

# Unannounced Care Inspection Report 23 October 2019



## Orchard Centre

**Type of Service: Day Care Service**  
**Address: Dromalane Road, Newry, BT35 8AP**  
**Tel No: 02830266374**  
**Inspector: Maire Marley**

[www.rqia.org.uk](http://www.rqia.org.uk)

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, standards and best practice.

## 1.0 What we look for



## 2.0 Profile of service

The Orchard Centre is a day care setting registered to provide care and day time activities for a maximum of 70 people who are living with a memory loss, mental ill health and service users over the age of sixty five years. The centre is open Monday to Friday, 30 places are allocated to people with memory loss on Monday, Wednesday and Friday, on Tuesday and Thursday 24 places are allocated to people over the age of 65 and 16 places to people with mental health over the age of 65.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Southern HSC Trust	<b>Registered Manager:</b> Maureen Smith
<b>Responsible Individual(s):</b> Mr Shane Devlin	
<b>Person in charge at the time of inspection:</b> Maureen Smith	<b>Date manager registered:</b> 18 October 2010
<b>Number of registered places:</b> 70	

### 4.0 Inspection summary

An unannounced inspection took place on 23 October 2019 from 9.30 to 15.30 hours.

This inspection was underpinned by The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, the Day Care Setting Regulations (Northern Ireland) 2007 and the Day Care Settings Minimum Standards 2012.

RQIA, as a public-sector body have 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 services have the right to expect their dignity and privacy to be respected and to have their independence and autonomy promoted.

The inspection assessed progress with any areas for improvement identified during and since the last care inspection and to determine if the day care setting was delivering safe, effective and compassionate care and if the service was well led.

Evidence of good practice was found in relation to care records, staff training and knowledge of adult safeguarding and measures that promoted safe care, effective communication, activities and the environment.

One area requiring improvement was identified in relation to obtaining written confirmation that all pre-employment documentation is in place prior to an employee commencing duty.

#### Service users said:

- "You couldn't beat this place with a stick, it's a pity it isn't opened every day."
- "I enjoy the craic, the staff are lovely and you get a great dinner."

**Staff comments:**

- “We work in partnership with other professionals to ensure service users get the best care.”
- “Safe care is our priority, the training and supervision we get along with making sure hazards are minimised ensures care is safe.”
- Enabling service users to make their own decisions, encouraging and motivating them to participate in activities that promote their well -being.”

The findings of this report will provide the day care setting with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users’ experience.

**4.1 Inspection outcome**

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	1

Details of the Quality Improvement Plan (QIP) were discussed with Maureen Smith, manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

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

**4.2 Action/enforcement taken following the most recent care inspection dated 22 March 2019**

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 22 March 2019.

**5.0 How we inspect**

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- the registration details of the day centre
- information and correspondence received by RQIA since the last inspection
- unannounced care inspection report dated 22 March 2019

During the inspection the inspector met with the manager and four care staff, was introduced and spoke informally to all service users, spoke to five service users privately.

A range of documents, policies and procedures, relating to the service were reviewed during the inspection and are referred to within the body of the report.

Ten service user and/or representatives’ questionnaires were provided for distribution. No questionnaires were returned within the timescales for inclusion in this report.

Areas for improvement identified at the last care inspection were reviewed and assessment of compliance recorded as met.

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

**6.0 The inspection**

**6.1 Review of areas for improvement from the most recent inspection dated 22 March 2019**

The most recent inspection of the day care setting was an unannounced care inspection.

The completed QIP was returned and approved by the care inspector.

**6.2 Review of areas for improvement from the last care inspection dated 22 March 2019**

Areas for improvement from the last care inspection		
Action required to ensure compliance with the Day Care Setting Regulations (Northern Ireland) 2007		Validation of compliance
<b>Area for improvement 1</b> Ref: Regulation 19 (3) (b) Stated: First time	The registered person shall ensure all records required by regulation are available for inspection.  Ref: 6.4	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> All records requested during this inspection were readily available and up to date.	

**6.3 Inspection findings**

**6.4 Is care safe?**

**Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.**

A review of the day care setting's systems in place to avoid and prevent harm to service users which included a review of staffing arrangements was undertaken during the inspection.

On the day of inspection the staffing arrangements were found to be satisfactory and sufficient to meet the needs of service users. This was also confirmed in discussions with staff and service users. Duty records examined contained details of the number of staff on duty, hours worked and information of the specific care duties allocated to staff.

Discussion was held in regard to the staffing shortages noted during July and August 2019. The manager related the challenges of staffing the day centre during the summer months due to term leave and unexpected sick leave. Balancing requests for term leave whilst ensuring the needs of the service could be delivered safely proved to be difficult and the manager had to rely on contingency plans to maintain the service. The importance of ensuring all requests are submitted in a timely manner to enable the manager to assess the impact of the leave against the settings needs was outlined. The staffing of the centre during the summer months will be monitored in future inspections.

