

# Unannounced Care Inspection Report

## 29 January 2020



## Edenderry Dementia Day Care

**Type of Service: Day care**  
**Address: 18 Gilford Road, Portadown, BT63 5ED**  
**Tel No: 028 3839 8333**  
**Inspector: Maire Marley**

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Assurance, Challenge and Improvement in Health and Social Care

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 provider from their responsibility for maintaining compliance with legislation, standards and best practice.

**1.0 What we look for**



**2.0 Profile of service**

This is a Day Care Setting with 20 places that provides care and day time activities for people living with dementia.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> SHSCT  <b>Responsible Individual(s):</b> Shane Devlin	<b>Registered Manager:</b> Iona Henry
<b>Person in charge at the time of inspection:</b> Senior Day Care Worker	<b>Date manager registered:</b> 25/10/2010

### 4.0 Inspection summary

An unannounced inspection took place on 29 January 2020 from 10.00 to 13.00 hours.

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

The inspection assessed progress with any areas for improvement identified during and since the last care inspection. This was a short focused inspection to look at recruitment practices and service users experiences in the day centre.

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.

Some service users, due to their memory loss were unable to provide a view of the centre. Observations of group activities found that service users were relaxed in their environment and had a good rapport with staff.

Those service users that were able to contribute to the inspection said:

- "Staff are fabulous, very caring."
- "We are so well looked after, just spoiled."
- "If I want a wee rest the girls (staff) let me."
- "Love it."

Evidence of good practice was found in relation to staff knowledge of service user's needs, activities provided, communication with health care professionals and families and the general environment.

One area of improvement was identified during this inspection in relation to the further development of recruitment documentation.

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

Areas for improvement and details of the Quality Improvement Plan (QIP) were discussed with the senior day care worker, as part of the inspection process. The timescales for completion commence from the date of inspection.

#### 4.2 Action/enforcement taken following the most recent care inspection dated 12 February 2019

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 12 February 2019.

#### 5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA about this day care service. This included the previous inspection report, the returned QIP, notifiable events, and written and verbal communication received since the previous care inspection.

During our inspection we focused on speaking to service users, their relatives and staff to find out their views on the service.

We ensured that the appropriate staff checks were in place before staff work with service users; we examined recruitment records relating to Access NI and NISCC registration.

Questionnaires and "Have we missed you?" cards were provided to give service users and those who visit them the opportunity to contact us after the inspection with their views. A poster was provided for staff detailing how they could complete an electronic questionnaire.

Ten questionnaires were also provided for distribution to the service users and their representatives; two responses were returned. Analysis and comments on the responses are included within the report.

RQIA information leaflets 'How can I raise a concern about an independent health and social care service' were also provided to be displayed appropriately in the setting.

During the inspection the inspector communicated with twelve service users, five staff and one service user's relative.

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 senior day care worker at the conclusion of the inspection.

## 6.0 The inspection

Action required to ensure compliance with the Day Care Settings Minimum Standards, 2012		Validation of compliance
<b>Area for improvement 1</b> <b>Ref:</b> Standard 1.2 <b>Stated:</b> First time	The registered person shall ensure information is available in a language and format suitable for all service users.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> The staff confirmed that a range of information to communicate with the service user had been obtained and the Trust were working with different agencies to produce user friendly information for those people whose first language is not English.	

## 6.1 Inspection findings

Edenderry Dementia centre provides a specialist day care service for persons living with dementia. During the inspection staff interactions with service users were observed to be compassionate, caring and timely.

Staff were noted 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. Service users approached staff freely, communicating their needs and making requests. Activities on the morning of the inspection included gentle exercise, relaxing music, singalongs and memory-focused exercises, hairdressing and hand massages. Staff responses throughout were noted to be cheerful and appropriate.

Several of the service users were unable to communicate their views on the service due to their memory loss. Those service users who engaged with the inspector spoke positively about the service and the ongoing benefits of attending the centre.

### Service Users' comments:

- "We all love it here we have good fun, singing and talking."
- "I enjoy my day here."
- "The staff are lovely they would do anything for you."
- "I always get plenty to eat and drink, good chats, first class, what more would you want."

### Relative's Comments:

"I would be lost without this place, the staff are so professional and caring, they not only look after my wife but they are so good to me, I know ----- is safe and secure here and that's what matters to me. Any little change and they will let me know, communication is excellent, I have nothing but praise for the Edenderry centre."

Two returned questionnaires from relatives were analysed and the responses indicated that the relatives were satisfied with the care delivered within the centre. The following comment is recorded in one questionnaire; “The care in Edenderry Specialist Dementia is exemplary and I feel so lucky that my husband is going there. The staff give me reassurance, confidence and peace of mind.”

