

The Regulation and
Quality Improvement
Authority

The Hillside Centre
RQIA ID: 11236
Dillon Court
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BT82 8BN

Inspector: Suzanne Cunningham
Inspection ID: IN23241

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**Unannounced Care Inspection
of
The Hillside Centre
23 November 2015**

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
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1. Summary of Inspection

An unannounced care inspection took place on 23 November 2015 from 11.00 to 15.30. Overall on the day of the inspection the Day Care Setting was found to be delivering safe, effective and compassionate care. Areas for improvement were identified and are set out in the Quality Improvement Plan (QIP) appended to this report. This inspection was underpinned by The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Day Care Settings Regulations (Northern Ireland) 2007, The Day Care Settings Minimum Standards 2012.

1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

1.2 Actions/Enforcement Resulting from this Inspection

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

1.3 Inspection Outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	2

The details of the QIP within this report were discussed with the Brenda O'Neill, acting manager as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Western HSC Trust/Mrs Elaine Way CBE	Registered Manager: Ms Brenda O'Neill (Acting)
Person in Charge of the Day Care Setting at the Time of Inspection: Ms Brenda O'Neill	Date Manager Registered: Acting manager since 01/08/2012
Number of Service Users Accommodated on Day of Inspection: 15	Number of Registered Places: 15

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following standards have been met:

Standard 5: Care Plan - where appropriate service users receive individual continence promotion and support.

Standard 8: Service Users' Involvement - service users' views and comments shape the quality of services and facilities provided by the Day Care Setting

4. Methods/Process

Prior to inspection the following records were analysed:

- the registration status of the service;
- incidents notification which revealed there had been no incidents reported to RQIA since the last inspection;
- written and verbal communication received since the previous care inspection which did not reveal any issues to follow up during this inspection;
- the returned quality improvement plans (QIP) from the care inspection undertaken on 24 February 2015.

During the inspection, care delivery/care practices were observed by the inspector and a tour of the general environment took place. During the inspection the inspector met with:

- the acting manager,
- two staff
- a tutor who was delivering a class to the service users and 15 service users
- five service users
- the acting manager and the two staff working during the inspection completed RQIA inspection questionnaires which have been included in this report.

The following records were examined during the inspection:

- the settings statement of purpose and service user's guide;
- two service users individual care records including care plans, assessments and review documentation;
- the complaints / issue of dissatisfaction record which revealed none had been made or recorded;
- a sample of the settings monthly monitoring visit records (regulation 28) from January 2015 to August 2015;
- a sample of the settings incidents and accident records from January 2015 to September 2015;
- service users meetings from March to November 2015;
- policies and procedures regarding standards 5 and 8.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the service was an announced care inspection dated 24 February 2015. The completed QIP was returned and approved by the specialist inspector.

5.2 Review of Requirements and Recommendations from the last Care Inspection

Previous Inspection Statutory Requirements		Validation of Compliance
Requirement 1 Ref: 20 (1) (a)	<p>The registered person must report the outcome of the staffing review to RQIA and inform RQIA regarding is there enough staff to cover roles and responsibilities.</p>	<p>Met</p>
	<p>The registered person must report to RQIA arrangements in place to permanently recruit for the vacant manager post and the vacant day care worker post.</p>	
	<p>Action taken as confirmed during the inspection: The staffing in this setting was consistent with the statement of purpose; and staffing numbers were observed as appropriate for the number and needs of service users on the day of inspection. The permanent manager position had not been recruited at the time of the inspection however; due to the long term nature of the acting arrangement the acting manager is now applying to be registered manager.</p>	
Requirement 2 Ref: 9 (1) & (2)	<p>The responsible person must ensure appropriate arrangements are put in place to ensure this setting has a manager that is registered with RQIA as manager for this day care setting.</p>	<p>Met</p>
	<p>The registered person is required to notify RQIA in the returned QIP the trusts plan to ensure a registered manager is in place in this setting without delay.</p>	
	<p>Action taken as confirmed during the inspection: The trust confirmed the manager post had not been recruited at the time of this inspection however; the trust wrote to RQIA to confirm the current acting manager is now applying to be registered manager.</p>	

Previous Inspection Recommendations		Validation of Compliance
Recommendation 1 Ref: Standard 17.10	<p>The responsible person should make appropriate arrangements for the monitoring visit and report to be more qualitative based. Improvement should improve the focus of the visit and reporting to ensure the report directly reports on and seeks to improve the conduct of the day care setting.</p>	<p>Partially Met</p>

