

Inspection Report

Name of Service: Tempo Road Day Centre

Provider: Western Health and Social Care Trust

Date of Inspection: 17 January 2025

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:	Western Health and Social Care Trust (WHSCT)
Responsible Individual/Responsible Person:	Mr Neil Guckian
Registered Manager:	Mrs Amanda Elizabeth Robinson
Service Profile This is a day care setting that is registered to provide care and day time activities for up to 30 people over 65 yrs. who may be frail, have dementia, have mental health needs or living with a physical disability.	

2.0 Inspection summary

An unannounced inspection was undertaken on 17 January 2025 between 10.30 a.m. and 2.50 p.m. 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 and Dysphagia management was also examined.

There were no areas for improvement identified during this inspection.

Good practice was identified in relation to service user involvement. There were good governance and management arrangements in place.

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 Tempo Road Day Centre. This included any previous areas for improvement issued, registration information, and any other written or verbal information received from service users, relatives, staff or the commissioning trust.

Throughout the inspection process inspectors will seek the views of those using, working in and visiting the day centre and review a sample of records to evidence how the service is performing in relation to the regulations and standards.

3.2 What people told us about the service and their quality of life

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.

We spoke to a range of service users, relatives and staff to seek their views visiting and working within Tempo Road Day Centre.

The information provided indicated that there were no concerns in relation to the day care setting.

Service User comments:

- "I like it alright."
- "This is my second day - it's good to meet people."
- "I am here a few years. I enjoy it - they are very good."
- "I enjoy it here."
- "I look forward to coming here."
- "I am here a few weeks now I like it and come twice week. They are very good - I have no complaints and I enjoy the food."
- "I'm enjoying myself."

Relatives comments:

- "My relative loves it here – when she comes in she lights up and is happy to see the staff they are so good with her – it also gives her the opportunity to socialise."
- "I am very happy with this it's a great service and I can rest knowing my relative is safe and cared for."
- "They are absolutely brilliant with (my relative) – she loves it and is ready in the mornings and ready for the taxi because she doesn't want to miss it. All the ladies are excellent. They are very attentive and if there is any wee thing at all, I hear about it; and I can go to them as well if I have anything."
- "They are very, very good to my relative, they are quick on phone if she is out of sorts and they will call a review if it is needed. Communication is very good."

Staff comments:

- “I help out when I am needed and I enjoy it.”
- “The manager is great - she is very supportive and we all work well as a team.”

HSC staff comments:

- “The service users whom I work with both look forward to getting out to meet their fellow service users and have a great affection for all the staff. The staff are there a long time and have developed great relationships with their service users and that is very evident. Fresh activities may provide stimulation for long term service users.”

Ten service users’/ relatives’ questionnaires were completed and returned. These indicated that the respondents were very satisfied with the care and support provided. Written comments included:

- “All aspects of my care are attended to. Very satisfied and happy with all the care and support received at the centre.”
- “Happy and content with all the care I receive at the centre.”
- “Excellent care, staff very helpful at all times.”

One member of staff responded to the electronic survey. The respondent indicated that they were ‘very satisfied’ that care provided was safe, effective and compassionate and that the service was well led. Written comments included:

- “I am more than happy working in the Day Centre with lots of support from my fellow workers & very good teamwork.”

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 9 June 2023 by a care inspector. No areas for improvement were identified.

3.4 Inspection findings

3.4.1 Adult Safeguarding

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 outlined the procedure for staff in reporting 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 induction and every two years thereafter. Staff who spoke with the inspector had a clear understanding of their responsibility in identifying and reporting any actual or suspected incidences of abuse and the process for reporting concerns in normal business hours and out of hours. They 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.

There were no adult safeguarding concerns raised or referrals made to the HSC Trust since the last inspection. The registered manager was aware of the necessity of keeping records of any referrals made in respect of adult safeguarding concerns and that RQIA must be informed of any safeguarding incident that is reported to the Police Service of Northern Ireland (PSNI).

Service users said they had no concerns regarding their safety; they described how they could speak to staff if they had any concerns about safety or the care being provided. The day care setting had provided service users with information about keeping themselves safe and the details of the process for reporting any concerns.

3.4.2 Mental Capacity Act and Restrictive Practice

The Mental Capacity Act (Northern Ireland) 2016 (MCA) 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 Mental Capacity Act (MCA).

