



The **Regulation** and
Quality Improvement
Authority

The Beeches Resource Centre

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Inspector: Louise McCabe

Inspection ID: IN023654

**Unannounced Care Inspection
of
The Beeches Resource Centre**

10 September 2015

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: www.rqia.org.uk

1. Summary of Inspection

An unannounced care inspection took place on 10 September 2015 from 10.45am to 4.45pm. 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	1	1

The details of the QIP within this report were discussed with Mrs Joann Crawford Lamont, registered manager and Mrs Diane Tregaskis-Sloan, Director of The Beeches Professional and Therapeutic Services Limited (line manager) as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: The Beeches Professional and Therapeutic Services Ltd. (Mr James Wilson, registered person)	Registered Manager: Mrs Joann Crawford Lamont
Person in Charge of the Day Care Setting at the Time of Inspection: Mrs Joann Crawford Lamont	Date Manager Registered: 30 September 2010
Number of Service Users Accommodated on Day of Inspection: 53	Number of Registered Places: 68

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

Specific methods/processes were used in this inspection. Prior to the inspection, the following records were examined:

- the registration status of the service
- written and verbal communication received since the previous care inspection
- the returned quality improvement plans (QIP) from the care inspection undertaken in the previous inspection and estates inspection reports
- pre-inspection assessment audit.

During the inspection, care delivery/care practices were observed by the inspector and a tour of the general environment took place. During the inspection process the inspector met with 21 service users and had discussions with three staff.

The following records were examined during the inspection:

- Complaints (none recorded since the previous care inspection) and five compliments
- Five accidents/untoward incidents
- Statement of Purpose
- Service user's guide
- Minutes of three service user's meetings
- Five service users care files
- Service users annual quality assurance report
- Policies and procedures regarding standards 5 and 8
- Three monthly monitoring reports.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the day service was an announced estates inspection dated 25 June 2015. The completed QIP was returned and approved by the estates inspector.

5.2 Review of Requirements and Recommendations from the last Care Inspection

There were no previous requirements or recommendations as a result of The Beeches Resource Centre's announced inspection on 23 September 2014.

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

The day service has corporate policies and procedures pertaining to assessment, care planning and review. There are also associated guidance and information available for staff.

The service's policies and procedures regarding standard 5 were:

- Assessment, Support Planning and Review
- Intimate Care
- Infection Prevention and Control.

Staff, where appropriate and safe, encouraged and enabled service users to make their own decisions and be as independent as possible. Service users were discreetly supported by staff when this was needed. Discussions with staff reflected a person centred approach underpinned by strong core values was used with service users.

With regards to continence promotion, discussions with care staff concluded there were an identified number of service users attending the centre assessed to need staff support and assistance with their personal care. Discussions with service users concluded staff were discreet when approaching them to provide support and assistance; they were sensitive and respectful; they preserve their dignity and that they try their best to make them feel at ease and comfortable throughout the personal care process. Service users stated care staff know them very well. No issues were raised.

It can be concluded care was safe in The Beeches Resource Centre.

Is Care Effective?

The care inspector reviewed five service user's care plans and focused on the quality of information pertaining to continence promotion and support. Care plans were reviewed by staff with service users on a systematic basis or when changes occur. The statement of purpose details an overview of the information that should be included in a service user's care plan.

Staff participated in continence awareness raising sessions on 25 May 2015. Qualitative documentation was provided on how staff promote continence with service users. Discussions with three care staff concluded the awareness raising session was both informative and beneficial in enhancing their knowledge base.

Discussions with three care staff concluded staff were respectful, sensitive and diplomatic in the language used to support and assist service users who have a cognitive or hearing impairment. Staff described how they ensured service user's privacy and dignity were respected; were knowledgeable about the use of personal protective equipment and where continence products are stored. Staff explained some service users only need staff support to orientate them to the bathroom and others require one staff member to assist them. Several service users have a preference regarding the bathroom they use. Discussions with staff concluded they have a working knowledge of current best practice with regards to infection, prevention and control and have received training on this.

The care inspector's review of five service user's care plans showed these to be person centred, comprehensive and reflective of the individual's needs. Positive comments were shared with the manager and staff regarding the respectful language used in care plans. Care plans (where relevant) reflected:

- How the service user is approached
- The language used by staff
- If a preferred bathroom is used
- The name and size of continence product used and where this is stored
- The name and type of equipment used and the type and size of sling
- The number of staff needed to provide assistance
- The level of staff support and assistance needed
- If a change of clothes is available and where these are located.

