

# Inspection Report

11 November 2022



## Windsor Day Centre

Type of service: Day Care Setting  
Address: 2a Rathfriland Road, Newry, BT34 1JN  
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Assurance, Challenge and Improvement in Health and Social Care

## 1.0 Service information

<b>Organisation/Registered Provider:</b> Southern Health and Social Care Trust	<b>Registered Manager:</b> Ms. Marita Higgins
<b>Responsible Individual:</b> Dr Maria O'Kane	<b>Date registered:</b> Acting Manager
<b>Person in charge at the time of inspection:</b> Assistant manager	
<b>Brief description of the accommodation/how the service operates:</b> 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 was undertaken on 10 November 2022 09.00 a.m. and 12.00 p.m. The inspection was conducted by a care inspector.

The inspection examined the agency'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), Service user involvement, Restrictive practices, Dysphagia management and Covid-19 guidance was also reviewed.

It was positive to note that service users benefited from a well led service. There was a clear leadership and management structure in place which helped to ensure staff were knowledgeable about their role and responsibilities. The service was well organised and had a range of systems in place to support good communication.

Good practice was identified in relation to service user involvement. Staff we spoke with demonstrated strong caring values and a desire to provide service users with personalised care. Staff were familiar with the choices and preferences of individual service users and expressed a commitment to providing care in keeping with service users' care and support plans.

We noted some of the compliments received by the setting from various sources including relatives and professionals:

- "I'm very happy with the adult service and the support received."
- "Thanks to all the amazing staff at Windsor."
- "Thanks for all the work with my relative who is clearly happy being there every day."

### 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.

In preparation for this inspection, a range of information about the service was reviewed. This included any previous areas for improvement identified, registration information, and any other written or verbal information received from service users, relatives, staff or the Commissioning Trust.

As a public-sector body RQIA has a duty to respect, protect and fulfil the rights that people have under the Human Rights Act 1998 when carrying out our functions. In our inspections of day care services, we are committed to ensuring that the rights of people who receive services are protected. This means we will be seeking assurances from providers that they take all reasonable steps to promote people's rights. Users of day care settings have the right to expect their dignity and privacy to be respected and to have their independence and autonomy promoted.

Having reviewed the "We Matter" Adult Learning Disability Model for N.I. (2020), the Vision states, we want individuals with a learning disability to be respected and empowered to lead a full and healthy life in their community. RQIA reviewed the support individuals were offered to make choices and decisions in their life that focused on enabling them to develop and to live a safe, active and valued life. RQIA also considered how service users were respected and empowered to lead a full and healthy life in the community and are supported to make choices and decisions that enables them to develop, and live safe, active and valued lives.

Information was provided to service users, relatives, staff and other stakeholders on how they could provide feedback on the quality of services; this included easy read questionnaires and an electronic staff survey.

### 4.0 What did people tell us about the service?

During the inspection we observed service users enjoying their activities with staff members. We also spoke with staff. The information provided by staff indicated that there were no concerns in relation to the day care setting.

#### Staff comments:

- "A good comprehensive induction."
- "Good staff communication."
- "The manager has an open door policy to all."
- "The staff are very supportive."
- "All my training is up to date."
- "I'm aware of Northern Ireland Social Care Council (NISCC) values and standards."
- "We encourage a wide range of activities."

- “I have regular one to one supervision.”
- “We have good relationships with relatives.”
- “The manager is approachable and supportive.”
- “We promote the values of choice and dignity daily.”

During the inspection we provided a number of easy read questionnaires for service users to complete and share their views in regard to the following areas of service quality and their lived experiences:

😊 Yes ☹ No

- Do you feel safe when you are at the Centre?
- Does your care protect you from harm?
- Is care effective – does your care work well for you?
- Is care compassionate – is your care given kindly with dignity and respect?
- Is the service well led – does the manager run the Centre in a good way?

Returned questionnaires evidenced that service users and relatives thought care and support was either excellent or good.

Comments included the following remarks from service users and relatives:

- “It’s nice here.”
- “The staff are very friendly.”

No staff questionnaires were received prior to the issue of this report.

## 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 care inspection of the day care setting was undertaken on 13 September 2021 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’s) regional policy ‘Adult Safeguarding Prevention and Protection in Partnership’ July 2015 and clearly outlined the procedure for staff if they needed to report any concerns. The organisation had an identified Adult Safeguarding Champion (ASC).