Staff had completed appropriate Deprivation of Liberty Safeguards (DoLS) training appropriate to their job roles. The manager reported that none of the service users were subject to DoLS. A resource folder was available for staff to reference. There were arrangements in place to ensure that service users who required high levels of supervision or monitoring and restriction had had their capacity considered and, where appropriate, assessed.

3.4.3 Staff Recruitment and Induction

A review of the day care setting's staff recruitment records confirmed that all pre-employment checks, including criminal record checks (AccessNI), 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 with the Northern Ireland Social Care Council (NISCC) or the Nursing and Midwifery Council (NMC) or any other relevant regulatory body. There was a system in place for professional registrations to be monitored by the manager. Staff spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date.

There were no volunteers deployed within the day care setting.

There was evidence that newly appointed staff had completed an 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. A review of the induction programme undertaken by the most recent employee confirmed that three days of induction were completed and included shadowing of a more experienced staff member. However, it also identified a need to update the programme to reflect the most recent changes to mandatory training requirements such as dysphagia training and DoLS in line with changes to Mental Capacity legislation. A discussion took place with the registered manager on imminent plans to update this programme of induction for new staff so that it reflected the most recent changes to mandatory training and relevant legislation. This will be reviewed at a future inspection.

The day care setting has maintained a record for each member of staff of all training, including induction and professional development activities undertaken.

3.4.4 Staff Training

Staff were provided with training appropriate to the requirements of their role. Where service users required the use of specialised equipment to assist them with moving, this was included within the day care setting's mandatory training programme.

The manager reported that one of the service users currently required the use of specialised equipment. A review of care records identified that moving and handling risk assessments and care plans were up to date. There were no service users that required the use of more than one piece of specialised equipment.

All staff had been provided with training in relation to medicines management. A review of the policy relating to medicines management identified that it included direction for staff in relation to administering liquid medicines. The manager person in charge was aware that should this be required, a competency assessment would be completed before staff undertook this task.

3.4.5 Care Records and Service User Input

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, in line with the commissioning trust's requirements.

From reviewing service users' care records and through discussions with service users, 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 are kept under regular review and service users and /or their relatives participate, where appropriate, in the review of the care provided on an annual basis, or when changes occur.

It was also positive to note that the day care setting had service user meetings on a regular basis which enabled the service users to discuss what they wanted from attending the day centre and any activities they would like to become involved in. Some matters discussed included: Christmas lunch plans, choking hazards, maintenance and repairs, arranging singers and musical entertainment, planning arts and crafts activities, chair-based exercises, crochet activities, stick football and activity planning for other seasonal events.

The day care setting had completed an annual review in relation to their practice which incorporated service user and their representatives' feedback. This was disseminated to all of the service users, in a format which best met their communication needs.

A number of service users were assessed by Speech And Language Therapist (SALT) with recommendations provided and some required their food and fluids to be of a specific consistency. A review of training records confirmed that staff had completed training in Dysphagia and in relation to how to respond to choking incidents.

Discussions with staff and review of service users' care records reflected the multi-disciplinary input and the collaborative working undertaken to ensure service users' health and social care needs were met within the day care setting. There was evidence that staff made referrals to the multi-disciplinary team and these interventions were proactive, timely and appropriate. Staff also implemented the specific recommendations of the SALT to ensure the care received in the setting was safe and effective.

Staff demonstrated a good knowledge of service users' wishes, preferences and assessed needs. These were recorded within care plans along with associated SALT dietary requirements. On discussion with staff it was evident that they had robust systems in place to ensure SALT and dietary recommendations were followed at meal times and that they were familiar with how food and fluids should be modified for each service user.

3.4.6 Governance and Managerial Oversight

There were monthly monitoring arrangements in place in compliance with the Day Care Setting Regulations. 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 HSC Trust representatives. The reports included details of a review of service user care records; accident/incidents; safeguarding matters; staff recruitment and training, and staffing arrangements.

The Annual Quality Report was reviewed and was satisfactory.

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

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

There was a system in place to ensure that complaints were managed in accordance with the day care setting's policy and procedure. Where complaints were received since the last inspection, these were appropriately managed and were reviewed as part of the day care setting's monthly quality monitoring process.

There was a system in place for managing instances where a service user did not attend the day centre as planned. This included a system for signing in and out the service users who attend. There was also a checklist in place for transport staff to check the vehicle at the end of each journey to ensure that no service users remained on the transport.

4.0 Quality Improvement Plan/Areas for Improvement

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



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