

Inspection Report

22 July 2024



The Hillside Centre

Type of service: Day Care Setting

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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 Health and Social Care Trust (WHSCT)	Registered Manager: Mrs. Brenda O'Neill
Responsible Individual: Mr. Neil Guckian	Date registered: 8 March 2016
Person in charge at the time of inspection: Registered Manager	
Brief description of the accommodation/how the service operates: The Hillside Centre is a day care setting that provides therapeutic activities and support for up to 15 persons per day living with an enduring mental health condition. The day care setting is open Monday to Friday and is managed by WHSCT.	

2.0 Inspection summary

An unannounced inspection was undertaken on 22 July 2024 between 9.40 a.m. and 2.10 p.m. The inspection was conducted 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 and Dysphagia management were 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 clear about their role and responsibilities.

Evidence of good practice was found in relation to staff training, service user involvement and activity programmes. Further areas of good practice were also noted in regard to communication between service users and day care setting staff and other key stakeholders and the provision of compassionate care.

No areas for improvement were identified.

The inspector would like to thank the manager, service users and staff for their help and support in the completion of the inspection.

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 any previous areas for improvement identified, 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, relatives, staff and other stakeholders on how they could provide feedback on the quality of services. This included questionnaires and an electronic survey.

4.0 What did people tell us about the service?

During the inspection we spoke with a number of service users, relatives and staff members.

The information provided indicated that they had no concerns in relation to the day care setting.

Comments received included:

Service users' comments:

- "I love it here."
- "This place is great."
- "Staff are fantastic."
- "This place is like family."
- "We do bingo, lunch group, have takeaways. There will be a barbecue when the ramp to the garden is fixed."
- "On a Sunday evening, I look forward to coming on a Monday."
- "Sometimes we use the room downstairs – its grand."

Staff comments:

- “The Centre is very important to our service users.”

Returned questionnaires indicated that the respondents were very satisfied with the care and support provided. Written comments included:

- “I love Hillside Centre. The staff are great. I feel very lucky to have these people look after me.”
- “It’s great to be capable of telling staff if you have a problem. They try to get a meeting organised between the psychiatrist and me.”
- “Excellent care. The staff seem to know intuitively how I am feeling.”
- “Excellent management.”
- “I feel the staff put the clients first.”
- “It’s a very well run service with lots of activities. The staff are lovely.”
- “Staff are friendly, helpful and a good listening ear.”

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

- “Hillside is a great person centred environment to work in. Staff and service users have a great rapport. It is the best place I have ever worked. Very happy to be a part of the Hillside team.”
- “Great place to work.”

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 18 May 2023 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) 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.

The day care setting retained records of any referrals made to the HSC Trust in relation to adult safeguarding. A review of records confirmed that these had been managed appropriately.

The manager advised that there had been no concerns raised under the Whistleblowing procedure.

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.

The manager was aware of the type of incidents which are required to be notified to RQIA.

Review of staff training records concluded staff had received mandatory and other training relevant to their roles and responsibilities since the previous care inspection such as first aid, information governance and moving and handling.

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.

The manager reported that none of the service users required support with their medication.

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.

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 29 September 2023. Fire risk assessments for the setting were available for the inspection and had been completed on 18 April 2024. Staff fire training was completed on 9 April 2024. 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, 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 services 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 service users' comments included:

- "I love the Centre."
- "I enjoy the day trips"
- "I like the music and relaxation."

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

The manager reported none of the service users had swallowing difficulties. All staff had been trained in Dysphagia and how to respond to choking incidents.

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 (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.

There were no volunteers working in the day care setting.

5.2.5 What are the arrangements to ensure robust managerial oversight and governance?

There were monthly 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 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 in the process of being compiled. This will be sent to the inspector when complete.

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. The agency had received a number of compliments since the last inspection. We noted several:

- “The interventions from Hillside enriched my relative’s life. Hillside supported them socially, practically and emotionally.”
- “The staff at Hillside are a huge part of my relative’s life and wellness.”

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.

The manager discussed the use of room by the day care setting in another part of the facility. This matter is being considered by RQIA

6.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mrs. Brenda O'Neill, Registered Manager, as part of the inspection process and can be found in the main body of the report.



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