

Inspection Report

19 September 2023



The Resource Centre Derry

Type of Service: Day Care Setting
Address: Carnhill, Racecourse Road,
Derry. BT48 8DA.
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www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

| | |
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| Organisation/Registered Provider: The Resource Centre Derry | Registered Manager: Mrs. Ellen Doherty |
| Responsible Individual: Mr. Paddy McCarron | Date registered: 8 January 2020 |
| Person in charge at the time of inspection: Mrs. Ellen Doherty | |
| Brief description of the accommodation/how the service operates: 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 unannounced inspection took place on 19 September 2023 between 10.30 a.m. to 12.30 p.m. This inspection was conducted by a care inspector.

RQIA issued three Failure to Comply (FTC) notices to the day care setting on 23 March 2023 relating to Fire Safety, Recruitment processes and the governance and management arrangements. On 5 May 2023 a compliance inspection was conducted which evidenced that compliance with the actions listed in the FTC notices had not been fully achieved. Given that the day care setting was moving towards compliance, it was agreed that an extension would be granted to ensure full compliance with the identified actions. On 9 June 2024 a compliance inspection was conducted which evidenced that compliance with the actions listed in the FTC notices had been achieved.

This inspection was carried out to determine if the improvements made as a result of RQIA's enforcement action in March 2023 have been sustained. Care delivery observed during the inspections was noted to be caring and respectful.

The outcome of the inspection evidenced that the improvements made as a result of the enforcement action have been sustained.

An area for improvement was identified relating to the annual care review process.

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.

To prepare for this inspection we reviewed information held by RQIA about this agency. This included registration information, and any other written or verbal information received in respect of the day care setting.

A range of documents was examined to determine that effective systems were in place to manage the agency.

Questionnaires were provided to give service users and their representatives the opportunity to contact us after the inspection with their views of the day care setting. A poster was provided for staff detailing how they could complete an on-line questionnaire.

The findings of the inspection were discussed with the management team at the conclusion of the inspection.

4.0 What did people tell us about the service?

Due to the specific inspection focus, service users were not consulted with as part of the inspection process. Care delivery observed during the inspections was note to be caring and respectful.

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 9 June 2023 by a care inspector. No areas for improvement were identified.

5.2 Inspection findings

Review of records confirmed that a robust system had been developed and implemented to enable the manager to effectively and proactively manage the NISCC registration of all relevant staff.

There was a system in place to ensure staff compliance with mandatory training requirements. Plans were in place for staff to undertake training in relation to medicine administration, brain injury and mental health awareness.

Care records had been audited and were generally in keeping with the Regulations and Standards. Service users' agreements had been signed in a timely manner and care plans were noted to be up to date. However, it was noted that a service user's care review had not been undertaken in keeping with the day care setting's policy and procedures. Whilst it was acknowledged that the staff had made efforts to arrange a review, there were no records retained of the invitations extended to relatives and or HSCT' representatives. An area for improvement has been identified.

Although there had been no new staff employed since the last inspection, we were satisfied that the recruitment and induction processes were now robust.

Review of the monthly quality monitoring reports identified that they were sufficiently robust. There was evidence of timely follow up by the manager in relation to actions identified on the previous month's report. The reports included positive comments from all stakeholders.

Review of records confirmed that fire safety checks had been undertaken in keeping with the Regulations.

6.0 Quality Improvement Plan/Areas for Improvement

An area for improvement has been identified where action is required to ensure compliance with The Day Care Setting Regulations (Northern Ireland) 2007

| | Regulations | Standards |
|--|-------------|-----------|
| Total number of Areas for Improvement | 1 | 0 |

The area for improvement and details of the QIP were discussed with Mrs Ellen Doherty, Registered Manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

| Quality Improvement Plan | |
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| Action required to ensure compliance with The Day Care Setting Regulations (Northern Ireland) 2007 | |
| <p>Area for improvement 1</p> <p>Ref: Regulation 16 (2)(b)</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p> | <p>The registered person shall ensure that care reviews are undertaken in keeping with the policies and procedures.</p> <p>Ref: 5.2</p> |
| | <p>Response by registered person detailing the actions taken:</p> <p>Further to the visit we have now in place that after two attempts of contacting relatives/ Social Workers to attend reviews, if they do not attempt to agree to the date provided then the review will go ahead with the Social Worker, Service User and staff member, or family member if the Social Worker is unable to attend. A copy of the review will be sent to the Social Worker.</p> |

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