

Inspection Report

13 September 2021



Windsor Day Centre

Type of service: Day Care
Address: 2a Rathfriland Road, Newry, BT34 1JN
Telephone number: 028 3083 5430

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: Southern HSC Trust Responsible Individual: Mr Shane Devlin	Registered Manager: Mrs P Farrell (Awaiting Registration)
Person in charge at the time of inspection: Mrs P Farrell	
Brief description of the accommodation/how the service operates: This is a Day Care Setting that provides care and support to a maximum of 60 service users. The staff deliver a programme of day care and day time activities, from Monday to Friday for adults who have a learning disability and that have multiple or complex needs that require a high level of support.	

2.0 Inspection summary

An unannounced inspection took place on 13 February 2020, at 09.15am to 12.30am by the care inspector. This inspection focused the Northern Ireland Social Care Council (NISCC) registrations, and the Nursing and Midwifery Council (NMC). Adult Safeguarding, notifications, complaints and whistleblowing, Deprivation of Liberty Safeguards (DoLS), restrictive practice, dysphagia arrangements, monthly quality monitoring, Covid-19 practice and guidance.

Good practice was identified in relation to appropriate checks being undertaken before staff were supplied to the setting. Good practice was also found in relation to the system in place for disseminating Covid-19 related information to staff.

There were good governance and management oversight systems in place. On entering the day care setting the inspector's contact tracing details were obtained by staff who advised that this is completed for all persons entering the day care setting in line with current Covid-19 guidelines.

The environment was observed during the inspection and there was evidence of infection Prevention and Control (IPC) measures in place such as PPE which was available for staff.

The findings of this report will provide the day care setting 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.

The inspection focused on:

- contacting the service users and staff to find out their views on the service
- reviewing a range of relevant documents and policies and procedures relating to the day care setting's governance and management arrangements.

4.0 What people told us about the service

We spoke to staff including the manager. We provided a number of questionnaires to service users and/or relatives to facilitate them to provide comments on the quality of service provision. Staff were also provided with an electronic survey. We observed a variety of activities and good communication between staff and service users. Service users present were observed involved in a range of activities including one to one work with staff. No comments were received due to the communication difficulties experienced by service users in attendance, although individuals did respond to the inspector with facial expressions and other forms of communication.

The returned questionnaires showed good satisfaction levels. We noted some of the comments received:

- "Windsor is an excellent place for our son"
- "The care and attention to detail and person centred care is excellent".
- "There is a very warm open and welcoming environment."

No staff comments were received from the electronic survey prior to the issue of this report.

Comments received during the inspection process:

Staff comments:

- "We promote individual choices and a range of achievable activities."
- "Good training. All my training is up to date and pending training is organised."
- "Good approachable manager."
- "The staff communicate well with each other."
- "My induction was comprehensive and prepared me for the role."
- "Getting to know individuals and their care plans is important."

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 Windsor Day Centre was undertaken on 12 February 2020 by a care inspector. Two areas for improvement were issued and both areas have been met following assessment during the inspection.

Areas for improvement from the last inspection on 12 February 2020		
Action required to ensure compliance with The Domiciliary Care Agencies Regulations (Northern Ireland) 2007		Validation of compliance
Area for improvement 1 Ref: Regulation 21 (3) (d) Stated: First time To be completed by: 30 April 2020	The registered person shall ensure the day centre maintains: (a) documentary proof of the date of the Access N.I. Enhanced Disclosure Check and the Access N.I. reference number (b) documentary evidence of photographic identification Ref: 6.1	Met
	Action taken as confirmed during the inspection: The Inspector confirmed compliance and records were available and up to date at the time of inspection.	
Action required to ensure compliance with The Domiciliary Care Agencies Minimum Standards, 2011		Validation of compliance
Area for improvement 1 Ref: Standard 14.4 Stated: First time To be completed by: 30 April 2020	The registered person shall submit the outcome of the action taken to address the concerns identified in regard to the erected fence.	Met
	The Inspector confirmed compliance and records were available and up to date at the time of inspection.	

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 outlines the procedure for staff in reporting concerns. The organisation had an identified Adult Safeguarding Champion (ASC).

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

It was noted that staff were required to complete adult safeguarding training during their induction programme and annual updates thereafter. All training records reviewed were in place and satisfactory.

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 agency's policy and procedure with regard to whistleblowing.

