



The Regulation and  
Quality Improvement  
Authority

**THE REGULATION AND QUALITY IMPROVEMENT  
AUTHORITY**

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**ANNOUNCED ESTATES INSPECTION**

**Inspection No:** IN21215  
**Establishment ID No:** 11302  
**Name of Establishment:** Age NI St. Paul's Day Centre  
**Date of Inspection:** 23 March 2015  
**Inspector's Name:** Gavin Doherty

## 1.0 GENERAL INFORMATION

<b>Name of Day Care Centre:</b>	Age NI St. Paul's Day Centre
<b>Address:</b>	Ballinderry Road Lisburn BT28 1UD
<b>Telephone Number:</b>	9267 8998
<b>Registered Organisation/Provider:</b>	Ms Linda Robinson Age NI.
<b>Registered Manager:</b>	Ms Margaret Carlisle
<b>Person in Charge of the centre at the time of Inspection:</b>	Ms Margaret Carlisle
<b>Other person(s) consulted during inspection:</b>	N/A.
<b>Type of establishment:</b>	Day Care Centre
<b>Date and time of inspection:</b>	23 March 2015 from 12:30pm -13:30pm
<b>Date of previous inspection:</b>	23 December 2013
<b>Name of Inspector:</b>	Gavin Doherty

## **2.0 INTRODUCTION**

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect Day Care Settings.

This is a report of an announced inspection to assess the quality of the premises and grounds in which the service is being provided including the upkeep of the building and engineering services and equipment. The report details the extent to which the standards measured during inspection were met.

## **3.0 PURPOSE OF THE INSPECTION**

The purpose of this inspection was to consider whether the premises and grounds were safe, well maintained and remain suitable for their stated purpose in compliance with legislative requirements and current minimum standards. This was achieved through a process of evaluation of available evidence.

The Regulation and Quality Improvement Authority aims to use inspection to support providers in improving the quality of services, rather than only seeking compliance with regulations and standards.

The aims of the inspection were to examine the estates related policies, practices and monitoring arrangements for the provision of Day Care Settings, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Day Care Settings Regulations (Northern Ireland) 2007
- The Day Care Settings Minimum Standards (DHSSPS, 2012)

Other published standards which guide best practice may also be referenced during the Inspection process.

## **4.0 METHODS/PROCESS**

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

- Discussion with the person in charge
- Examination of records
- Inspection of the Centre internally and externally.
- Evaluation and feedback

Any other information received by RQIA about this Registered Provider has also been considered by the Inspector in preparing for this inspection.

## **5.0 CONSULTATION PROCESS**

During the course of the inspection, the Inspector spoke to Ms Margaret Carlisle, Day Centre Manager.

## **6.0 INSPECTION FOCUS**

The inspection sought to establish the level of compliance achieved with respect to the following DHSSPS Day Care Centre's Minimum Standards and to assess progress with the issues raised during and since the previous inspection:

### **Standards inspected:**

- Standard 25 - Premises and grounds
- Standard 27 - Safe and healthy working practices
- Standard 28 - Fire safety

## **7.0 PROFILE OF SERVICE**

Age NI St. Paul's Day Centre is a voluntary day care facility situated in the Church Hall complex of St. Paul's Church, Lisburn. The centre is located within the boundaries of Lisburn City and has been operated by Age NI for approximately twelve years. The building is shared by different community groups and all records and confidential material are stored in locked cabinets. The day care setting comprises of office / quiet room, a large activity room, stores, kitchenette, male and female washrooms and a designated disabled toilet. The centre is open Monday, Thursday from 9.00am to 5.00pm and on Friday from 9.00am to 2.30 pm.

## **8.0 SUMMARY**

Following the Estates inspection of Age NI St. Paul's Day Centre on 23 March 2015, improvements are required to comply with the Day Care Settings Regulations (Northern Ireland) 2007 and the criterion outlined in the following minimum standards:

- Standard 25 - Premises and grounds
- Standard 27 - Safe and healthy working practices
- Standard 28 - Fire safety

This resulted in five requirements and no recommendations. These are outlined in the following sections and in Quality Improvement Plan appended to this report.

The Estates Inspector would like to acknowledge the assistance and hospitality of Ms Margaret Carlisle and the centre staff throughout the inspection process.

