

The Regulation and
Quality Improvement
Authority

REGULATION AND QUALITY

02 MAR 2015

IMPROVEMENT AUTHORITY

**THE REGULATION AND QUALITY IMPROVEMENT
AUTHORITY**

9th floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT

Tel: 028 9051 7500 Fax: 028 9051 7501

ANNOUNCED ESTATES INSPECTION

Inspection No:	IN020933
Establishment ID No:	11232
Name of Establishment:	Tempo Rd Day Care Centre, Enniskillen
Date of Inspection:	16 December 2014
Inspector's Name:	Raymond Sayers

1.0 GENERAL INFORMATION

Name of Day Care Centre:	Tempo Rd Day Care Centre, Enniskillen
Address:	42a Tempo Rd Enniskillen BT74 6HR
Telephone Number:	(028) 6632 28729
Registered Organisation/Provider:	Western HSC Trust/Ms Elaine Way CBE
Registered Manager:	Ms Denise Foster
Person in Charge of the centre at the time of Inspection:	Ms Denise Foster
Other person(s) consulted during inspection:	Mr Gerry Marshall
Type of establishment:	Day Care Centre
Date and time of inspection:	16 December 2014 from 10.00 – 12.45hrs
Date of previous inspection:	12 December 2013
Name of Inspector:	Raymond Sayers

2.0 INTRODUCTION

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect Day Care Settings.

This is a report of an announced inspection to assess the quality of the premises and grounds in which the service is being provided including the upkeep of the building and engineering services and equipment. The report details the extent to which the standards measured during inspection were met.

3.0 PURPOSE OF THE INSPECTION

The purpose of this inspection was to consider whether the premises and grounds were safe, well maintained, remain suitable for their stated purpose in compliance with legislative requirements and current minimum standards. This was achieved through a process of evaluation of available evidence.

The Regulation and Quality Improvement Authority aims to use inspection to support providers in improving the quality of services, rather than only seeking compliance with regulations and standards.

The aims of the inspection were to examine the estates related policies, practices and monitoring arrangements for the provision of Day Care Settings, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003;
- The Day Care Settings Regulations (Northern Ireland) 2007;
- The Day Care Settings Minimum Standards (DHSSPS, 2012).

Other published standards which guide best practice may also be referenced during the Inspection process.

4.0 METHODS/PROCESS

Specific methods/processes used in this inspection include the following:

- Discussion with Ms Denise Foster & Mr Gerry Marshall;
- Examination of records;
- Inspection of the centre internally and externally;
- Evaluation and feedback.

Any other information received by RQIA about this regulated establishment has also been considered by the Inspector in preparing for this inspection.

5.0 CONSULTATION PROCESS

During the course of the inspection, the Inspector spoke to Ms Denise Foster and Mr Gerry Marshall.

6.0 INSPECTION FOCUS

The inspection sought to establish the level of compliance achieved with respect to the following DHSSPS Day Care Centres Minimum Standards and to assess progress with the issues raised during and since the previous inspection:

Standards inspected:

- Standard 25 - Premises and grounds;
- Standard 27 - Safe and healthy working practices;
- Standard 28 - Fire safety.

7.0 PROFILE OF SERVICE

Tempo Rd Day Care Centre, Enniskillen is a single storey detached facility situated adjacent the Tempo Rd, Enniskillen. The centre provides daycare for a maximum of 30 service users each day. The facilities within the centre include: dining room, hair-dressing salon, rest rooms, clinical treatment room, laundry, kitchen, domestic stores & administration office.

8.0 SUMMARY

Following the Estates Inspection of Tempo Rd Day Care Centre, Enniskillen on 16 December 2014 improvements are required to comply with the Day Care Settings Regulations (Northern Ireland) 2007 and the criteria outlined in the following minimum standard:

- Standard 25 - Premises and grounds.

The inspection resulted in one restated recommendation listed in the quality improvement plan appended to this report.

The building services, interior fabric & finishes are maintained to a good standard. The external fabric and finishes have become dilapidated as a result of weathering but we are informed that repairs are scheduled for works action.

The Estates Inspector would like to acknowledge the assistance of Ms Denise Foster & Mr Gerry Marshall during the inspection process.

9.0 INSPECTOR'S FINDINGS

9.1 Recommendations and requirements from previous inspection

A number of issues raised in the report of the previous estates inspection on 12 December 2013 have been addressed. The only remaining issue has been restated in the relevant section of the attached quality improvement plan sub-titled 'restated recommendations/requirements'.

