

**Unannounced Care Inspection
of
Edenderry Dementia Day Care**

06 October 2015

1. Summary of Inspection

An unannounced care inspection took place on 06 October 2015 from 11.15 to 16.15. Overall on the day of the inspection the Day Care Setting was found to be delivering safe, effective and compassionate care. Areas for improvement were identified and are set out in the Quality Improvement Plan (QIP) appended to this report. This inspection was underpinned by The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Day Care Settings Regulations (Northern Ireland) 2007, The Day Care Settings Minimum Standards 2012.

1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

1.2 Actions/Enforcement Resulting from this Inspection

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

1.3 Inspection Outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection can be found in the main body of the report.

2. Service Details

Registered Organisation/Registered Person: Southern HSC Trust/Mrs Paula Mary Clarke	Registered Manager: Mrs Iona Henry
Person in Charge of the Day Care Setting at the Time of Inspection: Mrs Iona Henry	Date Manager Registered: 25 October 2010
Number of Service Users Accommodated on Day of Inspection: 19	Number of Registered Places: 20

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following standards have been met:

Standard 5: Care Plan - where appropriate service users receive individual continence promotion and support.

Standard 8: Service Users' Involvement - service users' views and comments shape the quality of services and facilities provided by the Day Care Setting

4. Methods/Process

Specific methods/processes used in this inspection include the following:

Prior to inspection the following records were analysed: the registration status of the service; incidents notification which revealed three incidents had been reported since the last inspection and RQIA; written and verbal communication received since the previous care inspection which did not reveal any concerns. The returned quality improvement plan (QIP) from the care inspection undertaken in the previous inspection year was also reviewed and no requirements or recommendations had been made.

During the inspection the inspector met with all of the service users, four staff; and two representatives/family members. There was no visiting professionals on the day of the inspection.

The following records were examined during the inspection: The settings statement of purpose and service user's guide; four service users individual care records including care plans, assessments and review documentation; the complaints record which revealed no complaints/issues of dissatisfaction had been reported since January 2014; a sample of the settings monthly monitoring visit records (regulation 28) from July 2015 to September 2015; a sample of the settings incidents and accident records from May 2014 to October 2015; the settings annual quality assurance report; and policies and procedures regarding standards 5 and 8.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the day centre was an announced care inspection dated 1 May 2014. The completed QIP was returned and approved by the specialist inspector.

5.2 Review of Requirements and Recommendations from the last Care Inspection

There were no requirements/recommendations from the previous inspection.

5.3 Standard 5: Care Plan - Where appropriate service users receive individual continence promotion and support

Is Care Safe?

There is a continence promotion policy and procedure in place which was reviewed in July 2015.

The review of a sample of four service user's individual records evidenced staff had actively sought service users and their representatives' views regarding continence needs. The recorded views had been incorporated into care planning and practice. Any recorded issues of concern, complaints had been recorded with actions taken to resolve them.

The needs assessment, risk assessments and care plans had been reviewed, amended as changes occurred and had been kept up to date to reflect the needs and preferences of the service users and /or their relatives. The needs assessment and care plans had been appropriately signed. Needs assessments and care plans included, where appropriate, continence promotion information. The service user's preferences had been incorporated as had professional assessment information when it was made available.

Discussions with staff confirmed they know how to use the continence products service users need and use Personal Protection Equipment (PPE) as necessary. The discussion regarding practice with staff provided evidence that staff were working together to meet individual needs and promote individual service users continence.

The staff training record and discussion with the staff revealed they are due to receive training in continence promotion and the types of continence products available on 20 October 2015.

During the inspection the review of the environment showed staff were incorporating good cleaning and hygiene practices which had ensured there was no mal odours in the bathrooms. The bathrooms were fully accessible for service users.

Four staff returned inspection questionnaires that reported staff feel satisfied to very satisfied with the training they had received; with support from the multidisciplinary team; access to equipment; and the environment is appropriate to meet service user's needs.

Two service users completed an inspection questionnaire during the inspection and one was returned post inspection by a relative. The questionnaires reported service users and their relatives feel satisfied to very satisfied the setting provides a safe and secure care environment and staffing levels are appropriate at all times. Comments made were "very good to us, very good here" "The safety and health of our loved ones is paramount – this centre designs diet activities around the residents".

Discussions with two relatives during the inspection revealed they feel staff look after their relative very well. Comments made were "I have seen a great change in (name of relative) since they came here, she is happy and settled when she comes here and more content than when at home". "The girls (staff) are terrific and communication is good". One relative explained they had issues with community services who provide continence products and the staff in the centre had provided him with support including some time to vent his frustrations. Overall the inspection concluded staff have a proactive approach to ensuring continence needs are met in a safe way in this day care setting.

Is Care Effective?

