

Unannounced Care Inspection Report 8 June 2021



Maghera Day Centre

Type of Service: Day Care Setting
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www.rqia.org.uk

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1.0 Service information

Organisation/Registered Provider: Northern Health and Social Care Trust Responsible Individual: Mrs Jennifer Welsh	Registered Manager: Mr George Weir (Acting)
Person in charge at the time of inspection: Mr George Weir	Date manager registered: Not applicable
Brief description of the accommodation/how the service operates: Maghera Day Centre is a day care setting with accommodation to provide 50 places for older people, persons with dementia, learning disability or sensory impairment. The day care setting is open Monday to Friday and is managed by the Northern Health and Social Care Trust (NHSCT).	

2.0 Inspection Summary

An unannounced care inspection took place on 8 June 2021 between 9.40 am and 4.05pm.

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.

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.

An area for improvement was made in relation to the management of complaints.

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.

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 Northern Ireland Social Care Council (NISCC) were monitored by the day care setting.

The inspector discussed any complaints and incidents during the inspection with the manager and 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. Five service users' responses were received and the respondents were very satisfied that care was safe, effective, compassionate and well led. No staff 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 five service users and four staff including the manager.

Service users' comments:

- "Staff treat you with the greatest of respect; all is top class here."
- "Things have changed since Covid, social distancing in place and lots of extra cleaning done by staff."
- "I get lots of choice when I am here, what I want to do when I am here and choice of drinks and lunch."
- "No complaints or issues, staff and George are very approachable."
- "Fantastic group of staff, they will always take time for a chat and see how you are."
- "The centre is spotless and the staff are always cleaning following Covid. This keeps us all safe."
- "I am safe and well cared for here."

Staff comments:

- "Great staff team and communication is good within the team."
- "I have done all my mandatory training including DoLS and dysphagia awareness."
- "I understand what restrictive practice is and how documents need to be in place."
- "My view is that care is very good here and individualised."

- “We are very strict about infection prevention and control measures to ensure the clients’ safety and ensure they are protected.”
- “We know who has been seen by the Speech and Language Therapist and have copies of their recommendations.”
- “I have had infection prevention and control training including donning and doffing.”
- “Manager is very supportive and always available.”

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; no areas for improvement were identified.

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.

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 Deprivation of Liberty Safeguards (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. Hand sanitisers were strategically located throughout the day care setting. 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 review of the day care settings staff recruitment records confirmed that recruitment was managed in accordance with the regulations and minimum standards, before staff members commence employment and direct engagement with service users. Records viewed evidenced that criminal record checks (AccessNI) had been completed for staff.

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 monthly by a senior manager. A sample of reports viewed for April, May and June 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. It was noted that two complaints had been received since the last inspection. Review of the complaints record identified that a record was not available of the investigative process, outcome and action (if any). It was identified that the complaints had not been managed in accordance with Regulation 24 of The Day Care Setting Regulations (Northern Ireland) 2007. An area for improvement has been made in this regard.

It was noted that a number of service users have been assessed by the Speech and Language Therapist (SALT) in relation to dysphagia needs and specific recommendations made. Staff were implementing the recommendations to ensure the care received was safe and effective for each individual service user.

It was identified that all staff, including catering staff, had undertaken dysphagia awareness training. The discussions with staff and review of service user care records indicated that they had a good understanding of the needs of individual service users with regards to swallowing difficulties and any modifications to their food and fluid intake.

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 centres 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.

As a result of this inspection one area for improvement was identified in relation to the management of complaints.

7.0 Quality Improvement Plan/Areas for Improvement

An area for improvement 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

An area for improvement for improvement and details of the Quality Improvement Plan were discussed with Mr George Weir, Manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

Quality Improvement Plan

Action required to ensure compliance with The Day Care Setting Regulations (Northern Ireland) 2007

<p>Area for improvement 1</p> <p>Ref: Regulation 24 (4)</p> <p>Stated: First time</p> <p>To be completed by: Immediate and ongoing from the date of inspection</p>	<p>The registered person shall ensure that within 28 days after the date on which the complaint is made, or such shorter period as may be reasonable in the circumstances, inform the person who made the complaint of the investigative process, outcome and action (if any) that is to be taken.</p> <p>Ref: 5.2.3</p> <p>Response by registered person detailing the actions taken: The complaints file has been reviewed and updated to allow for the recording of detail in relation to the complaint, the investigative process, the outcome and any actions taken/required. A copy of the NHSCT Complaints and Service User Feedback Policy and Procedure is also held within the complaints file and will be followed for all complaints received by the day centre. The complainant will be updated within 28 days, in line with this regulation.</p>
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