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

Staff were required to complete adult safeguarding training during their induction and every two years thereafter. Staff who spoke with us had a clear understanding of their responsibility in identifying and reporting any actual or suspected incidences of abuse and the process for reporting concerns. Staff could also 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 manager retained records of any referrals made to the Health and Social Care (HSC) Trust in relation to adult safeguarding. A review of records confirmed that one concern had been identified since the last inspection and remains open pending investigations.

The manager had ensured that service users were provided with information about keeping themselves safe and the details of the process for reporting any concerns.

Staff were provided with training appropriate to the requirements of their roles. Where service users required the use of specialised equipment to assist them with moving and handling, this was included within the day care setting's mandatory training programme. A review of records confirmed that where the day care setting is unable to provide training in the use of specialised equipment, this had been identified by the staff before care delivery commenced and training had been requested from the HSC Trust.

It was positive to note that a number of care reviews were undertaken in keeping with the day care setting's policies and procedures. The outcomes for people using the service reflected the principles and values of promoting choice and control, independence and community inclusion. We noted some relatives' comments from recent reviews:

- "We are happy with our relatives care."
- "My relative is very happy and has built up trust within the centre."
- "Excellent communication between the day care and home."
- "Staff are very knowledgeable about my relative's needs."
- "Windsor is the most appropriate centre to meet my relative's needs."

The Mental Capacity Act (MCA) 2016 provides a legal framework for making decisions on behalf of service users who may lack the mental capacity to do so for themselves. The MCA requires that, as far as possible, service users make their own decisions and are helped to do so when needed. When service users lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible. Staff who spoke with the inspector demonstrated their understanding that service users who lack capacity to make decisions about aspects of their care and treatment have rights as outlined in the MCA.

It was positive to note that service users were supported to exercise choice and control in regard to decision making and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the setting supported this practice. Service users had the support of a team of staff who were suitably skilled and experienced to meet their assessed needs.

Staff had completed Deprivation of Liberty Safeguards (DoLS) training appropriate to their job roles. The manager reported that a number of current service users were subject to DoLS arrangements. Documents reviewed were appropriate and were reviewed regularly.

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 fire evacuation drill was undertaken on 25 August 2022. Reviewed Fire risk assessments for the centre are to be completed on the 26 May 2022. Staff fire training was completed on the 8 March 2022. During the inspection fire exits were observed to be clear of clutter and obstructions.

### **5.2.2 What are the arrangements for promoting service user involvement?**

From reviewing service users' care records and in discussion with staff, it was good to note that service users and families had an input into devising individual activities. The service users' care plans contained details about their likes and dislikes and the level of support they may require.

Care records were written in a respectful way, supporting people to express their views and be involved in making decisions about their care, respecting and promoting people's privacy, dignity and independence. The quality of service provision had also been regularly reviewed through a range of internal and external audits.

It was also positive to note that the day care setting had service user meetings on a regular basis which supported the service users to discuss what they wanted to achieve from attending the setting and any activities they would like to become involved in.

Some service users' comments included:

- "We welcome all new staff."
- "We enjoy coming to the Windsor."
- "We look forward to being back together again."

The purpose of the Learning Disability NI Model is to outline what individuals with learning disabilities expect of services, how services will achieve this and how they will be measured to ensure high quality, cost effective care. Learning Disability Services have a duty to each and every individual that they serve and must respect and protect their human rights. At the same time, Learning Disability Services also have a wide social duty to promote equality through the care it provides and in the way it provides care. This includes addressing the needs of those groups or sections of society who may be experiencing inequalities in health and wellbeing outcomes.

From reviewing service users' care records and in discussions with staff, it was good to note that service users had an input into devising their own plan of 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 were kept under regular review and service users and/or their relatives participated, where appropriate, in the review of the care provided on an annual basis, or when changes occurred.

It is important that individuals with learning disabilities are supported to maintain their relationships with family, friends and partners during the Covid-19 pandemic. Service users were provided with an information leaflet/easy read document to explain Covid-19 and how they

could keep themselves safe and protected from the virus. Where individuals with learning disabilities continued to experience anxiety about the pandemic, the agency was aware of the resources available from NI Direct, HSC websites and local organisations to support service users.

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

A number of service users were assessed by SALT with recommendations provided and some required their food and fluids to be modified.

A review of training records confirmed that staff had completed training in Dysphagia and in relation to how to respond to choking incidents. Swallowing awareness training was also completed by staff during First-Aid training. Staff had adhered to the specific recommendations of SALT to ensure the care received in the setting was safe and effective. This was evidenced within care plans and discussions with staff.

