

Unannounced Care Inspection Report 12 March 2020



Killadeas Day Centre

Type of Service: Day Care Service
**Address: Block E, Unit 47, Enniskillen Business Centre,
Enniskillen, BT74 4RL**
Tel No: 028 6634 2833
Inspector: Angela Graham

www.rqia.org.uk

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 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 that provides care and day time activities for up to 20 service users with a learning disability. The day care setting is open Monday to Friday and is managed by the Western Health and Social Care Trust (WHSC).

3.0 Service details

Organisation/Registered Provider: Western Health and Social Care Trust Responsible Individual: Dr Anne Kilgallen	Registered Manager: Patricia Griffith
Person in charge at the time of inspection: Patricia Griffith	Date manager registered: 21 June 2013
Number of registered places: 20	

4.0 Inspection summary

An unannounced inspection took place on 12 March 2020 from 9.40 to 13.00.

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

As a public-sector body, RQIA 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 settings, 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 day care settings have the right to expect their dignity and privacy to be respected and to have their independence and autonomy promoted. All day care settings should safeguard and promote service user choices and freedoms as they relate to the range of services being provided.

Evidence of good practice was found in relation to staff members' registrations with the Northern Ireland Social Care Council (NISCC). There was also evidence of good practice in regard to infection prevention and control, providing meaningful activities to service users and maintaining good working relationships.

There were no areas for improvement identified during this inspection.

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.

The inspector would like to thank the manager, service users and staff for their support and co-operation throughout the inspection process.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

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

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

4.2 Action/enforcement taken following the most recent care inspection dated 17 December 2018

No further actions were required to be taken following the most recent inspection on 17 December 2018.

5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- the registration details of the day centre
- information and correspondence received by RQIA since the last inspection
- incident notifications which highlighted that no incidents had been reported to RQIA since the care inspection on 17 December 2018
- unannounced care inspection report dated 17 December 2018.

During the inspection, the inspector met with the manager, a registered nurse, the day care worker, administrative officer and three support workers. Introductions were made to all service users while walking around the setting with individual interaction with four service users.

Ten service user and/or relatives' questionnaires were provided for distribution; no service user/relatives questionnaires were returned to RQIA within the timeframe for inclusion in this report.

At the request of the inspector, the manager was asked to display a poster within the day centre. The poster invited staff to provide their views electronically to RQIA regarding the quality of service provision; six responses were received. The respondents indicated that they were very satisfied that the care being provided to service users was safe, compassionate and well led and satisfied that the care being provided to service users was effective.

The inspector requested that the manager place a 'Have we missed you' card in a prominent position in the day centre to allow service users, relatives and staff who were not available on the day of the inspection to give feedback to RQIA regarding the quality of service provision. No responses were received.

An RQIA information leaflet 'How can I raise a concern about an independent health and social care service' was also provided to be displayed in the day care setting.

A range of documents relating to the service were reviewed during the inspection and are referred to within the body of the report.

The findings of the inspection were provided to the manager and day care worker at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the last care inspection dated 17 December 2018

There were no areas for improvement made as a result of the last care inspection.

6.2 Inspection findings

The day care worker described the staffing levels which have been assessed as necessary to provide a safe service in the setting. Assurances were provided to the inspector that sufficiently qualified, competent and experienced persons are working at all times to meet the assessed needs of the service users, taking into account the size and layout of the premises, the number of service users accommodated, fire safety requirements and the statement of purpose. A review of the staffing roster for weeks commencing 17 February 2020 until 12 March 2020 evidenced that the planned staffing levels were adhered to.

Discussions with staff confirmed that they felt there were sufficient staff to ensure the safety of service users in the day centre. 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 arrangements in place to ensure that staff are registered with NISCC. Information regarding registration details and renewal dates were maintained and available to the inspector. The manager confirmed that all staff are currently registered with NISCC.

The manager advised that no staff had been recruited since the previous care inspection. The manager confirmed that staff employment records were held within the WHSCT human resources department and that all appointments were made in compliance with relevant legislative requirements and trust policy and procedures.

Discussion with staff evidenced that they were knowledgeable regarding service users' individual needs. Staff also demonstrated awareness of the need for person centred interventions which facilitate engagement with service users and promote effective communication and social engagement. Observations of staff practice on the day of inspection evidenced that they were confident and effective in their communication with service users and adapted their communication methods as necessary, with individual service users depending on their assessed needs. Staff were observed to be vigilant in responding to nonverbal cues as

well as verbal communications. The inspector observed interventions that were proactive and timely.

Discussions with the manager and staff described positive working relationships in which issues and concerns could be freely discussed; staff reported they were confident that they would be listened to. In addition, staff confirmed that they felt supported by management. Staff demonstrated that they had knowledge of their role, function and responsibilities and they had no concerns regarding the practice of any of their colleagues.

Discussions with the manager and staff confirmed that there were systems in place to monitor staff performance and ensure that staff received appropriate support and guidance. Staff spoken with during the inspection confirmed the availability of continuous update training alongside supervision and appraisal processes and an open door policy for discussions with the manager.

A review of the day centre’s environment was undertaken and the day centre was found to be warm, fresh smelling and clean throughout. Discussion with the day care worker and observation of the environment confirmed that furniture, aids and appliances were fit for purpose for the needs of the service users. Infection prevention and control measures were in place with a good standard of hygiene observed throughout the centre. Measures included the availability of hand sanitisers around the unit, “seven step” hand hygiene notices positioned at wash hand basins and supplies of liquid soap and hand towels mounted on the wall. Staff had effective access to gloves and aprons as required. Observation of staff practice evidenced that staff adhered to infection prevention and control procedures.

Staff comments:

- “Care is safe, effective and unique to each person’s needs.”
- “There is very good sharing of information from seniors to all staff and any changes in care is immediately communicated.”
- “We respect everyone that attends the centre. Most of the ladies and gentlemen have limited communication but we know them so well that we know what every sound and eye movement means.”
- “I have regular supervision and all my training is up to date.”
- “We treat service users with dignity and warmth.”
- “All service users’ individual communication needs have been considered and referrals are made to speech and language therapists as appropriate.”
- “A well run centre with staff that care the service users.”

Areas of good practice

Evidence of good practice was found in relation to staff members’ registrations with NISCC. There was also evidence of good practice in regard to infection prevention and control, providing meaningful activities to service users and maintaining good working relationships.

Areas for improvement

There were no areas for improvement identified during this inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality Improvement Plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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