

Unannounced Care Inspection Report

5 March 2021



Killadeas Day Centre

Type of Service: Day Care Setting

Address: 221 Lisnaskea Road, Shanaghy, Lisnaskea, BT92 0JZ

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Inspector: Angela Graham

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Assurance, Challenge and Improvement in Health and Social Care

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

This is a day care setting that provides care and day time activities for up to 28 service users with a learning disability. The day care setting is open Monday to Friday and is managed by the Western Health and Social Care Trust (WHSC).

3.0 Service details

Organisation/Registered Provider: Western Health and Social Care Trust Responsible Individual: Dr Anne Kilgallen	Registered Senior day care worker: Miss Patricia Griffith
Person in charge at the time of inspection: Senior Day Care Worker	Date senior day care worker registered: 21 June 2013

4.0 Inspection summary

An unannounced inspection took place on 05 March 2021 from 10.30 to 15.35 hours.

Due to the coronavirus (Covid-19) pandemic the Department of Health (DoH) directed RQIA to continue to respond to ongoing areas of risk identified in services.

The last care inspection was undertaken on 17 January 2019. Since the date of the last care inspection, RQIA were not notified of any notifiable incidents. Whilst RQIA was not aware that there was any specific risk to the service users within Killadeas Day Centre a decision was made to undertake an on-site inspection adhering to social distancing guidance.

We checked that all staff were registered with the Northern Ireland Social Care Council (NISCC) and that there was a system in place for ongoing monitoring of staff registrations. Staff adherence to the Covid-19 Guidance was also reviewed through discussion with them. This was also verified through discussion with the senior day care worker, service users' representatives and service users. We also reviewed the list of all Covid-19 related information, disseminated to staff and displayed throughout the day care setting.

No areas requiring improvement were identified during this inspection.

All those spoken with indicated that they were happy with the care and support provided.

Evidence of good practice was found in relation to relation to recruitment practices and staff registrations with NISCC. Good practice was also found in relation to infection prevention and control (IPC), the use of personal protective equipment (PPE) and Covid-19 education.

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

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

4.1 Inspection outcome

	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 the senior day care worker and the day care worker, as part of the inspection process and can be found in the main body of the report.

Enforcement action did not result from the findings of this inspection.

4.2 Action/enforcement taken following the most recent care inspection dated 17 January 2019

No further actions were required to be taken following the most recent inspection on 17 January 2019.

5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA in relation to the day care setting. This included the previous inspection report and written and verbal communication received since the previous care inspection.

During the inspection, we met with the senior day care worker, a day care worker, three support workers, nine service users and two service users' representatives.

To ensure that the appropriate staff checks were in place before commencement of employment, we reviewed the following:

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

We also reviewed infection prevention and control (IPC) procedures to ensure that they were compliant with the Covid-19 guidance.

The senior day care worker advised that there had been no safeguarding incidents since the date of the last inspection. The senior day care worker confirmed that no complaints were received since the date of the last inspection. We also reviewed the quality monitoring processes to ensure that these areas were routinely monitored as part of the service's bimonthly checks in line with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007.

RQIA provided information to service users, staff and other stakeholders that will support feedback on the quality of service delivery. This included service user/relative questionnaires and a staff poster to enable the stakeholders to feedback to the RQIA. One service user/relative response was received and the respondent was very satisfied that care was safe, effective, compassionate and well led. Four staff responses were received within the timescale requested and the respondents were very satisfied that care was safe, effective, compassionate and well led.

We would like to thank senior day care worker, service users, service users' representatives and staff for their support and co-operation throughout the inspection process.

6.0 The inspection

There were no areas for improvement made as a result of the last care inspection.

6.1 What people told us about this service

The feedback received indicated that people were very satisfied with the current care and support. During the inspection we spoke with the senior day care worker, a day care worker, three support workers, nine service users and two service users' representatives. Comments are detailed below.

Comments from staff included:

- "I think that we provide a good service for all of the service users and we have made lots of changes to help ensure everyone is safe during Covid 19."
- "I believe that we provide a very person centred service that meets the individual need of all of the service users who attend the Share unit."
- "I have all my training up to date. We have done Tier 1 and Tier 2 IPC training and Covid-19 awareness training."
- "We have lots of PPE, wipes and hand sanitiser available in the centre. No issues with supply."
- "All new information regards Covid-19 is discussed with us and placed in the Covid folder for reference."
- "We have a service specific Covid-19 risk assessment and individual Covid-19 risk assessments and care plans in place for each service user."
- "Good teamwork and we all work well to support the service users."
- "We have easy read information regarding Covid for service users."
- "We undertake lots of additional cleaning since we reopened including hard surfaces, door handles and light switches etc."

Discussion with staff evidenced that they were knowledgeable regarding service users' individual needs. Staff also demonstrated awareness of the need for person centred interventions which facilitate engagement with service users and promote effective communication and social engagement. Observations of staff practice on the day of inspection evidenced that they were confident and effective in their communication with the service users and adapted their communication methods as necessary. We observed interventions that were respectful, proactive and timely.

Comments from service users' included:

- "Great place to come."
- "Staff are wee angels."
- "Staff are lovely and always help me."
- "We have great fun here."
- "Staff wear their PPE in the centre and on the bus."
- "We were told about Covid and how to keep safe."
- "I love doing my art projects and the staff help me with my projects."

Comments from service users' representatives included:

- "I have had very good communication from the staff regarding the return to day care and Covid-19."
- "Excellent care provided."
- "When staff greet Xxxx in the morning and bring her out to the car in the evening they are always in their PPE."
- "I feel the centre is a safe place."
- "Fantastic service. I am very happy with all."
- "My daughter is so well looked after here."