Records relating to the recruitment process for staff are retained by Business Services Organisation (BSO) human resources. The manager reported they receive written confirmation of compliance with the regulations as determined in The Day Care Setting Regulations (Northern Ireland) 2007 and The Day Care Settings Minimum Standards (2012). The recruitment file of a recently recruited facility support worker was examined during this inspection. It was noted that the manager had received verbal confirmation that the pre-employment documentation was in place and was satisfactory. Written confirmation should also be in place in accordance with Trust procedures and is an area identified for improvement.

Staff reported that effective arrangements were in place to support them and included induction, training, supervision and appraisals. There was evidence that any new staff receive a structured induction to ensure they are familiar with service users' needs along with the settings routines and procedures. There was evidence that new staff were registered with The Northern Ireland Social Care Council (NISCC).

A review of staff training records found that all staff had up to date mandatory training and had accessed additional training and development relevant to the needs of service users. Systems are in place to monitor staffs' registration with their professional bodies.

The day care setting had arrangements in place to identify, manage and where possible eliminate unnecessary health and safety risks. This included regular health and safety checks that ensured a safe environment was maintained. A fire risk assessment was in place and had been reviewed on 4 January 2017 with a further review date set for August 2020. A fire evacuation was undertaken on 11 April 2017. It was noted that the weekly and monthly checks on fire equipment were up to date.

Effective arrangements were in place in regard to the recording and reporting of accidents and incidents. Discussion with staff confirmed they were knowledgeable in regard to the action required in the event of an accident or incident. There were a number of reported accidents in this setting from the previous inspection and a review of the records found these were managed and responded to a timely appropriate manner.

A review of policies confirmed that there was a policy and procedure on restrictive practice in keeping with Department of Health (DoH) Guidance on Restraint and Seclusion in Health and Personal Social Services (2005) and Human Rights Act (1998). It also included Deprivation of Liberty Safeguards (DoLS). There was evidence that staff had availed of Level 2 training in regard to the Mental Capacity Act with management staff completing Level 3. It was

commendable to note that staff had commenced work on reviewing the care plans and considered the general impact of the legislation on their work.

Arrangements were in place to ensure service user care records and staff personnel records were stored securely in line with General Data Protection Regulation (GDPR). This meant people could be assured that their personal information remained confidential.

Safeguarding and whistleblowing policies and procedures were in place to help protect service users and minimise the risks of abuse. Safeguarding procedures were understood by staff, they confirmed that training had been provided for them in May 2019. It was noted that the policies and procedures were in line with the regional guidance and the Organisation named Adult Safeguarding Champion was known to staff.

Discussion with staff confirmed they felt care provided in the day centre was safe, they explained the arrangements that ensured the ongoing safety of service users which included access to and availability of training, regular supervision, identification of hazards, risk assessments and knowledge of service users' individual needs.

A walk around the day care setting, confirmed that the environment was warm, clean, fresh smelling and had suitable lighting and heating. Suitable infection prevention measures were in place.

**Areas of good practice**

There were examples of good practice found throughout the inspection in relation to staffing, supervision, adult safeguarding, infection prevention and the environment.

**Areas for improvement**

One area for improvement was identified during the inspection of this domain and related to pre-employment documentation.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	1

**6.5 Is care effective?**

**The right care, at the right time in the right place with the best outcome.**

The centre's Statement of Purpose and Service User Guide were reviewed and revealed that the documents reflected the elements set out in the regulations and standards. Observation throughout the inspection confirmed that the day care setting was providing care in accordance with their statement of purpose.

On the day of inspection staff facilitated three pre-admission visits for perspective service users and their families. These visits provide staff with an opportunity to gain further information on the service user's needs, preferences and interests. Service users and their families are provided with a service user guide that informs them of their right to full involvement in all aspects of their care. Information on how to raise a concern or complaint regarding the quality

of care is included. It was evident from records viewed and staff discussion that the centre organised and delivered services to meet individual needs and took account of individual preferences.

There was evidence that comprehensive risk assessments and care plans were completed and included the views of service users and, when appropriate, their representatives. A range of assessments were carried out and were specific to each person's needs, for example moving and handling, falls risk, behaviour that may challenge and transport. The assessments provided information for staff that assisted them to minimise risks and to keep service users safe.

Systems were in place to review each placement within the centre to ensure it was the most appropriate to meet the needs of the service user. For example initial post admission assessments were completed after a period of six weeks and thereafter annually. In consultation with the service user, staff prepare a written report for the review and there was evidence they supported service users and/or their representative to actively participate in the review process.