The setting had a system for recording referrals made to the HSC Trusts adult safeguarding team in relation to adult safeguarding. Records viewed and discussions with the manager indicated that no adult safeguarding referrals had been made since the last inspection.

The day care setting had provided service users with information in relation to keeping themselves safe and the details of the process for reporting any concerns.

There were systems in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies appropriately. It was noted that no incidents had been reported to RQIA since the last inspection.

There were arrangements in place to ensure that service users who require high levels of supervision or monitoring and restriction have had their capacity considered and where appropriately assessed. Where a service user is experiencing a deprivation of liberty, the care records contain details of assessments completed and agreed outcomes developed in conjunction with the HSC Trust representative.

All staff had completed DoLS training appropriate to their job roles; records reviewed clarified training. Discussion with staff clarified their knowledge of the subject.

Staff demonstrated that they had an understanding that service users who lack capacity to make decisions about aspects of their care and treatment have rights as outlined in the Mental Capacity Act.

There was a good system in place in relation to the dissemination of information relating to Covid-19 and Infection Prevention and Control (IPC) practices. Staff were observed adhering to guidance and were knowledgeable during discussions.

5.2.2 Question with regards care- Dysphagia/care partners – we need to develop a question Angela will add in after meeting

The manager confirmed that the setting had received specific recommendations from the Speech and Language Therapist (SALT) in relation to service users' dysphagia needs to ensure the care received in the service was safe and effective. A number of assessments were reviewed and were satisfactory. It was noted that staff had completed relevant training.

A number of service users required supervision when eating and drinking due to having swallowing difficulties; some of whom required their food and drinks to be of a specific consistency. Staff

spoken with demonstrated a good knowledge of service users' wishes, preferences and assessed needs; and how to modify food and fluids.

5.2.3 Are their 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; required pre-employment checks were completed before staff members' commenced employment and direct engagement with service users. Records viewed evidenced that criminal record checks (Access NI) had been completed for staff.

A review of the records confirmed that all staff provided were appropriately registered with the NISCC and the NMC. Information regarding registration details and renewal dates were monitored by the manager; this system was reviewed and found to be in compliance with regulations and standards. Staff spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date.

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. Reports relating to the agency's monthly monitoring were reviewed. The process included engagement with service users, relatives, staff, and HSC staff. The reports included details of the review of service user care records, accident/incidents, safeguarding matters, complaints, staff training and staffing arrangements.

We noted some of the comments made by service users; relatives, HSC Trust and staff during the monthly quality monitoring:

Service users:

- "A good range of activities."
- "I love Windsor."
- "I'm happy it's ok."
- "It's alright here."

Staff:

- "An enjoyable place to work."

- “I have completed all my training.”
- “I really enjoy the experience.”
- “Good tangible record for the work.”

Relatives:

- “Good transport provided and all safety measures used.”
- “Communication is excellent.”
- “Good staff nothing is a bother to them.”
- “No issues my *** is happy here.”

HSC Trust Staff:

- “Staff are good at following through with issues.”
- “Service is provided by a dedicated staff.”
- “Staff engage well and follow all SALT guidelines.”
- “A good facility and staff are helpful.”

It was positive to note that an action plan was generated to address any identified areas for improvement and these were followed up on subsequent months, to ensure that matters had been actioned.

There was a process for recording complaints in accordance with the day care setting’s policy and procedures. It was noted that no complaints had been received since the last inspection.

Staff were aware of the procedures in place regarding SALT guidance. Reviewed training records showed that all staff had Dysphagia training.

Staff described their role in relation to reporting poor practice and their understanding of the setting’s policy and procedure on whistleblowing.

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

The annual provider report as required by Regulation 17 was available for review. The report was comprehensive and gave a positive overview of the day care setting.

It was positive to note that a number of annual care reviews had been completed and the day care setting must be commended for their actions. We noted some of the comments from service users and relatives during their review:

- “Content with the current level of service.”
- “Very happy with the day care.”
- “I love the projects.”
- “I’m happy with the current provision.”
- “I’m happy with the overall Covid-19 guidance.”

6.0 Conclusion

Based on the inspection findings and discussions held, RQIA is satisfied that this service is providing safe and effective care in a caring and compassionate manner; and that the service is well led by the manager/management team.

7.0 Quality Improvement Plan/Areas for Improvement

No areas for improvement were identified during this inspection.

	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 P Farrell, registered manager, 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**

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