

# Inspection Report

02 August 2024



## The Resource Centre

Type of service: Day Care  
Address: St Brigids Centre, Carnhill, Derry, BT48 8BA  
Telephone number: 028 7135 2832

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Assurance, Challenge and Improvement in Health and Social Care

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## 1.0 Service information

<b>Organisation/Registered Provider:</b> The Resource Centre Derry	<b>Registered Manager:</b> Mrs. Ellen Doherty
<b>Responsible Individual:</b> Mr. Paddy McCarron	<b>Date registered:</b> 8 January 2020
<b>Person in charge at the time of inspection:</b> Mrs. Ellen Doherty	
<b>Brief description of the accommodation/how the service operates:</b> The Resource Centre Derry is a Day Care Setting that is registered to provide care and day time activities for up to 20 service users for people over the age of 65, who may also be frail and/or, have dementia. The day care setting is open Monday to Friday. The service users' care is commissioned by the Western Health and Social Care Trust (WHSCCT); a number of service user pay for their care through the Direct Payments option.	

## 2.0 Inspection summary

An announced inspection took place on 0hr 2 August 2024 between 10.15 a.m. and 12.30 pm. The inspection was conducted by an estates inspector.

The estates inspector reviewed the building services maintenance documents and inspected the temporary accommodation ( St Brigids Community Centre) to be utilised by the DCS. The temporary accommodation is to be utilised until the proposed new DCS accommodation is constructed.

## 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 domiciliary care agencies, we are committed to ensuring that the rights of people who receive services are protected. This means we will seek assurances from providers that they take all reasonable steps to promote people's rights. Users of domiciliary care services have the right to expect their dignity and privacy to be respected and to have their independence and autonomy promoted. They should also experience the individual choices and freedoms associated with any person living in their own home.

#### 4.0 What did people tell us about the service?

N/A

#### 5.0 The inspection

##### 5.1 What has this service done to meet any areas for improvement identified at or since the last inspection?

The previous inspection report IN044472 QIP AFIs are listed below were not reviewed during this inspection and are carried forward for review at the next inspection.

Quality Improvement Plan		
Action required to ensure compliance with The Day Care Setting Regulations (Northern Ireland) 2007		
<b>Area for improvement 1</b>  <b>Ref:</b> Regulation 16 (2)(b)  <b>Stated:</b> First time  <b>To be completed by:</b> Immediate from the date of the inspection	The registered person shall ensure that care reviews are undertaken in keeping with the policies and procedures.  Ref: 5.2  <b>Action taken as confirmed during the inspection:</b> Not reviewed	<b>Carried forward to the next inspection</b>

#### 5.2 Inspection findings

##### 5.2.2 What are the arrangements for promoting service user involvement?

N/A .

**5.2.3 What are the systems in place for identifying service users' Dysphagia needs in partnership with the Speech and Language Therapist (SALT)?**

N/A.

**5.2.4 What systems are in place for staff recruitment and are they robust?**

N/A.

**5.2.5 What are the arrangements for staff induction and are they in accordance with NISCC Induction Standards for social care staff?**

N/A.

**6.0 Quality Improvement Plan (QIP)/Areas for Improvement**

This inspection resulted in no additional areas for improvement being identified. Findings of the inspection were discussed with Mr Patrick McCarron (Registered Individual) as part of the inspection process and can be found in the main body of the report.



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Authority

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