Contact sheets recorded the involvement of families and professionals and progress daily records were maintained. Dates and signatures were present in all files examined. There was evidence of continuous improvement in the care planning and delivery process and regular audits of practices were undertaken.

There was evidence that the advice and input of other professionals had been requested when necessary and that staff worked closely with these professionals to deliver care that was effective and person centred. This was also confirmed during the inspection in discussion with a visiting professional.

Systems to promote effective communication between staff, service users and their representatives were reviewed during the inspection. There was evidence to indicate that communication supported the protection and promotion of individualised and person centred care for service users.

Discussion with staff revealed that they felt care provided to service users within the setting was effective, staff were knowledgeable regarding service users' needs and care plans; they described how intervention with each service user was person centred depending on their individual needs.

The interactions observed between staff and service users throughout the inspection confirmed that staff were suitably skilled and effective in communicating with all service users. There was good evidence of person centred interventions that assured service users were involved and communication opportunities maximised.

Discussion with staff and service users with regards to the provision of effective care included the following comments:

**Service Users' comments:**

- "There is always some-one to help us and keep us safe."
- "I really like it here, it is very pleasant and everyone is very kind."

**Staff comments:**

- “We work hard to ensure the care delivered is effective, we do this by following our care plans, maintain good communication between the team, service users, families and professionals.”
- “Staff are very committed to delivering effective care.”

Throughout the inspection service users and staff expressed positive views on the quality of service provided; staff also expressed the confidence they had in the practice of their colleagues.

**Areas of good practice**

There were examples of good practice found in relation to care records, audits of records, service users care review, communication between service users, representatives and other professionals.

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

**6.6 Is care compassionate?**

**Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.**

This inspection sought to assess the day care setting’s ability to treat service users with dignity, equality and respect, and to fully involve service users in decisions affecting their care and support.

Observations of staff interactions with service users were observed to be compassionate, caring and timely. Staff spoken with reflected the ethos of the day care setting which promotes respect, openness, honesty, good quality care, individual attainable goals and social interactions.

Throughout the inspection staff were observed to stimulate and encourage service users to participate in a range of therapeutic activities that promoted positive outcomes for their health and well-being and encouraged meaningful social engagement. On the day of the inspection activities were facilitated by staff and the inspector noted service users approached staff freely, communicating their needs and making requests. Staff responses were noted to be cheerful and appropriate.

A hairdressing service is available for service users and several service users spoke highly of this service, the hairdresser related the enjoyment service users got from the service and one service user stated “ I love getting my hair done it makes me feel so good.” The hairdresser confirmed that she had absolute confidence in the staff team and expressed they were always willing to assist as and when required.

In the afternoon the inspector joined an activity organised by the community memory team and observed that service users fully engaged in the activities. These staff spoke with the inspector and explained the benefits of their service to service users. They spoke highly of the setting and described staff as “professional, caring and forward thinking.”

The inspector was shown the garden make-over which had been made possible by the manager’s successful application to the Lottery fund and working in partnership with Kent university, the space had been developed specifically for people with memory loss, however staff spoke also of the benefits to other service users who enjoyed assisting in the work and maintaining the garden. These initiatives show the setting’s commitment to providing a stimulating environment that promotes service users well-being.

Staff described the informal arrangements in place that ensured service users were consulted on a daily basis and their views and opinions sought. This included daily ongoing discussions with service users and checking before the commencement of each activity that people were willing to participate. More formal arrangements to promote effective communication with service users and/or their representatives were facilitated through annual care reviews and service user meetings. A sample of the minutes of service meetings found evidence of service user involvement in the decision making process and also evidenced how each person’s preferences was taken into consideration.

Evidence of additional opportunities for service users and their carers to express their views was contained in the annual satisfaction survey undertaken and reported on in the Annual Quality Report 2018-2019.

#### **Service Users’ comments:**

- “I love getting my hair done.”
- “I enjoy the centre, the staff are lovely and you get a good dinner.”
- “I was off as I was unwell and I am so glad to be back.”
- “Absolutely lovely, food is good.”
- “Very enjoyable place.”
- “Meals are tasty and nice.”

#### **Staff comments:**

- “Staff ensure care compassionate by listening to service users, having a pleasant caring attitude and knowing each person’s needs, hobbies, interests and preferences.”
- “Our role is to ensure people enjoy their day.”

#### **Areas of good practice:**

There were examples of good practice found throughout the inspection in relation to the culture and ethos of the day care setting, listening to and valuing service users and taking account of the views of service users and their representatives.