It can be concluded care was effective in The Beeches Resource Centre.

Is Care Compassionate?

Discreet observations of care practices found that service users were treated with sensitivity, friendliness, care and respect. Where appropriate service users were encouraged to make their own decisions, be independent and were supported by staff when this was needed. Staff presented as knowledgeable, experienced and compassionate.

The inspector met with a total of 21 service users, mostly in small groups around tables in group rooms and individually with others in various areas in the centre. Observations of interactions between service users and care staff reflected they were treated with respect and kindness. Discussions with 21 service users concluded staff were sensitive and respectful if they needed support or assistance with going to the toilet. During conversations service users said staff encouraged them to be as independent as possible and preserved their dignity.

It can be concluded care was compassionate in The Beeches Resource Centre.

RQIA Questionnaires

As part of the inspection process RQIA questionnaires were issued to staff and service users.

Questionnaire's issued to	Number issued	Number returned
Staff	5	5
Service Users	5	5

Review of completed questionnaires evidenced all of the service users were either very satisfied or satisfied regarding the care and support they receive; staff respond to their needs and that they feel safe and secure in the centre. Completed staff RQIA questionnaires stated they were very satisfied with:

- the training received by the organisation in core values;
- communication methods;
- mental health including dementia;
- continence management;

- access to continence products;
- personal protective equipment (PPE);
- how to assist and support a service user with their personal care needs.

The overall assessment of this standard shows the quality of care to be compassionate, safe and effective.

Areas for Improvement

One area for improvement is needed regarding RQIA's review of standard 5. This concerns the need for closed/covered storage for personal protective equipment (PPE).

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 day service has corporate policies and procedures pertaining to service user involvement; communication and complaints. There are also associated guidance and information available for staff. The following procedures were in place:

- Client Involvement Strategy
- Communication
- Complaints.

Discussions with 21 service users, three staff and the manager reflected how service users were involved in the running of the service. Examples were given about how staff and management have responded to their suggestions, views and opinions.

The inspector's review of the minutes of service users meetings and discreet observations of staff interactions with service users concluded safe care was delivered in The Beeches Resource Centre.

Is Care Effective?

Discussions with the manager, 21 service users and review of documentation show management and staff actively encouraged service user involvement in all aspects of their work.

Examples were given by service users of how staff ensured their involvement for example: there is a suggestion box in the reception area; informal discussions with staff, service user meetings; annual quality assurance surveys and their annual review of their day care placement.

Discussions with service users and review of records showed service users' meetings take place in each group on a monthly basis. Representatives from each group then participate in a wider centre service users' group meeting approximately every four months.

The minutes of three service users meetings were reviewed during this inspection. These were qualitative and informative. They contained an agenda, the names of the service users who attended, a summary of discussions and details of who would be taking action. There was evidence that service users views and opinions were sought and form the basis of all discussions. Positive comments were shared with the manager concerning the topics service users were consulted about for example: their views and opinions on interviews for the assistant day care worker position; RQIA inspections and reports; reception duties and the topics they would like covered in their service user training week.

In accordance with day care regulations, day services are involved in the annual reviews of service user's day care placements. Review of five service user's annual review reports took place during this inspection. All five review reports contained either the service user's or where appropriate their representative's views and opinions of the day service.

Standard 8.4 states service user's views and opinions about the running and quality of the service are sought on a yearly basis. The most recent annual service user survey was distributed to service users in July 2015. Service users were involved in working with the registered person and senior management regarding the quality of questions and the wording of same. The surveys focused on the quality of care, activities and the environment. Surveys were completed on hard copy or online by service users and are in the process of being analysed by senior management.

Complaints

There were no complaints recorded in The Beeches Resource Centre's complaints record since the day service's previous care inspection.

Discussions with service users able to articulate their views and opinions concluded they are aware of the centre's complaints process. Service users said they would have no difficulty raising any areas of dissatisfaction, concern or complaint with staff or the manager.

Compliments

Numerous compliments had been recorded in the centre since the previous care inspection. Five of these were randomly sampled during this inspection.

Monthly Monitoring Reports

Three monthly monitoring reports from June – August 2015 inclusive were reviewed during this inspection. These were qualitative, informative and reflected the views and opinions of between two and six service users each month.

The inspector concluded the quality of care provision in The Beeches Resource Centre was effective.

Is Care Compassionate?

Service users in the centre expressed their feelings and spoke fondly about their Music Facilitator who died suddenly on 22 August 2015. Several service users were emotional as they recounted stories of the sessions they had participated in over the years and recounted how much he meant to them.