	<p>Action taken as confirmed during the inspection: The frequency of the visits had been maintained by a range of visitors. One report written for June 2015 showed significant improvement in the approach to the visit and report of the visit. The trust has written to RQIA to confirm this format will be adopted for all future visits. This will remain on the QIP to ensure this improvement is fully met at the next inspection.</p>	
<p>Recommendation 2 Ref: Standard 23.3</p>	<p>The acting manager should undertake a competency assessment with the day care worker who acts up in the manager's absence to evidence they are knowledgeable of their role and responsibility when acting up, accept the task and have the appropriate skills to undertake this role.</p>	<p>Met</p>
	<p>Action taken as confirmed during the inspection: The competency assessment had been completed and was viewed during this inspection. The worker who acts up in the manager's absence had also completed the QCF level 5 since the last inspection.</p>	
<p>Recommendation 3 Ref: Standard 22.2</p>	<p>The responsible person and registered manager should ensure appropriate arrangements are in place for all staff to receive individual supervision at least once every three months. Supervision records must be in place to evidence this.</p>	<p>Met</p>
	<p>Action taken as confirmed during the inspection: The manager provided evidence that the staff in this setting had dates planned for individual supervision, this had happened at least once every three months since the last inspection.</p>	

5.3 Standard 5: Care Plan - Where appropriate service users receive individual continence promotion and support

Is Care Safe?

The discussion with the staff and inspection of two service users' files confirmed service users who attend this setting do not have specific continence needs that need to be met by staff. However assessment, daily notes and care planning documentation did show staff had discussed all needs; including continence needs with service users. Discussions with staff and documentation showed continence needs had been discussed in one to one sessions with service users. Staff had encouraged service users to discuss how they feel and discuss any issues concerning service users. Staff had also assisted service users to access services that may help them improve their continence. The manager and staff discussed they have access to information regarding continence promotion services and how to meet needs however, there was not a continence promotion policy and procedure at the time of this inspection. A recommendation is made in this regard.

Observations of the staff's interaction with service users provided evidence the staff were responsive to service user's individual needs. Staff discussed how and why service users use the setting, the support they get and identified this setting is a significant part of the service users wider support network. Service users said they feel well when attending.

The tour of the general environment identified the bathrooms were clean and had no mal odour. The service users were described as independent in their continence and therefore there was no need to store continence products or Personal Protection Equipment (PPE). Discussion with a group of service users revealed they are happy with the bathroom facilities; they meet their needs and are kept clean.

Three staff completed RQIA inspection questionnaires and they stated they felt satisfied to very satisfied they had received mandatory training and appropriate training to meet the service users' needs. Staff felt satisfied to very satisfied that the service users receive timely support from the multi-disciplinary team, equipment is obtained in a timely manner and the centres environment is appropriate. One staff member commented "Hillside offers a warm friendly environment which is also homely. The centre is always kept clean and tidy & any maintenance issues are addressed as a matter of urgency".

Five service users completed RQIA questionnaires which reported they felt satisfied to very satisfied they feel safe and secure in the day care setting and staffing levels are appropriate. Comments made were "I feel very safe here"; "I feel safe enough and it takes me out of the house which is good for me"; "I really enjoy coming to the centre".

In conclusion the individual care plans did identify how individual needs are met in this day care setting. Observation showed service users were safely supported in this day care setting and this view was also reflected in the service user feedback.

Is Care Effective?

The group of service users were observed communicating verbally with confidence and were able to clearly articulate their wishes, feelings and thoughts to the inspector. The service users described how they had been listened to, how staff promote their sense of worth, independence and encourage them to give their views. This is effective practice.

The inspection of records and discussion with staff and service users evidenced the setting has effective measures in place to identify if service users have concerns regarding their individual continence needs. Records showed staff use their skills, experience and information available to them to promote improved outcomes for service users.

Five service users responded in RQIA questionnaires they felt satisfied to very satisfied that staff know how to care for them and respond to their needs. Comments made were "I feel happy staff notices wee things that are important. They have helped by giving food over the weekend; they care in a non-judgemental way. We can access support as we need it". "Staff go over and above their duties".

Three staff responded in inspection questionnaires they are very satisfied they have access to supplies which support service users and access to PPE. Finally staff reported they have sufficient knowledge, skills and experience to support service users who attend the day centre.

The inspection concluded care provided by staff is effectively promoting and supporting all needs including continence needs.

Is Care Compassionate?