#### **Areas for improvement**

No areas for improvement were identified during the inspection of this domain.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

### 6.7 Is the service well led?

**Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.**

This inspection was facilitated by the manager who demonstrated a very good understanding of The Day Care Setting Regulations, minimum standards and the systems and processes in place for the daily management of the setting.

On arrival the inspector joined the staff's daily brief and heard discussions on the following topics:

- daily routines and relevant changes in service users' circumstances
- learning staff had obtained from attending a course on Compassionate Leadership
- staff training on Capacity Act
- update on the review of care plans in regard to Capacity Act
- lottery funding and working in partnership with Kent university
- work undertaken in regard to accident trends

The Statement of Purpose had been reviewed following the previous inspection and set out the number of service users that can attend the centre on a daily basis. The document clearly described the nature and range of needs that can be accommodated in the centre and addresses all of the matters required by Regulation (4) (1) of The Day Care Setting Regulations (NI) 2007. Inspection of the premises confirmed that the current RQIA certificate of registration was displayed within a prominent position.

During the inspection the setting's leadership, management and governance arrangements were assessed and found to be in line with the regulatory framework. There was a clear organisational structure and staff consulted during the inspection demonstrated knowledge of their roles, responsibility and accountability. Competency and capability assessments were in place for the staff left in charge of the centre in the absence of the manager.

A range of policies and procedures were in place to guide and inform staff. During the inspection staff discussed their knowledge of policies in regard to whistleblowing, safeguarding and complaints, it was evident they were fully familiar with the action required to be taken by them in the event of any concern.

In discussions with staff it was evident they enjoyed working in the day care setting and enjoyed good working relationships with their colleagues and the management team, they gave very positive feedback in respect of leadership and good team working.

There are arrangements in place to ensure staff are registered with the relevant regulatory bodies such as the Northern Ireland Social Care Council (NISCC). Information regarding staff registration details and renewal dates were maintained.

Review of staff records established that supervision and appraisal were in keeping with the minimum standards. Staff reported that they found supervision supportive and provided opportunities to discuss their responsibilities.

Examination of the complaints record found the centre had no reported or recorded complaints since the last inspection. Discussion with staff confirmed that they knew how to receive and deal with complaints and their responsibility to ensure that management were made aware of any complaints. Information on the complaints procedure was displayed in areas throughout the day centre.

Records examined provided evidence that regular staff meetings were held and records of the meetings maintained. The record included the names of staff in attendance and agenda items. Relevant information was discussed regarding the needs of service users, forward planning and the arrangements to ensure the delivery of safe and effective care.

The inspector can confirm that there was evidence of arrangements in place to monitor, audit and review the effectiveness and quality of care delivered to service users. A range of audits are undertaken weekly and monthly and included health and safety audits, audits on care records, cleanliness audits, staff training, supervision and checks on professional registration.

The Regulation 28 monthly quality monitoring visit reports for the past three months were reviewed and found to be satisfactory.

The inspector noted that the day care setting collects equality information in relation to service users, during the referral and assessment process. The data is used effectively and with individual service user involvement when a person centred care plan is developed. Records showed that equality information included communication methods, adult safeguarding and risk assessments where a risk was identified.

Discussion with service users and staff evidenced that they felt the service was well led. They described the service as well planned and they confirmed the manager operates an open door policy and their views and opinions are sought on a regular basis.

### **Areas of good practice**

There were examples of good practice found throughout the inspection in relation to management of accidents/incidents, quality improvement and maintaining good working relationships.

### **Areas for improvement**

No areas for improvement were identified during the inspection.

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Maureen Smith, manager, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure

that all areas for improvement identified 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 the day care setting. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises RQIA would apply standards current at the time of that application.

### **7.1 Areas for improvement**

Areas for improvement have been identified where action is required to ensure compliance with the Day Care Setting Regulations (Northern Ireland) 2007 and the Day Care Settings Minimum Standards, 2012.

### **7.2 Actions to be taken by the service**

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP via Web Portal for assessment by the inspector.

<b>Quality Improvement Plan</b>	
<b>Action required to ensure compliance with the Day Care Settings Minimum Standards, 2012</b>	
<p><b>Area for improvement 1</b></p> <p><b>Ref:</b> Standard 20.2</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 31 December 2019</p>	<p>The registered person shall ensure the day care setting receive written confirmation that all pre- employment documentation is in place and satisfactory prior to the employment of a staff member.</p> <p>Ref: 6.4</p>
	<p><b>Response by registered person detailing the actions taken:</b></p> <p>The Registered Manager has established a process which now ensures that written confirmation of all pre employment checks is in place and satisfactory prior to employment commencing and the confirmation of this will be available in the new employees file.</p>

*\*Please ensure this document is completed in full and returned via Web Portal\**



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