No	Regulation Ref.	Requirements	Action taken - as confirmed during this inspection	Inspector's Comments
1	Regulation 27(2)(b)	Complete a condition survey of car park/access road tarmac surface, complete corrective works to eliminate surface water "ponding".	Surfaces levelled & "ponding" eliminated	Compliant
2	Regulation 27(2)(b)	Complete a survey of all roof tiling and repair defective valley tile pointing.	Roof tile defects repaired.	Compliant
3	Regulations 14(1)(a),(b) &(c)	Verify that the legionella risk assessment corrective/improvement works items are implemented or included in a prioritized works action plan for future completion.	Works implemented	Compliant
4	Regulations 14(1)(a),(b) &(c)	Verify that all mobile hoisting appliances are subjected to Lifting Operations and Lifting Equipment Regulations (LOLER) Regulation 9 thorough examination inspection by a competent engineer at six monthly intervals.	Inspected LOLER certs dated 24 Jan13 & 22 August13	Compliant

5	Regulation 26(4)(a)	Review the fire risk assessment and implement a prioritized works action plan, reducing fire risk to a tolerable level.	Recommended corrective/improvement works implemented.	Compliant
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No	Minimum Standard Ref.	Recommendations	Action Taken – as confirmed during this inspection	Inspector's Comments
6	Standard 25.1	Complete a condition survey of all exterior timber- work, remove & replace rot affected timber and apply protective paint coating to all exterior woodwork.	Survey completed, awaiting works implementation. Management state that the works have been planned and will be implemented.	Non- compliant Recommendation will be stated for second time. Refer to QIP item 1

9.2 Standard 25 - Premises and grounds - *The premises and grounds are safe, well maintained and remain suitable for their stated purpose*

9.2.1 There was evidence of building maintenance activity; the interior fabric and building services were maintained to a good standard. Exterior decorated surfaces were dilapidated and weathered. The facility manager states that exterior maintenance upgrade works are programmed. Details relating to this issue are listed in paragraphs 9.1.6, 9.2.1 and the attached Quality Improvement Plan section titled '**Standard 25 - Premises and grounds**'.

9.3 Standard 27 - Safe and healthy working practices - *The centre is maintained in a safe manner*

9.3.1 Safe and healthy working practices are evident in the centre compliant with this standard, there were no remedial/corrective works actions listed as a result of this inspection.

9.4 Standard 28: Fire safety - *Fire safety precautions are in place that reduce the risk of fire and protect service users staff and visitors in the event of fire.*

9.4.1 Fire Safety procedures in the centre are compliant with this standard. Records inspected demonstrate good attention to fire safety matters.

There are no issues listed as requiring corrective/improvement works action in respect of this standard.

10.0 QUALITY IMPROVEMENT PLAN

The details of the Quality Improvement plan appended to this report were discussed with Ms Denise Foster as part of the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Day Care Settings Regulations (Northern Ireland) 2007 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the centre to improve the quality of life experienced by residents.

The registered provider is required to record comments on the quality improvement plan.

11.0 Enquiries

Enquiries relating to this report should be addressed to:

**Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
BELFAST
BT1 3BT**

NOTES:

The details of the quality improvement plan were discussed with Ms Denise Foster and Mr Gerry Marshall during the inspection process.

The timescales commence from the date of inspection.

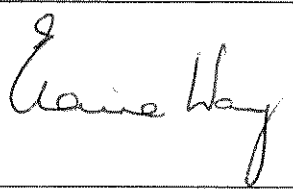
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Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the centre to improve the quality of life experienced by clients.

The registered provider is required to record comments on the quality improvement plan.

The quality improvement plan is to be completed by the registered provider and registered manager and returned to estates@rqia.org.uk.

Please complete the following table to demonstrate that this Quality Improvement Plan has been completed by the registered manager and approved by the responsible person / identified responsible person:

NAME OF REGISTERED MANAGER COMPLETING QIP	DENISE FOSTER
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP	

Announced Estates Inspection to Tempo Rd Day Care Centre, Enniskillen Day Care Centre on 16 December 2014

Assurance, Challenge and Improvement in Health and Social Care

Standard 25 - Premises and grounds

The following requirements and recommendations should be noted for action in relation to Standard 25 - Premises and grounds

Item	Standard Reference	Restated Recommendations	Timescale	Details Of Action Taken By Registered Person (S)
1.	Standard 25.1	<p>"Complete a condition survey of all exterior timber- work, remove & replace rot affected timber and apply protective paint coating to all exterior woodwork."</p> <p>(Reference: Report sections 9.1.6 & 9.2.1)</p> <p>Recommendation stated for second time</p>	16 weeks	ALL WORK COMPLETED ON AFFECTED AREAS ON 29 TH DECEMBER 2014

Announced Estates Inspection to Tempo Rd Day Care Centre, Enniskillen Day Care Centre on 16 December 2014

Assurance, Challenge and Improvement in Health and Social Care



Quality Improvement Plan sign off sheet for estates inspectors

Name of Home	Tempo Rd, Enniskillen Day Care Centre
Date of Inspection	16/12/2014
Estates Inspector	R.Sayers

QIP Position Based on Comments from Registered Persons			QIP Closed		Estates Officer	Date
			Yes	No		
A.	All items confirmed as addressed.					
B.	All items either confirmed as addressed or arrangements confirmed to address within stated timescales.	X	X		R.Sayers	13/03/15
C.	Clarification or follow up required on some items.					

Estates Inspection – QIP sign off sheet

Informing and Improving Health and Social Care