### **Staff Comments:**

- “We know the service users’ needs and our daily communication keeps us up to date if there are any changes to someone’s care plan.”
- “The training and support we receive all helps to maintain the safety of our service users.”
- “The centre is really well run, the management team are helpful, friendly and approachable not only in regard to our professional role but also in our personal life.”
- “Everyone is responsible for safety within the centre, we are all vigilant in regard to health and safety and we know how to respond if something is wrong.”
- “This is a great place to work, and I would highly recommend it if I had a family member living with dementia.”
- “Not only do we look after the service users’ safety but we also want to ensure that they have an enjoyable day.”
- “We maintain safe care by ensuring there is no obstacles, knowing your service users, any issues we report immediately to management.”
- “Good team, communication is very good, we really are like one wee family, we look out for each other.”
- “I love it here the care is excellent, if I had any concerns I would report to the manager or any member of the senior team, lots of training and support, I have supervision every four weeks and daily you talk to whoever is in charge.”

Seven returned questionnaires from staff were analysed and the responses indicated that four staff were satisfied with the care delivered within the centre. Two comments stated “I really enjoy working here and being part of a great team.” “I have worked in this facility for almost 14 years and I have no reason to want to move. It is very well led by our senior day care support worker. She is supportive, compassionate and passionate about the service and care we provide.” Three staff responses indicated they were dissatisfied with all aspects of service delivery; these responses were shared with the manager who was of the view that this was an error on staff’s part when inputting to the web portal. The information in the responses was not consistent with the information provided by staff on the day of inspection.

The day centre’s staffing arrangements were discussed and it was noted that there had been some changes in management since the previous inspection. The manager had been on long term leave and in her absence a registered manager from another facility had assumed responsibility for the centre. RQIA had received the absence notification and approved the management arrangements. On the return of the manager Iona Henry from long term leave, RQIA were appropriately informed.

The senior day care worker described the staffing arrangements which had been assessed as necessary to provide a safe service in the setting. Assurances were provided that sufficiently qualified, competent and experienced persons are working in the centre to meet the range of needs accommodated.

A sample of duty records examined for the months of December 2019 and January 2020 contained details of the number of staff on duty, hours worked and confirmed that staffing levels were maintained.



During discussions staff and a relative expressed that they felt there was sufficient staff to maintain the safety of service users in the centre. Observation during the inspection found the needs of the service users were effectively met by the staff on duty.

The Trust has a human resources department (HR) that oversees the recruitment processes including pre-employment checks. The senior care worker described the procedure for ensuring that staff are not provided for work until all necessary checks are completed and confirmed that the outcomes of these checks are retained in HR department. On completion of satisfactory pre-employment checks and verification of supporting documentation, the manager receives an email from the HR department to confirm the staff member can commence duty. The Trust has recently introduced a "Final offer Checklist for Managers". On the first day of duty new staff are requested to present a range of documents to confirm their identity.

A review of two staff records relating to the recruitment process found the information requested by the Trust as detailed previously was in place. It was noted there was no documentary proof of the date of the Enhanced Disclosure Access N.I pre-employment check or the reference number. Access N.I disclosure certificates are only accurate on the date of issue and therefore a record of the date the check was completed along with the reference number should be maintained. This is stated as an area of improvement.

Arrangements are in place to ensure that all staff are registered with The Northern Ireland Social Care Council (NISCC). Information in regard to registration and renewable dates are maintained and were available for inspection. A review of these records and discussion with the senior day care worker confirmed that all staff are currently registered with NISCC. Staff records viewed confirmed that staff undertake an induction programme relevant to their role and responsibility and there was evidence that new staff complete the NISCC induction standards.

### Areas of good practice

There were samples of good practice found throughout the inspection in relation to staff knowledge of service users' needs and safe care, risk management and the general environment.

### Area for improvement

One area for improvement was identified during the inspection and related to the further development of recruitment documentation.

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

## 7.0 Quality improvement plan

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with the senior day care worker, 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 agency. 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 March 2020</p>	<p>The registered person shall ensure that the day care setting maintains evidence of photographic identification and the date of the Access N.I. check and the Access N.I reference number prior to a staff member commencing duty.</p> <p>Ref: 6.3</p> <p><b>Response by registered person detailing the actions taken:</b> The registered Person has a procedure in place whereby a staff member before commencing Duty will be asked to provide evidence of correspondence from Access N.I detailing date of Check and Reference number of Access N.I check. The Day Care Setting has a procedure in place whereby prior to commencing a staff member must provide evidence of photographic identification such as a Valid Driving Licence or Current Passport.</p>

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





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