The inspection observed that care is compassionate in this setting. The staff were observed treating service users with dignity and respect. The inspection of records, discussions with staff and observation of practice evidenced that service user behaviours, concerns and general communications are integrated into decision making regarding what happened in day care.

Discussions with staff evidenced they were knowledgeable regarding person centred care and they were aware of the need to protect service users dignity when providing advice or support regarding continence care.

Three staff reported in the questionnaires that they are satisfied to very satisfied service users are afforded privacy, dignity and respect at all times; they are encouraged to retain their independence and make choices; they are satisfied they have time to talk to and listen to service users; and the care provided is based on service users' needs and wishes.

Five service users reported in the questionnaire's they felt very satisfied to satisfied with the care and support they receive. Comments made were "I find the nurse support good, she knows if something is up with me. She can see if someone is unwell. They get us out for a scone and we can talk. It is also good to have male support". "I like going for a walk with staff and this is important. I get support to help me".

The inspection concluded staff approached meeting service users' needs with compassion and ensured service users are given time to talk openly or privately.

Areas for Improvement

One area for improvement was identified regarding the service users care plan - Where appropriate service users receive individual continence promotion and support:

- A recommendation is made for the registered manager to ensure the staff has access to a continence promotion policy and procedure that is appropriate for the needs of the day centre and service users.

Number of Requirements:	0	Number of Recommendations:	1
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5.4 Standard 8: Service Users' Involvement - Service users' views and comments shape the quality of services and facilities provided by the Day Care setting

Is Care Safe?

The inspection concluded this setting does integrate service users' views and comments in the day to day care. Feedback from service users identified their views are being used to shape the quality of services and facilities provided by the setting, furthermore their views are being used to provide safe and needs led care packages in this setting.

The records inspected showed staff had actively sought service user's views in service users meetings. The frequency of the meetings had been increased to monthly since the last inspection and the meetings had covered a range of topics from inspection to introducing new routines; and activities. Talks had also been delivered in the setting regarding managing finance and alcohol before the Christmas frenzy set in. Service users said they found this good.

Service user reviews sampled showed staff had sought their views regarding the service and the individual care they had received. The review was also used as an opportunity for service users to document any objectives they would like to achieve that can be supported by the day centre.

The record of issues of concern and complaints revealed no issues had been raised since January 2014 to the date of this inspection.

A suggestion box was available for service users to make suggestions for staff and service user consideration.

Monthly monitoring reports were sampled for June, August, September and October 2015 and they detailed communication with the service users on the day of the visit. The report for June was written with the theme of service user involvement and raised relevant suggestions for improvement such as developing leadership in the groups, increasing the frequency of the meetings and examining the availability of the minutes for service users. The report focussed on the conduct of the day care setting and demonstrated an analytical approach to monitoring which had promoted improvement in practice. The reports for August, September and October were not the same quality and this was raised with a senior manager in the trust during the inspection. Assurances were made that this will be improved and the trust wrote to RQIA on the same day to confirm the same.

The service had policies regarding:

- service users' meetings and forums
- listening and responding to service users' views
- service users' involvement in activities and events
- communications with carers and representatives
- general communication arrangements
- safe and healthy working practices
- inspections of the day care setting
- consent
- management, control and monitoring of the setting
- quality improvement
- complaints.

The inspection confirmed staff are effectively communicating with service users and they use the information gathered to ensure care is safe and responsive to need.

Is Care Effective

The setting has a range of methods and processes where service users and their representative's views are sought and recorded. These include daily records, assessment documentation, care plans, questionnaires, meetings with service users, reviews of care plans;

and monitoring visit reports. Overall the inspection of the documentation provided evidence there are effective measures in place for service user's views and comments to shape the quality of services and facilities provided in this day care setting. Specifically the records evidenced service user feedback had been used to ensure the care delivered was focused on the service users' needs and improving outcomes.

The discussions with staff concluded they are committed to ensuring service users' dignity and privacy is respected, that service users have choices and feel confident to communicate their preferences and choices. The discussions with service users revealed they feel positive about attending the day centre and do feel it is meeting their needs. Comments made were "since the new manager has been in place everything has improved to a great standard". "Very supportive staff, excellent". "I'm not on my own, I can come here". "If I need help I can talk to Brenda". "I can talk if I want at service users' meetings; there was one a few days ago".

The inspection identified the staff members knowledge of service users' individual needs including communication was key to ensuring care was effective, safe and compassionate.

Is Care Compassionate?

