

Inspection Report

10 June 2021



Dromore Day Centre

Type of Service: Day Care Setting
Address: 34 – 36 St. Dymphna's Road, Dromore, BT78 3JQ
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www.rqia.org.uk

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

1.0 Service information

Organisation/Registered Provider: Western Health and Social Care Trust Responsible Individual: Dr Anne Kilgallen	Registered Manager: Mrs Sabrina Conwell (Acting Manager)
Person in charge at the time of inspection: Mrs Sabrina Conwell	Date manager registered: Not applicable
Brief description of the accommodation/how the service operates: Dromore Day Centre is day care setting that is registered to provide care and day time activities for up to 25 service users over the age of 65, who may be frail and /or, have dementia or living with a physical disability. The day care setting is open Monday and Thursday and is managed by the Western Health and Social Care Trust (WHSCT).	

2.0 Inspection Summary

An unannounced care inspection took place on 10 June 2021 between 11.35am and 3.15pm.

This inspection focused on the Northern Ireland Social Care Council (NISCC) registrations, adult safeguarding, notifications, complaints and whistleblowing, Deprivation of Liberty Safeguards (DoLS), restrictive practice, dysphagia arrangements, monthly quality monitoring and Covid-19 guidance.

Service users said that they were very satisfied with the standard of care and support provided.

There were no areas for improvement identified during this inspection.

Good practice was identified in relation to appropriate checks being undertaken before staff commenced employment in the day care setting. Good practice was also found in relation to system in place of disseminating Covid-19 related information to staff. There were good governance and management oversight systems in place.

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.

Prior to inspection we reviewed the information held by RQIA about this day care setting. This included the previous inspection report and Quality Improvement Plan (QIP) and written and verbal communication received since the previous care inspection.

The inspection focused on reviewing a range of relevant documents, policies and procedures relating to the day care settings governance and management arrangements. This included checking how care staffs' registrations with the NISCC were monitored by the day care setting.

We discussed any complaints and incidents during the inspection with the manager and we reviewed the quality monitoring processes to ensure that these areas were routinely monitored as part of the monthly checks in accordance with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007.

Information was provided to staff, service users and/or their relatives, to request feedback on the quality of service provided. This included service user/relative questionnaires and a staff poster to enable the stakeholders to feedback to the RQIA. No responses were received within the timescale requested.

The findings of the inspection were provided to the manager at the conclusion of the inspection.

4.0 What people told us about the service

The information provided by service users during the inspection indicated that there were no concerns in relation to the day care setting. All confirmed that they were very satisfied with the standard of care and support provided. The inspector spoke with six service users and three staff including the manager.

Service users' comments:

- "Great staff and excellent care and support."
- "The centre is always clean and staff are doing extra cleaning because of Covid."
- "I feel safe and comfortable here."
- "Staff always wear their PPE to keep us safe."
- "First class service."
- "There has been a number of changes in the centre since we reopened, social distancing is in place and staff encourage frequent hand washing."
- "Great dinners and lots of choice and food."
- "Staff have made me feel very welcome and they are all very friendly."

Staff comments:

- "Great teamwork and good communication."
- "No restrictions in the centre, the clients can go anywhere in the centre."
- "New measures in place in the centre in relation to Covid-19 to ensure the service users' safety including social distancing and extra cleaning."
- "All staff have attended DoLS training."
- "I think the clients are well cared for here and we know them very well."
- "We have done infection prevention and control training and donning and doffing."
- "Service users are offered choice of everything they do in the day centre."
- "No service users with dysphagia needs in the centre at the moment but we have had in the past. We know the importance of a timely referral to SALT."

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 inspection of the service was undertaken on 27 February 2020 by a care inspector; two areas for improvement were identified. A QIP was issued. This was approved by the care inspector and will be validated during this inspection.

5.1.2 Review of areas for improvement from the last care inspection dated 27 February 2020

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
Area for improvement 1 Ref: Regulation 26 (2) (d) Stated: Third and final time	The registered person shall, having regard to the number and needs of the service users, ensure that all parts of the day care setting are kept clean and reasonably decorated. The following maintenance issue must be addressed: <ul style="list-style-type: none"> address the uneven floor surface at the entrance to the day care setting 	Met
	Action taken as confirmed during the inspection: Review of the environment identified that the uneven floor surface at the entrance to the day care setting had been replaced.	
Action required to ensure compliance with the Day Care Settings Minimum Standards, 2012		Validation of compliance
Area for improvement 1 Ref: Standard 14 (1) (a) Stated: First time	The registered person shall ensure as far as reasonably practicable that all parts of the day care setting to which service users have access are free from hazards to their safety. <p>A detailed risk assessment must be put in place to address the uneven floor surface at the entrance of the day care setting.</p>	Met
	Action taken as confirmed during the inspection: The manager confirmed that a risk assessment had been undertaken following the previous inspection.	