## 9.0 INSPECTOR'S FINDINGS

### 9.1 Recommendations and requirements from previous inspection

The inspector was unable to ascertain at the time of the inspection if the two requirements raised in the report of the previous estates inspection on **23 December 2013** had been addressed. These requirements are therefore restated below and in the relevant section of the attached Quality Improvement Plan sub-titled 'restated requirements'.

No	Regulation Ref.	Requirements	Action taken - as confirmed during this inspection	Inspector's Comments
1	26(2)(l)	Ensure that a current inspection report is in place for the facilities fixed electrical installation and that the installation is in a 'satisfactory' condition.	No information regarding the premises fixed electrical installation was available at the time of the inspection.	Refer to 9.3.2 in the following section and item 4 in the attached Quality Improvement Plan
2	26(4)(a)	Ensure that the Fire risk assessment carried out on the 10 January 2013 is fully implemented and signed off accordingly.	The fire risk assessment was unavailable at the time of the inspection	Refer to 9.4.2 in the following section and item 5 in the attached Quality Improvement Plan

**9.2 Standard 25 - Premises and grounds** - *The premises and grounds are safe, well maintained and remain suitable for their stated purpose*

9.2.1 There was good evidence of maintenance activities being undertaken and the premises appeared clean and well kept. Maintenance procedures for the building and engineering services were in place. However, three issues were identified for action by the registered manager. These are detailed below and in the section of the attached Quality Improvement Plan titled '**Standard 25: Premises and grounds**'.

9.2.2 The manager stated during the course of the inspection that there could be a significant variance in the temperature of the halls, depending on the external temperature. It was also noted that there was a significant draught from the external fire escape doors in the smaller hall which could lead to discomfort for the service users. It is essential that suitable measures are taken to draught seal these doors and to ensure that the temperature in the premises is maintained within a minimum temperature range of 19<sup>0</sup>C - 22<sup>0</sup>C whilst service users are present.  
(Item 1 in the attached Quality Improvement Plan)

9.2.3 Ensure that the seating provided in the premises is suitable and sufficient for the service users. It is essential that the seating takes into account the mobility and overall needs of the service users, including any sensory impairment.  
(Item 2 in the attached Quality Improvement Plan)

9.2.4 The manager stated during the course of the inspection that there are occasions when difficulties arise with multiple usage of the halls and the premises kitchen. It is essential that steps are taken in consultation with the landlord to ensure that any additional usage of the halls, and especially the kitchen, does not adversely affect the provision of service within the day centre.  
(Item 3 in the attached Quality Improvement Plan)

**9.3 Standard 27 – Safe and healthy working practices** – *The Centre is maintained in a safe manner*

9.3.1 By in large, safe and healthy working practices appear evident in the premises in accordance with this standard. Suitable records are maintained and were available for inspection within the centre. However, one issue is restated from the previous estates inspection which requires to be fully addressed. This is detailed below and in the section of the attached Quality Improvement Plan titled '**Standard 27: Safe and healthy working practices**'.

9.3.2 No details were available at the time of the inspection in relation to the following building and engineering services:

- Fire Detection and Alarm System
- Emergency Lighting Installation

- Gas Safe certification (if applicable)
- Electrical fixed wiring inspection and test certification
- Water safety risk assessment and record of any required control measures.

It is essential that steps are taken by the registered manager to ensure that the landlord is fully complying with all statutory requirements in relation to the premises.  
(Item 4 in the attached Quality Improvement Plan)

**9.4 Standard 28: Fire safety** – *Fire safety precautions are in place that reduce the risk of fire and protect service users, staff and visitors in the event of fire.*

9.4.1 Fire Safety procedures in the premises are, in the main, generally in line with this standard. The portable fire-fighting equipment is subject to regular inspection and testing in accordance with current best practice guidance. Staff training is undertaken by staff annually and fire drills are carried out in accordance with current best practice guidance. There was, however, one issue restated from the previous estates inspection which requires to be fully addressed. This is detailed below and in the section of the attached Quality Improvement Plan titled '**Standard 28: Fire safety**'.

