

Inspection Report

18 July 2022



Tempo Road Day Centre

Type of service: Day Care Setting
Address: 42a Tempo Road, Enniskillen, BT74 6HR
Telephone number: 028 6632 8729

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Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

Organisation/Registered Provider: Western HSC Trust (WHSCT)	Registered Manager: Mrs Amanda Elizabeth Robinson
Responsible Individual: Mr Neil Guckian	Date registered: Acting manager
Person in charge at the time of inspection: Day Care Worker	
Brief description of the accommodation/how the service operates: 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. The day care setting is managed by the WHSCT.	

2.0 Inspection summary

An unannounced inspection was undertaken on 18 July 2022 between 09.00 a.m. and 12.00 p.m. The inspection was conducted by a care inspector.

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 Safeguarding (DoLS), service user involvement, restrictive practices, dysphagia 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 ensure its operation and 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 quality, personalised care. Staff were familiar with the choices and preferences of individual service users and strove to deliver on these in line with the active care and support plans.

We noted some of the compliments received by the setting from various sources:

- "Service in Tempo is like a hotel."
- "Thank you for the Jubilee party."
- "I loved it and would go back again."
- "Happy with the care received and the atmosphere."

Tempo Road Day Care Setting uses the term 'clients' to describe the people to whom they provide care and support. For the purposes of the inspection report, the term 'service user' is used, in keeping with the relevant regulations.

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 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.

Information was provided to service users, staff and other stakeholders on how they could provide feedback to RQIA on the quality of services. This included questionnaires and an electronic survey for staff.

4.0 What did people tell us about the service?

During the inspection we spoke with a number of service users and staff members. The information provided indicated that there were no concerns in relation to the day care setting.

Comments received included:

Service users' comments:

- "I like it here"
- "No complaints."
- "Staff are very good."
- "I enjoy the activities."
- "I look forward to coming in."
- "It's good to be back."
- "The staff are excellent."

Staff comments:

- "A good staff team."
- "Good staff communication."
- "The manager has an open door policy."
- "Most of my training is up to date."

- “We provide good activities.”
- “We have good relationships with families.”
- “I’m aware of the NISCC standards and my role as a registrant.”
- “A good comprehensive induction is provided by staff and managers.”

Returned questionnaires show that those supported thought care and support was either excellent or good. We have noted the comments received:

- “Happy and content with all the care I receive in the centre.”
- “More activities.”
- “All taken care of.”

No staff survey responses were received prior to the issue of the 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 10 June 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 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 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. 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.

The day care setting 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 received since the last inspection. Records in place highlighted that this was actioned in line with current policies and procedures, with a satisfactory outcome.

The day care setting had provided service users 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/lifting, this was included within the day care setting's mandatory training programme. A review of records confirmed that where the day care setting was unable to provide training in the use of specialised equipment, this is identified by the setting before care delivery commences and training is requested from the HSC Trust.

The manager reported that one service user currently required the use of specialised equipment. This was discussed and training was in place for staff on the use of the required equipment.

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 comments from recent reviews:

- "I appreciate all the support."
- "I'm happy attending the centre."
- "I participate in activities of my choice."
- "I'm happy with the placement."
- "I appreciate the transport at the centre."
- "We are thankful for all the support at the centre."

The Mental Capacity Act (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 MCA.

It was positive to note that service users were supported to have maximum choice and control of their lives 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 DoLS training appropriate to their job roles. The manager reported that none of the current service users were subject to DoLS arrangements.

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 evacuation drill was undertaken on the 2 September 2021. Fire risk assessments for the centre were available for the inspection and had been completed on 4 March 2022. Staff fire training was completed on the 20 October 2021. 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 through discussions with service users, it was good to note that service users had an input into devising their own 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 service delivered had also been regularly reviewed through a range of internal and external audits.

We found an effective quality assurance survey took place regularly; we reviewed the results and outcomes that were satisfactory; this also included an action plan to resolve any issues raised. Some of the comments received included:

- "I would like to get outside and I would like to do some exercises."
- "I am fine with the way things are. I'm enjoying it thank you."
- "I would like more time to talk to the staff. They always seem to be working extremely hard. They are excellent staff."
- "We are very grateful for the excellent staff and facilities provided at the Day Centre."
- "There are no changes to be made. It is good the way it is."
- "I am happy with the Day Centre at present."

The setting regularly sought a range of feedback from service users which was noted to be consistently positive. People spoke positively about the staff who supported them and had confidence in their skills and experience. Records reviewed evidenced that staff had regular training, supervisions and an annual appraisal.

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 areas discussed included:

- Covid-19
- Transport
- Meals
- Wi-Fi
- Activities
-

Some service users comments included:

- "Staff are a good help."
- "Good activities offered."
- "Happy with transport."
- "Good to be back to normality."
- "Good food choices."

The day care setting had completed an annual review in relation to their practice which incorporated service user and their representatives' feedback (Regulation 17). The report was positive and satisfactory.

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

New standards for the modification of food and fluids were introduced in August 2018. This was called the International Dysphagia Diet Standardisation Initiative (IDDSI). A small 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 was also completed by staff during First-Aid training. Staff implemented the specific recommendations of 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. Staff were familiar with how food and fluids should be modified. We also noted documentation in place in 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 with the Northern Ireland Social Care Council (NISCC), 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. The monitoring arrangements in place were satisfactory. Staff spoken with confirmed that they were aware of their responsibilities to keep their 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 day care setting of the person's capability and competency in relation to their job role.

A review of the records pertaining to Regulation 20 of The Day Care Settings Regulations (Northern Ireland) 2007 and Standard 21 of The Day Care Settings Minimum Standards 2021 relating to staff also identified that they had been recruited, inducted and trained in line with the regulations.

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

The 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.

All NISCC registrants must maintain their registration for as long as they are in practice. This includes renewing their registration and completing Post Registration Training and Learning.

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 user care records; accident/incidents; safeguarding matters; staff recruitment, training and staffing arrangements.

Comments included:

Service users:

- "I'm happy with the care."
- "We get the help and support we need."
- "Good portions of food."

Staff:

- "Good team work."
- "Staffing is adequate."
- "Good training received."

Relatives:

- "The centre provides an excellent service."
- "We are very happy with the centre."
- "Thanks for the support."

HSC Staff:

- "The centre provides good services."
- "Staff are helpful and professional."
- "Staff are very supportive."

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

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

6.0 Conclusion

RQIA was satisfied that this day care setting was providing services in a safe, effective, caring and compassionate manner and the service was well led by the manager / management team.

7.0 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.



The **Regulation** and
Quality Improvement
Authority

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](https://twitter.com/RQIANews)

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