	The uneven floor surface at the entrance of the day care setting had been replaced following the previous inspection. A risk assessment is no longer required.	
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5.2 Inspection findings

5.2.1 Are there systems in place for identifying and addressing risks?

The day care settings provision for the welfare, care and protection of service users was reviewed. The organisation's policy and procedures reflect information contained within the Department of Health's (DOH) regional policy 'Adult Safeguarding Prevention and Protection in Partnership' July 2015 and clearly outlines the procedure for staff in reporting concerns. The organisation has an identified Adult Safeguarding Champion (ASC).

Discussions with the manager demonstrated that they were knowledgeable in matters relating to adult safeguarding, the role of the ASC and the process for reporting adult safeguarding concerns.

It was confirmed that staff are required to complete adult safeguarding training during their induction programme and required updates thereafter.

Staff indicated that they had a clear understanding of their responsibility in identifying and reporting any actual or suspected incidents of abuse. They could describe their role in relation to reporting poor practice and their understanding of the day care setting's policy and procedure with regard to whistleblowing.

The day care setting has a system for retaining a record of referrals made in relation to adult safeguarding matters. Records viewed and discussions with the manager indicated that no referrals had been made with regards to adult safeguarding since the last inspection. Adult safeguarding matters are reviewed as part of the quality monitoring process.

Service users who spoke to us stated that they had no concerns regarding their safety; they described how they could speak to staff if they had any concerns in relation to safety or the care being provided. The day care setting has provided service users with information in relation to keeping themselves safe and the details of the process for reporting any concerns.

Discussions with staff and service users confirmed that they felt there were sufficient staff to ensure the safety of service users in the day care setting. Observation of the delivery of care at the time of inspection evidenced that service users' needs were effectively met by the number of staff on duty.

There were systems in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies appropriately. It was noted that no incidents had been reported since the last inspection.

Staff were provided with training appropriate to the requirements of their role. This included DoLS training. Those spoken with demonstrated that they have an understanding that people who lack capacity to make decisions about aspects of their care and treatment have rights as outlined in the Mental Capacity Act. The manager confirmed that no restrictive practices were undertaken in the day care setting.

There was a good system in place in relation to the dissemination of information relating to Covid-19 and infection prevention and control (IPC) practices. Staff were observed adhering to guidance and were knowledgeable during discussions.

The environment was observed during the inspection and there was evidence of infection prevention and control measures in place such as PPE which was available for staff. Other infection prevention and control measures were in place, which included seven step hand hygiene notices positioned at wash hand basins, supplies of liquid soap and hand towels mounted on the wall and foot pedal operated bins. Wall mounted hand sanitisers were strategically located throughout the day care setting. Wall mounted hand sanitisers checked were clean, sufficient product was available and these were well maintained and fit for purpose. There were numerous laminated posters displayed throughout the day care setting to remind staff of good hand washing procedures and the correct method for donning and doffing PPE. Observations of the environment concluded that it was fresh smelling and clean throughout.

5.2.2 Are their robust systems in place for staff recruitment?

The manager advised that there were no newly recruited staff to the day care setting and that the staff team had all worked in the day care setting for a number of years. The manager confirmed that recruitment was managed in accordance with the regulations and minimum standards, before staff members commence employment and direct engagement with service users.

A review of records confirmed all staff working in the day care setting are currently registered with NISCC. Information regarding registration details and renewal dates are monitored by the manager; this system was reviewed and found to be in compliance with regulations and minimum standards. The manager confirmed that all staff are aware that they are not permitted to work if their professional registration lapses. Discussion with staff confirmed that they were registered with NISCC. Staff spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date.

5.2.3 Are there robust governance processes in place?

There were monitoring arrangements in place in compliance with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007. Quality monitoring visits had been undertaken on a monthly basis by a senior manager. A sample of reports viewed for April and May 2021 provided evidence that the monitoring process included engagement with service users, service users' representatives and staff; and the review on the conduct of the agency and development of action points.

There is a process for recording complaints in accordance with the day care settings policy and procedures. The manager confirmed that no complaints were received since the date of the last inspection. Discussion with staff confirmed that they knew how to receive and deal with complaints and ensure that the manager was made aware of any complaints.

The discussions with the manager and staff confirmed that no service users require assessment by the Speech and Language Therapist (SALT) in relation to dysphagia needs. It was positive to note that all staff had attended training in relation to dysphagia awareness.

There was a system in place to ensure that staff received supervision and appraisal in accordance with the day care settings policies and procedures.

Staff described their role in relation to reporting poor practice and their understanding of the centre's policy and procedure on whistleblowing.

It was established during discussions with the manager that the centre had not been involved in any Serious Adverse Incidents (SAI's)/Significant Event Analysis's (SEA's) or Early Alert's (EA's).

6.0 Conclusion

Based on the inspection findings and discussions held with the manager, staff and service users, RQIA are satisfied that this service is providing safe and effective care in a caring and compassionate manner; and that the service is well led by the manager.

7.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with the manager, as part of the inspection process and can be found in the main body of the report.

	Regulations	Standards
Total number of Areas for Improvement	0	0



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