Staff demonstrated a good knowledge of service users' dietary wishes, preferences and assessed needs; these assessed needs were recorded within care plans along with associated SALT dietary requirements. Staff were familiar with how food and fluids should be modified for service users with up to date and relevant documentation also available within the food preparation area.

### **5.2.4 What systems are in place for staff recruitment and are they robust?**

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

Checks were made to ensure that staff were appropriately registered relevant professional regulatory bodies such as NISCC or The Nursing and Midwifery Council (NMC).

There was a robust system in place for staff professional registrations to be monitored by the manager. Staff spoken with confirmed that they were aware of their responsibilities to keep their professional registrations up to date.

### **5.2.5 What are the arrangements for staff induction and are they in accordance with NISCC Induction Standards for social care staff?**

There was evidence that all newly appointed staff had completed a structured orientation and induction, having regard to NISCC's Induction Standards for new workers in social care, to ensure they were competent to carry out the duties of their job in line with the day care setting's policies and procedures.

The induction programme also included shadowing of a more experienced staff member. Written records were retained by the manager of the person's capability and competency in relation to their job role.



A review of the governance records Identified that staff had been recruited, inducted and trained in line with the regulations.

The manager had maintained a record for each member of staff in respect of their training, including induction and professional development activities. The training records included the names and signatures of those attending the training event, the date(s) of the training and the content of the training programme. Staff were supported by a system of induction, training and supervision to ensure they were effective in their role.

### **5.2.6 What are the arrangements to ensure robust managerial oversight and governance?**

There were monthly quality 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 quality monitoring established that there was engagement with service users, relatives, staff and HSC Trust representatives. The reports included details of a review of service users' care records; accident/incidents; safeguarding matters; staff recruitment, training and staffing arrangements.

Comments noted within monthly monitoring reports included:

#### **Service users:**

- "The staff are nice and good to me."
- "It's good I'm happy."
- "I like Windsor it's brilliant, I have good fun."

#### **Staff:**

- "We feel well supported."
- "I've had a good induction."
- "We get regular supervision."

#### **Relatives:**

- "My relative is very content and comfortable."
- "The service is grand my relative is very happy."
- "The centre is nice and the staff are great."

#### **HSC Staff:**

- "Staff continue to strive to provide the best quality day care."
- "Brilliant it's a great centre."
- "Staff are good at communicating."

The day care setting had completed a comprehensive annual review in relation to their practice which incorporated service users' and their representatives' feedback in keeping with regulations; this was reviewed and was satisfactory. We noted some of the comments received from various sources:

- "I like going and enjoy all the activities"



- “Staff are very nice and helpful”
- “Love going to the day centre and am happy there”
- “I like meeting my friends”
- “I like all the staff”
- “Staff are very helpful when I need to talk about anything”
- “We value highly the care and professionalism”
- “Windsor is an exceptional and very special day centre because of the commitment to delivering the highest quality of person centred care for the clients”
- “I know he is in safe hands and it means I feel safe leaving him to enjoy his day”
- “There is great communication between Windsor staff and my son has a great relationship with the day care worker and all the staff there.”
- “Windsor is a really good place to work and the staff and service users are good. There is a wide range of needs across the centre and I have gained a lot of experience working with different service users. There is a really good band 5 team and management in Windsor and they have always felt supported.”

The agency had also completed a quality review via questionnaires that enabled service users and others assess the quality of the current service provision, we noted some of the comments received:

- “Brilliant”
- “Windsor Day Centre is a very caring environment and a person-centred approach is very evident”
- “Staff very kind”
- “We stay in one room, except when we go out to garden.”
- “I speak for myself, and they listen”.
- “The staff of Windsor are very kind to clients. As a family, we feel very connected to Windsor and the excellent communication with the friendly, approachable, and very caring staff”.
- “Staff help me”.
- “The staff of Windsor Day Centre have been meticulous in looking after clients with respect and dignity.”
- “They help and encourage me”.
- “Our present staff are very helpful and approachable. I feel content and happy when they are in my room. I hope they get to stay with us”.
- “I love Windsor.”

No incidents had occurred that required investigation under the Serious Adverse Incidents (SAIs) or Significant Event Audits (SEAs) procedures.

There was a system in place to ensure that complaints were managed in accordance with the agency’s policy and procedures. No complaints had been received since the last inspection.

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

## **6.0 Quality Improvement Plan/Areas for Improvement**

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with the manager as part of the inspection process and can be found in the main body of the report.



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