Service users said staff listen, are supportive and have encouraged them to express their feelings about his recent death. Service users and staff will be hosting a memorial tribute later this year and will invite his family and members of the local community. They spoke of the things they are doing in preparation for this event and said the centre is in the planning process of creating a memorial seating area in part of their rear garden.

Discreet observations of care practices found that service users' were treated with respect, kindness and care. The inspector met with a total of 21 service users, mostly in small groups in the different rooms in the centre. Observations of interactions between service users and care staff reflected they were treated with respect and kindness.

Discussions with 21 service users concluded the quality of their lives has improved since attending The Beeches Resource Centre. Service users informed the inspector the care they receive from staff was "excellent and they enjoy meeting their friends and the staff". They said staff frequently ask them for their views and opinions about different aspects of the centre.

A sample of the comments made by service users about the day service included:

- *"I love it here, I like the computers, cookery and outside work the best."*
- *"I like washing the cars and buses. I love cars."*
- *"This place is brilliant. I like working in the kitchen, computers and going to the leisure centre."*
- *"I enjoy being outside doing woodwork and with the plants."*
- *"This centre is really good, I'm very happy here – they are all good to me."*
- *"There's lots to do here, the staff listen to us."*

No concerns were raised.

RQIA Questionnaires

As part of the inspection process RQIA questionnaires were issued to staff and service users.

Questionnaire's issued to	Number issued	Number returned
Staff	5	5
Service Users	5	5

Review of completed questionnaires evidenced all of the service users were very satisfied regarding the areas of 'is care safe, effective and compassionate' which related to the quality of care provision and that their views and opinions were sought. A service user recorded the following comment:

- *"I love my work."*

It can be concluded the quality of care provision in The Beeches Resource Centre was safe, effective and compassionate.

Areas for Improvement

There were no identified areas for improvement regarding standard 8.

Number of Requirements	0	Number Recommendations:	0
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5.5 Additional Areas Examined

5.5.1. Accidents and Untoward Incidents

The care inspector randomly sampled five accident and untoward incident forms recorded since the previous care inspection of The Beeches Resource Centre. The service's accident and untoward incident records were being maintained in accordance with regulation 29.

5.5.2. Environment

The inspector undertook a tour of The Beeches Resource Centre. The general décor and furnishings were fit for purpose and there were displays of service user's photographs, art and craft work and reminiscence pictures on walls and notice boards around the centre. The centre was observed to be clean, tidy and well maintained. Positive comments were shared with management about the colourful hanging baskets, shrubs and flower arrangements around the centre's gardens.

With regards to safety, promoting independence, privacy and dignity for service users in The Beeches Resource Centre; the registered persons are asked to ensure an appropriate alert system/call bell is installed in bathrooms and toilets so that service users can use this when they need staff assistance. This is an area for improvement.

Areas for Improvement

One area for improvement were identified as a result of the inspector's examination of additional areas. This regarded the installation of a call bell system in bathrooms and toilets.

Number of Requirements	1	Number Recommendations:	0
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6. Quality Improvement Plan

The issue(s) identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Mrs Joann Crawford Lamont, Registered Manager and Mrs Diane Tregaskis-Sloan, Director of The Beeches Professional and Therapeutic Services Limited (line 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 service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/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 person/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the service.

Quality Improvement Plan

Statutory Requirements

Requirement 1 Ref: Regulation 26(2)(j) Stated: First time To be Completed by: 11 December 2015	<p>With regards to safety, promoting independence, privacy and dignity for service users in The Beeches Resource Centre; the registered persons are asked to ensure an appropriate alert system/call bell is installed in bathrooms and toilets so that service users can use this when they need staff assistance.</p>
	<p>Response by Registered Person(s) Detailing the Actions Taken: I have liaised with our Electrical Contractors and am currently awaiting a final quote and proposed schedule re installation of call bells.</p>

Recommendations

Recommendation 1 Ref: Standard 27.3 Stated: First time To be Completed by: Immediate and ongoing	<p>The registered manager should ensure personal protective equipment (PPE) for example: gloves, aprons etc are in closed storage in bathrooms and toilets.</p>
	<p>Response by Registered Person(s) Detailing the Actions Taken: All gloves are now stored in drawers along with all other PPE and staff will ensure this continues.</p>

Registered Manager Completing QIP	Joann Lamont Crawford	Date Completed	29/10/15
Registered Person Approving QIP	James Wilson	Date Approved	29/10/15
RQIA Inspector Assessing Response	Louise McCabe	Date Approved	29/10/15

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