Overall this inspection evidenced service user's views and comments are sought in a compassionate way that is focussed on service user's needs, for example a visiting Art teacher: said how supportive staff are when facilitating his sessions. He said service user's talk openly about enjoying attending the centre and they feel their attendance at this setting motivates them to get up and take part. They feel if they didn't come to the centre they would not be as well. The teacher said he has been doing work at the centre for two years and is very impressed with service and what it does for the people who attend. He said "I can't speak highly enough"

The inspection concluded service users are listened and responded to by staff that were knowledgeable about the service users' individual needs. Staff were observed integrating the philosophy of care and values into their practice such as promoting independence, rights and choice. Staff were observed using a person centred approach in their care.

Five service users completed questionnaires for this inspection and they felt satisfied to very satisfied that their views and opinions are sought regarding the service.

Three staff questionnaires stated they felt satisfied to very satisfied that: service users are involved in and are given opportunities to influence the running of the centre; systems are in place to seek service users' views; management action service users' suggestions, issues or complaints; and service users are kept informed regarding any changes. Staff commented "I have 40 years' experience of working in health and social care. I find this centre has excellent core ethics and the service user is primary in all aspects". "I am very happy at my work in Hillside and feel I do my best to support clients with their mental health difficulties". "I really enjoy my work as acting day care manager at hillside. My work is challenging yet rewarding at the same time. I thoroughly enjoy working in mental health day care and get great satisfaction from helping others".

In conclusion this inspection confirmed the staff were using a compassionate approach to gather service users' views, opinions and preferences.

Areas for Improvement

No areas of improvement were identified regarding service users' involvement - service users' views and comments shape the quality of services and facilities provided by the Day Care setting:

Number of Requirements:	0	Number of Recommendations:	0
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6. Quality Improvement Plan

The issues identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Brenda O'Neill, acting manager as part of the inspection process. The timescales commence from the date of inspection.

The registered person/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered person/manager to ensure that all requirements and recommendations contained within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

6.1 Statutory Requirements

This section outlines the actions which must be taken so that the registered person/s meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Day Care Settings Regulations (Northern Ireland) 2007.

6.2 Recommendations

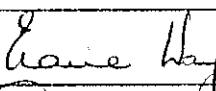
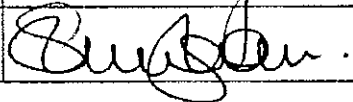
This section outlines the recommended actions based on research, recognised sources and The Day Care Settings Minimum Standards 2012. They promote current good practice and if adopted by the registered person may enhance service, quality and delivery.

6.3 Actions Taken by the Registered Manager/Registered Person

The QIP should be completed by the registered person/registered manager and detail the actions taken to meet the legislative requirements stated. The registered person will review and approve the QIP to confirm that these actions have been completed. Once fully completed, the QIP will be returned to day.care@rqia.org.uk and assessed by the inspector.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the home/agency/service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained in this report do not absolve the registered provider/manager from their responsibility for maintaining compliance with minimum standards and regulations. It is expected that the requirements and recommendations set out in this report will provide the registered provider/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the home.

Quality Improvement Plan

Recommendations			
Recommendation 1 Ref: Standard 17.10 Stated: Third time To be Completed by: 18 January 2016	<p>The responsible person should make appropriate arrangements for the monitoring visit and report to be more qualitative based. Improvement should improve the focus of the visit and reporting to ensure the report directly reports on and seeks to improve the conduct of the day care setting.</p> <hr/> <p>Response by Registered Person(s) Detailing the Actions Taken: Future reports will be in the same style as the "PILOT" visit that was carried out by the line manager at the Hillside Centre in June 2015. In addition, the monthly monitoring visits will be discussed in depth at the next Day Care Managers meeting which is scheduled for Friday 22nd January 2016. The Manager at Hillside will discuss the standard that is expected by RQIA, as advised at this inspection.</p>		
Recommendation 2 Ref: Standard 18 Stated: First time To be Completed by: 18 January 2016	<p>The registered manager should ensure the staff has access to a continence promotion policy and procedure; that is appropriate for the needs of the day centre and service users.</p> <hr/> <p>Response by Registered Person(s) Detailing the Actions Taken: A policy specific to the Hillside Day Centre is currently being devised. On completion, it will be included in the policy file.</p>		
Registered Manager Completing QIP	Brenda O'Neill	Date Completed	11/01/2016
Registered Person Approving QIP		Date Approved	21.01.2016
RQIA Inspector Assessing Response		Date Approved	10.2.2016

Please ensure this document is completed in full and returned to day.care@rqia.org.uk from the authorised email address