The staff have access to supplies of continence products which are kept in a cupboard, some service users also bring their own supplies daily. Discussions with staff provided assurance staff are knowledgeable regarding meeting assessed continence needs and staff had unrestricted access to necessary supplies to meet individual's needs.

In this setting, the cognitive ability of service users is impaired by their diagnosis, therefore the inspector was not able to discuss the specifics of this inspection with service users, however we did discuss how they felt when they were in the setting and the inspector spent the majority of the inspection observing care and practice in this day centre. All of the service users spoken to stated they felt happy to be in the centre and said they were enjoying the various activities on offer. Service users said staff help them and look after them well.

Two representatives were spoken to and they described their relative attending the day centre was a support to them; as well as good for them. They described they have observed their relative improving since attending the day centre, for example they are more happy, content, relaxed, settled and one representative said their relative asks to go.

The senior day care worker and staff are clear part of their role is identifying, supporting service users with and reporting continence issues on to appropriate professionals with the service user's / relative's permission.

Three service users and relatives responded in RQIA inspection questionnaires they feel satisfied to very satisfied that staff know how to care for them and respond to their needs. They commented "Anything we ask them they help us with". "Edenderry centre should be recognised as a benchmark for organisations who aspire to achieving excellence – this centre (its staff) offer a service that the trust should be proud of – a service that our loved ones are fortunate to avail of". This complimentary response is a clear indication of how effective day care in Edenderry is for this family.

Four staff responded in inspection questionnaires they are satisfied to very satisfied they have access to supplies which support service users and access to PPE. Staff also reported they have sufficient knowledge, skills and experience to support service users who attend the day centre.

The inspection concluded care provided by staff is effective in promoting and supporting continence needs.

Is Care Compassionate?

Observation of staff supporting service users, delivering activities and meeting individual and group needs showed staff are knowledgeable and use a person centred approach. Staff described sound processes and procedures underpinned by informed values which are required to deliver safe and effective continence care and when supporting families and service users in meeting individual continence promotion.

Staff discussion, staff training and the use of person centred assessment and planning tools had been used to provide continence support to service users in a compassionate way.

Four staff reported in the questionnaires that they are satisfied to very satisfied service users are afforded privacy, dignity and respect at all times; they are encouraged to retain their independence and make choices; they are satisfied they have time to talk to and listen to service users; and the care provided is based on service users' needs and wishes. One staff member commented "I am satisfied with everything within the day centre in Edenderry".

Three service users and representatives reported in the questionnaire's they are very satisfied with the care and support they receive. Comments made were "very good, only to ask for help, very nice". "The staff in Edenderry deliver a first class personal, professional service to my (relative)".

The inspection concluded staff approached meeting service users' needs with compassion and ensured service users were given time to talk openly or privately.

Areas for Improvement

No areas of improvement were identified regarding the service users care plan - Where appropriate service users receive individual continence promotion and support:

Number of Requirements:	0	Number of Recommendations:	0
--------------------------------	----------	-----------------------------------	----------

5.4 Standard 8: Service Users' Involvement - Service users' views and comments shape the quality of services and facilities provided by the Day Care setting

Is Care Safe?

The inspection of four service user's individual files and records, service user consultation and the minutes of meetings, the complaints record and records of the representative meetings demonstrated the staff had actively sought service users' and their representatives' views. This information was used to improve care practice in areas such as ensuring the activity plan is responsive to preferences, ensuring the environment is appropriate to meet their changing needs, ensuring the transport arrangements are responsive to changing needs and ensuring meals are satisfactory. In May 2015 in a service users meeting they discussed introducing porridge instead of toast which was also identified in their evaluation of the service. This was agreed and implemented. During this inspection the staff and service users mentioned the benefits of the nutrition and increased energy levels they have felt in day care since this change. This inspection did not reveal any choices, issues of concern, complaints or risks that had not been recorded and acted on.

Discussions with staff and observation of staff meeting service users' needs confirmed service users were being listened to and responded to by staff who are knowledgeable about service users' individual needs and modes of communication.

One inspection questionnaire returned by a relative said "The manager believes in and drives the ethos of continuous involvement. Staff are truly committed and understand dementia. As a family member I feel involved and most appreciative of the quality of service offered. This centre gave my mother a chance that the medical profession didn't think was possible. As a family we are indebted to the manager and the team for a priceless service".

There are policies regarding:

- service users' meetings and forums
- service users' involvement in activities and events
- communications with carers and representatives
- general communication arrangements
- safe and healthy working practices.

The inspection confirmed staff communicated effectively with service users and use this information to ensure care is safe and responsive to need.

