial assessment, they were assessed again at regular intervals. Care plans were developed to direct staff on how to meet the service users' needs in a safe and effective manner.

There was a system in place for retaining all information in regard to individual service users. Staff can access this information and there was evidence that staff recorded regularly details of the care and support provided or any changes to the service users' needs.

Care records were person centred, and regularly reviewed and updated to ensure they continued to meet the service users' needs.

Service users, where possible, were encouraged and supported to be involved in planning their own care and the details of care plans were shared with their relatives, as appropriate.

#### **3.4.4 Quality and Management of the Environment**

The day care setting was observed to be clean and tidy, warm and comfortable and free of clutter. However, a number of chairs used by service users were observed to be worn and not of a material that could be cleansed effectively. An area for improvement has been identified.

A fire risk assessment had been completed in October 2024; the manager received a copy of the report on the day of the inspection. There was evidence that fire safety checks had been completed as required. Staff had completed training in regard to fire safety and had participated in a fire evacuation drill. It was identified that none of the staff had completed Fire Warden Training. An area for improvement has been identified.

Fire doors were observed to be unobstructed, however it was observed that a number of the doors had gaps/worn seals; this was discussed with the RQIA estates inspector and an area for improvement has been made.

There was evidence that systems and processes were in place to manage infection prevention and control which included policies and procedures and regular monitoring of the environment.

Hazardous substances were noted to be stored appropriately in accordance with Control of Substances Hazardous to Health (COSHH) guidance.

#### **3.4.5 Quality of Management Systems**

There has been no change in the management of the day care setting since the last inspection. Mrs Wendy McKillion has been the Registered Manager since 8 September 2010. Staff commented positively about the manager and described them as knowledgeable, supportive, approachable and always available to provide guidance.

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 Trust representatives. Comments included: "Staff are fantastic, they go above and beyond."; "Day centre has been a lifeline."

The reports included details of a review of service user care records; accident/incidents; complaints; safeguarding matters; and staffing arrangements including recruitment and training.

Discussion with the manager and a review of records identified that incidents had been managed appropriately.

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

The day care setting's provision for the welfare, care and protection of service users was reviewed. There was a procedure in place for staff to report concerns.

Discussions with the manager established that they were knowledgeable in matters relating to adult safeguarding and the process for reporting and managing adult safeguarding concerns.

Staff had a good understanding of their responsibility in identifying and reporting any actual or suspected incidences of abuse and the process for reporting concerns. Staff could describe their role in relation to reporting poor practice.

The day care setting had a process for retaining a record of any referrals made to the Trust in relation to adult safeguarding. A review of records confirmed that no referrals has been made since the last inspection.

All staff had been provided with training in relation to medicines management; none of the service users require their medication to be administered by staff within the day care setting.

There was a system in place for managing instances where a service user did not attend the day care setting as planned. This included a system for signing in and out the service users who attend. There was clear guidance for staff should they be unable to gain access to the home of a service user whilst collecting them to attend the day care setting.

There was a system in place whereby staff check the vehicle after each journey to ensure that no service users remained on the transport. A record is retained and reviewed by the manager.

The day care setting's registration certificate was displayed appropriately.

Checks were made to ensure that staff were appropriately registered with the Northern Ireland Social Care Council (NISCC) or any other relevant regulatory body. There was a system in place for professional registrations to be monitored by the manager on a monthly basis. A spot check completed during the inspection indicated that staff were appropriately registered.

Staff told us that they would have no issue in raising any concerns regarding service users' safety, care practices or the environment and that they were confident that the manager or person in charge would address their concerns.

There was a system in place to ensure that complaints were managed in accordance with the day care setting's policy and procedure. It was identified that no complaints had been received since the last inspection. It was positive to note that a number of compliments had been received. Comments included: "Always there to lend a listening ear."; "Thanks you for the care, love and attention you showed to my mum."

The Annual Quality Report was reviewed and was satisfactory; it included the views of service users and other key stakeholders.

#### 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	3

Areas for improvement and details of the Quality Improvement Plan were discussed with Mrs Wendy McKillion, Manager, as part of the inspection process. The timescales for completion commence from the date of inspection.



Quality Improvement Plan	
Action required to ensure compliance with The Day Care Settings Minimum Standards August 2021, revised	
<b>Area for improvement 1</b>  <b>Ref:</b> Standard 25  <b>Stated:</b> First time  <b>To be completed by:</b> Immediate and ongoing from the date of inspection	The Registered Person shall ensure that premises are safe and well maintained. This relates specifically to the following matters: <ul style="list-style-type: none"> <li>• Replacement of damaged chairs</li> </ul> Ref: 3.4.4
	<b>Response by registered person detailing the actions taken:</b> 1x damaged chair removed, all other chairs safe for use. plans in place to replace all chairs in the coming months.
<b>Area for improvement 2</b>  <b>Ref:</b> Standard 28  <b>Stated:</b> First time  <b>To be completed by:</b> Immediate and ongoing from the date of inspection	The Registered Person shall ensure that relevant staff complete Fire Warden training.  Ref: 3.4.4
	<b>Response by registered person detailing the actions taken:</b> Fire warden training planned for 9 <sup>th</sup> and 16 <sup>th</sup> January 2025.
<b>Area for improvement 3</b>  <b>Ref:</b> Standard 28.2  <b>Stated:</b> First  <b>To be completed by:</b> Immediate and ongoing from the date of inspection	The Registered Person shall ensure that the physical fire safety precautions are provided and maintained in accordance with relevant legislation, manufacturers and installers' guidance, current guidance documents and British Standards.  This relates specifically to the review of all Fire Doors within the day care setting to ensure that they are suitable for the purpose intended.  Ref: 3.4.4
	<b>Response by registered person detailing the actions taken:</b> Fire doors reviewed and all remedial works scheduled for 14 <sup>th</sup> January 2025.

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Authority

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