9.4.2 The fire risk assessment was not available in the premises at the time of the inspection. It is essential that this risk assessment is current and is available on the premises. Confirmation should be given that the significant findings contained therein have been implemented or will be implemented within the stipulated timescales of the risk assessment.  
(Item 5 in the attached Quality Improvement Plan)

## **10.0 QUALITY IMPROVEMENT PLAN**

The details of the Quality Improvement plan appended to this report were discussed with Ms Margaret Carlisle as part of the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Day Care Settings Regulations (Northern Ireland) 2007 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the centre to improve the quality of life experienced by residents.

The registered provider is required to record comments on the quality improvement plan.

## **11.0 Enquiries**

Enquiries relating to this report should be addressed to:

**Regulation and Quality Improvement Authority**  
**9<sup>th</sup> Floor**  
**Riverside Tower**  
**5 Lanyon Place**  
**BELFAST**  
**BT1 3BT**





## Quality Improvement Plan

### Announced Estates Inspection

#### Age NI St. Paul's Day Centre

**23 March 2015**

QIP Position Based on Comments from Registered Persons (for RQIA use only)			QIP Closed		Estates Officer	Date
			Yes	No		
A.	All items confirmed as addressed.					
B.	All items either confirmed as addressed or arrangements confirmed to address within stated timescales.					
C.	Clarification or follow up required on some items.					

**NOTES:**

The details of the quality improvement plan were discussed with Ms Margaret Carlisle as part of the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Day Care Settings Regulations (Northern Ireland) 2007 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the centre to improve the quality of life experienced by clients.

The registered provider is required to record comments on the quality improvement plan.

The quality improvement plan is to be completed by the registered provider and registered manager and returned to [estates@rqia.org.uk](mailto:estates@rqia.org.uk).

**Please complete the following table to demonstrate that this Quality Improvement Plan has been completed by the registered manager and approved by the responsible person / identified responsible person:**

<b>NAME OF REGISTERED MANAGER COMPLETING QIP</b>	
<b>NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP</b>	

Announced Estates Inspection to Age NI St. Paul's Day Centre Day Care Centre on 23 March 2015

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## Standard 25 – Premises and grounds

The following requirements and recommendations should be noted for action in relation to Standard 25 – Premises and grounds

Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
1	26(2)(b)	Ensure suitable measures are taken to draught seal the external doors from the small hall, and to ensure that the temperature in the premises is maintained within a minimum temperature range of 19 <sup>0</sup> C - 22 <sup>0</sup> C whilst service users are present. (9.2.2 in the Report)	12 weeks and ongoing	
2	26(2)(c)	Ensure that the seating provided in the premises is suitable and sufficient for the service users. It is essential that the seating takes into account the mobility and overall needs of the service users, including any sensory impairment. (9.2.3 in the Report)	Immediate and ongoing	
3	26(2)(a)	Ensure that steps are taken in consultation with the Landlord to ensure that any additional usage of the halls, and especially the kitchen, does not adversely affect the provision of service within the day centre. (9.2.4 in the Report)	Immediate and ongoing	

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**Standard 27 – Safe and healthy working practices**

The following requirements and recommendations should be noted for action in relation to Standard 27 – Safe and healthy working practices

Item	Regulation Reference	Restated Requirements	Timescale	Details Of Action Taken By Registered Person (S)
4	14(1)(a)(c)	Ensure that steps are taken by the registered manager to ensure that the Landlord is fully complying with all statutory requirements in relation to the premises. (9.3.2 in the Report)	Immediate and ongoing	

**Standard 28 - Fire Safety**

The following requirements and recommendations should be noted for action in relation to Standard 28 - Fire Safety

Item	Regulation Reference	Restated Requirements	Timescale	Details Of Action Taken By Registered Person (S)
5	27(4)(a)	Ensure that the fire risk assessment is current and is available on the premises. Confirmation should be provided that the significant findings contained therein have been implemented or will be implemented within the stipulated timescales of the risk assessment. (9.4.2 in the Report)	Timescales stipulated in review of fire risk assessment	

Announced Estates Inspection to Age NI St. Paul's Day Centre Day Care Centre on 23 March 2015

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A completed Quality Improvement Plan from the inspection of this service has not yet been returned.

If you have any further enquiries regarding this report please contact RQIA through the e-mail address [info@rqia.org.uk](mailto:info@rqia.org.uk)