Is Care Effective

In this day care setting the service users' and representatives' views, preferences and opinions had been sought and recorded when care planning and undertaking individual service user reviews, during meetings, in questionnaire's/surveys, in day to day discussion. The review of care documentation revealed views had been recorded, responded to and the outcomes recorded. The inspection did not reveal any concerns regarding the records examined.

In this day care setting service users had discussed a range of issues in the service user meetings. The discussions have developed into raising service users' awareness of their own needs and had enabled service users to be involved in and given opportunities to influence the running of the day care setting.

Discussion with staff and observations of care practices confirmed they treated service users with dignity and respected service user's privacy. For example their method of communication is appropriate and they give time for each person to speak. The group discussions and activities are undertaken in seated areas that encouraged involvement, staff noticed if someone wasn't taking part and encouraged participation. Staff were observed offering reassurance to enable service users to feel calm and settled in their environment.

During the inspection staff informed service users and persons visiting the centre that the inspection was taking place. The service users and representatives were encouraged by staff to give their views about the standard of care delivered and the conduct of the Day Care Setting to the inspector.

There were policies regarding:

- inspections of the day care setting
- consent
- listening and responding to service users' views
- management, control and monitoring of the setting
- quality improvement
- complaints.

The inspection confirmed the staff in this setting effectively sought service user's views, opinions and preferences and this information was used to inform the delivery of day care.

Is Care Compassionate?

The inspection evidenced service users are listened and responded to by staff who are knowledgeable about individual service user's communication needs. During the inspection staff were observed seeking service users views, opinions, wishes and feelings. Staff were also observed asking service users about issues affecting them in a respectful and kind manner.

The inspection confirmed staff are knowledgeable and do use a person centred approach, in their day to day care. The care presented as compassionate and responsive to the needs of this service user group. The staff also had clear communication skills which allowed them to compassionately seek service user's views and comments which they used to inform the delivery of care and support services.

Three service users and relatives completed questionnaires for this inspection and they stated service users are satisfied to very satisfied that their views and opinions are sought regarding the service. One relative stated "They respect (relative) needs and treat her with respect. Plan activities to meet her capabilities, and above all offer her happiness and help her feel valued. Their caring, individual approach is to be commended".

Four staff questionnaires stated they were satisfied to very satisfied regarding the following questions: service users are involved in and are given opportunities to influence the running of the centre; systems are in place to seek service users views; management action service users suggestions, issues or complaints; and service users are kept informed regarding any changes.

In conclusion this inspection confirmed staff use a compassionate approach to gather service users views, opinions and preferences.

Areas for Improvement

No areas for improvement were identified regarding service users' involvement - Service users' views and comments shape the quality of services and facilities provided by the Day Care setting:

Number of Requirements:	0	Number of Recommendations:	0
--------------------------------	----------	-----------------------------------	----------

5.5 Additional Areas Examined

5.5.1. Service users files

The inspector reviewed four service user individual records which were kept in individual files. They contained evidence of assessment; care planning documentation; activity records; risk assessment; review documentation and minutes. The review of these files did not identify any improvements were required and the inspection identified the quality of information recorded was of a very good standard and was person centred.

5.5.2. Complaints

The complaints record was reviewed by the inspector and this revealed no complaints had been recorded in 2014 or in 2015.

5.5.3. Incidents

The inspector sampled entries made in this record from April 2014 to the date of the inspection and this did not reveal any improvements or concerns that require further discussion.

5.5.4. Monthly monitoring visits:

Monitoring visits were sampled from July 2015 to September 2015 and this did not reveal any improvements or concerns that require further discussion.

5.5.5. Service user meeting minutes

The inspector sampled the notes and minutes of meetings held in March, May and July 2015. The meetings were held with the service users attending and the minutes clearly demonstrated the staff are making efforts to consult with and communicate on a range of issues. The record was a good example of the discussions that can be undertaken with this service user's group and how the service user's preferences can lead to improvements.

5.5.6. Carers meeting notes

Carers' meetings have recently commenced in this day centre and the relatives described them as a chance to meet other relatives and they are supportive of each other. These meetings are a sound way of helping representatives to access support in a group, be involved in the day care setting and give their comments which can shape the quality of services and facilities provided by the Day Care setting.

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.

Registered Manager	Iona Henry	Date Completed	23/11/2015
Registered Person	Mrs Angela McVeigh	Date Approved	01/12/2015
RQIA Inspector Assessing Response	Suzanne Cunningham	Date Approved	07/12/2015

Please provide any additional comments or observations you may wish to make below:

This is a very positive RQIA inspection report detailing the consistent delivery of compassionate, effective and safe care within a supportive environment where the registered manager and staff team clearly demonstrate their practice of person centered care not only through understanding and responding to the service user's needs and requirements but also by recognising and responding to the carer's concerns.

Please complete in full and returned to day.care@rqia.org.uk from the authorised email address