



The Regulation and
Quality Improvement
Authority

Fortwilliam Centre
RQIA ID: 11248
17-19 Alexandra Gardens
Belfast
BT15 3LJ

Inspector: Ruth Greer
Inspection ID: IN023154

Tel: 02890370530
Email: marka.johnston@belfasttrust.hscni.net

**Unannounced Care Inspection
of
Fortwilliam Centre**

1 March 2016

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 1 March 2016 from 10.30 to 15.40. Overall on the day of the inspection the Day Care Setting was found to be delivering safe, effective and compassionate care. There were no areas for improvement identified as a result of this inspection. 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

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	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection can be found in the main body of the report.

2. Service Details

Registered Organisation/Registered Person: Belfast HSC Trust/Martin Joseph Dillon	Registered Manager: Mark Johnston
Person in Charge of the Day Care Setting at the Time of Inspection: Mark Johnston	Date Manager Registered: 22 November 2011
Number of Service Users Accommodated on Day of Inspection: 27	Number of Registered Places: 50

3. Inspection Focus

The inspection sought to determine if the following standard and theme 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 used in this inspection include the following:

Prior to inspection the following records were analysed: the report of the last inspection and notifications of accidents/incidents.

During the inspection the inspector met with eleven service users and seven staff. There were no visiting professionals and no representatives/family members present on the day.

The following records were examined during the inspection:

- Care files for four service users
- Monthly monitoring report
- Complaints/compliments
- Statement of Purpose
- Service user guide
- Minutes of meetings – these included “in house” meetings and a wider range of community consultation groups in which the service users views were central
- Staff training
- Policies and procedures relating to the standards inspected.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the service was an announced estates inspection dated 11 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 Dated 30 September 2014

There were no requirements and recommendations made as result of the last care inspection.

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

Is Care Safe?

Training on continence care had been provided for staff in September 2015. Staff confirmed their confidence in following procedures for personal care provision and in respecting service users' privacy and dignity. Many service users require no or little assistance in the area of personal care. Service users who require more assistance have a relevant assessment of need undertaken and held in their care file. The subsequent care plan sets out details of the level and type of assistance required.

Staff who spoke with the inspector had a clear understanding of each service user's continence care needs. Staff were satisfied with the training and support they receive and with the availability of personal protective items for themselves.

Is Care Effective?

The centre had a continence promotion policy dated May 2015. Review records within the care files verified that service users' needs had been identified appropriately and had been regularly reviewed to ensure that all care plan objectives remain relevant and accurate. Progress notes were found to be person centred, inclusive and reflected the good practice observed by the inspector throughout the inspection. A satisfaction questionnaire had been devised and distributed to monitor service users views specifically on the level of personal care they receive. This is a commendable initiative.

Is Care Compassionate?

Fortwilliam day centre is a very friendly place to visit. Service users readily initiated contact and engaged in conversation with the inspector. Staff members presented as being knowledgeable and caring about each service users' individual needs. In discussion with staff they were very aware of the loss of dignity often associated with incontinence. Staff description of how they provide continence care was underpinned by sound values.

Feedback from the centre's questionnaire in relation to personal care was all positive. One comment made was "I am happy with the way staff ask me if I need to go". There was evidence that issues raised in the completed questionnaires was taken seriously and dealt with. For example one comment made was "I would like to have mirrors in the bathrooms". These were sourced by the centre and were seen in place on the day of the inspection.

Service users' demonstrated an ease with and fondness for staff and positive relationships were evident throughout the inspection. Continence care was provided in a discreet and dignified manner. There was wide ranging evidence of compassionate care also seen in the progress records within each service users' file.

Areas for Improvement

There were no areas for improvement identified. The standard was assessed as being well met.

Number of Requirements:	0	Number of Recommendations:	0
--------------------------------	----------	-----------------------------------	----------

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?

There are comprehensive care files in place for each service user four of which were chosen for examination by the inspector. Risk assessments were in place where any risk had been identified. The language used throughout each file was appropriate to the service user to ensure his/her full understanding of and inclusion in the process. The management and presentation of the care files was exemplary in regard to service users' involvement and ownership in their own care. The records provided evidence of a high level of consultation with the individual service user, their representative and other allied health care professionals.

There was evidence that staff members in Fortwilliam were appropriately qualified and experienced in their designated roles and that the centre provides good staff development through training, supervision and appraisal. Each of the staff who met with the inspector or were observed during the inspection presented as being calm and confident in their practice.

The registered manager confirmed that he also is registered as manager of another day centre. Details of the manager's location on a day to day basis are maintained in the centre. In the absence of the registered manager, the centre is managed by band 6 staff who was on duty on the day of the inspection.

Is Care Effective

The centre had well developed quality assurance systems in place, through which policies and procedures are reviewed and updated, the centre's operations are monitored and staff practice and performance is evaluated. Annual reviews assess the continued suitability of each service user's placement in the centre. The reviews have the service user him/herself and their needs at the core and involve family where possible.

Monthly monitoring visits and reports were being completed regularly. Reports of these visits showed that service users and staff were spoken with to ascertain their views on all aspects of the centre's operation. Reports are produced both in then written form and pictorially. Minutes of service users meeting showed that the reports are explained and discussed as is the role of the RQIA. This is commendable practice.

Evidence from discussions and from written records confirmed that service users enjoyed rewarding activities within the centre and in community. On the day of the inspection several service users were at a cookery class in the community. In the centre service users were undertaking arts and crafts, puzzles and playing pool.

One service user was being assisted to prepare for his/her review which was scheduled for the afternoon.

Throughout the inspection there was much evidence that service users were truly involved with all aspects of the care planned and provided in the centre. In addition, service users had been involved in various forums and consultations in regard to the future proposals for day care opportunities organised by the Trust and other agencies. There was evidence that the ethos of management and staff in Fortwilliam was to provide an advocacy role which encouraged and empowered service users to make their voice heard in all areas which may affect them.

Is Care Compassionate?

There was evidence that the ethos within Fortwilliam is driven by staff working in partnership with service users. Communication methods (verbal, written and pictorial) are well developed to be inclusive of all in the sharing of information. Service users welcomed the inspector to the centre and engaged readily in discussions about their experience in attending day care and their relationships with staff and each other. It was evident from the tone, content and language of the written records and from observations of interactions throughout the day that good quality, compassionate care was being delivered in Fortwilliam day centre. The management and staff are commended for their commitment to this positive good quality service.

Areas for Improvement

There were no areas of improvement identified in regard to this standard.

Number of Requirements:	0	Number of Recommendations:	0
--------------------------------	----------	-----------------------------------	----------

5.5 Additional Areas Examined

5.5.1 Environment

Fortwilliam day centre is an old period building which has been developed and renovated to provide a day care centre. There has been much work undertaken recently to upgrade and redecorated the internal environment. A new training kitchen has been installed. Group work rooms are bright and inviting. Bathrooms are clean and bright. There were no hazards noted as a result of an examination of the premises.

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.

6.0 No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager	Mark Johnston	Date Completed	08/03/2016
Registered Person	Martin Dillon	Date Approved	08/03/2016
RQIA Inspector Assessing Response	Ruth Greer	Date Approved	25/04/2016

Please provide any additional comments or observations you may wish to make below:

Please complete this document in full and return to day.care@rqia.org.uk from the authorised email address