6.2 Inspection findings**Recruitment**

The senior day care worker confirmed that staff employment records were held within the WHSCT human resources department and that all staff appointments were made in compliance with relevant legislative requirements and trust policy and procedures. We reviewed documentation in staff files in relation to pre-employment checks which provided assurances that Access NI checks were completed prior to staff commencing employment.

A review of records confirmed all staff working in the day care setting are currently registered with NISCC. Information regarding registration details and renewal dates are monitored by the senior day care worker. The senior day care worker confirmed that all staff are aware that they are not permitted to work if their professional registration lapses. Discussion with staff confirmed that they were registered with NISCC. Staff spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date.

Governance and Management Arrangements

A complaints and compliments record was maintained in the day care setting. The senior day care worker confirmed that no complaints were received since the date of the last inspection. Discussion with staff confirmed that they knew how to receive and deal with complaints and ensure that the manager was made aware of any complaints. Samples of compliments were available for review and evidenced a high level of satisfaction with the service provided.

We discussed the monitoring arrangements in compliance with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007. The regulation 28 quality monitoring visits had been undertaken bimonthly by an independent monitoring officer. Three quality monitoring reports were examined from September 2020 to January 2021 and found to be satisfactory. The reports adhered to RQIA guidelines and evidenced engagement with service users, professionals and staff, with positive feedback recorded. It was positive to note that the quality monitoring reports also reviewed measures put in place to ensure the service users and staff safety during the pandemic.

There were systems in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies appropriately.

The senior day care worker confirmed that the organisation's adult safeguarding practices are directed by the regional Adult Safeguarding Prevention to Protection in Partnership, July 2015 and its associated Operational Procedures, September 2016. An Adult Safeguarding Champion (ASC) was identified for the service. Discussion with the senior day care worker

further confirmed that there was a clear pathway for staff to follow in relation to referring any safeguarding concerns to appropriate professionals. Discussion with staff established that they were aware of the roles and responsibilities in relation to reporting adult safeguarding concerns and maintaining safeguarding records. The senior day care worker advised that no adult safeguarding referrals were made since the last care inspection.

Covid-19

On entering the day care setting the inspector's temperature and contact tracing details were obtained by the day care worker who advised that this is completed on all persons entering the day care setting in line with current Covid-19 guidelines. A wellness check was also completed by the inspector as requested by the day care worker.

The environment was observed during the inspection and there was evidence of infection prevention and control measures in place such as PPE which was available for staff. Other infection prevention and control measures were in place, which included seven step hand hygiene notices positioned at wash hand basins, supplies of liquid soap and hand towels mounted on the wall and foot pedal operated bins. Wall mounted hand sanitisers were strategically located throughout the day care setting. Wall mounted hand sanitisers checked were clean, sufficient product was available and these were well maintained and fit for purpose. Observations of the environment concluded that it was fresh smelling and clean throughout.

Discussion with the senior day care worker and staff identified that they had a good understanding of the procedure to follow in the event of service users or staff being diagnosed with Covid-19.

Staff training records confirmed that staff had received training in IPC and Covid-19 awareness including the donning (putting on) and doffing (taking off) of PPE. The senior day care worker confirmed that management were monitoring progress with overall mandatory training to ensure full compliance. Signage was displayed throughout the day care setting in relation to donning and doffing guidance and social distancing.

Observation of staff practice evidenced that staff adhered to IPC procedures. Staff demonstrated an awareness of the various types of PPE and were observed donning and doffing PPE correctly.

Staff described how they wore PPE for activities that brought them within two metres of service users. The staff members spoken with reported that there was an appropriate supply of PPE and sufficient bins available to allow the safe disposal of PPE. IPC and hand hygiene audits were undertaken.

Environmental changes and changes to the routines of the day care setting had been made, to ensure that social distancing could be maintained. The activity rooms' chairs and work stations had been rearranged to ensure that the two metre distance could be maintained.

There was also a system in place to ensure that staff and service users had a temperature and daily wellness check recorded.

Enhanced cleaning schedules were in place, to minimise the risk of cross contamination. This included the frequently touched points throughout the building. We reviewed a sample of these records and some were found to be satisfactory. We observed care staff cleaning hard surfaces and frequently touched points throughout the inspection.

We reviewed the current practices relating to the following areas of guidance and good practice pertaining to Covid-19.

- dissemination of information to staff
- monitoring of staff practice
- infection prevention and control policies and procedures have been updated to address all current guidance in relation to Covid-19
- staff training and guidance in relation to infection prevention and control and the use of PPE, in line with guidance

We reviewed records relating to infection prevention and control policies which were in line with the guidance. A Covid-19 file was available and included current guidance documents from the Public Health Agency and the Department of Health.

It was positive to note that easy read format guidance was available to service users which included Covid-19 vaccine guide – a guide for people with a learning disability and social stories regarding Covid-19 and personal space.

The procedures and guidance in place evidenced that:

- robust systems are in place to ensure that current infection prevention and control guidance is available and accessible to staff
- there are effective systems in place to monitor staff compliance with good infection prevention and control practices
- all staff working in the service are able to demonstrate their knowledge of infection prevention and control practice commensurate to their role and function in the service.

From feedback, it was positive to note that staff were working well together to support the best outcomes for service users, in a caring and safe manner.

It was also noted that staff were committed to working in line with Covid-19 guidance to ensure that the impact of current measures, strikes the correct balance between keeping people safe and promoting a good quality of life, as confirmed in discussions with staff, service users' representatives and service users. Staff are being vigilant in terms of monitoring people for symptoms and are adhering to the public health guidance in order to minimise the risk of introducing or spreading Covid-19.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to recruitment practices, staff registrations with NISCC, communication between service users, staff and other key stakeholders, compliance with Covid-19 guidance, the use of personal protective equipment guidelines, Covid-19 education and management including IPC measures.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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