

Announced Care Inspection Report 5 February 2021



Age NI

Type of Service: Day care

Address: Portaferry Resource Centre, Anne Street, Portaferry, BT22 1LX

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Inspector: Corrie Visser

www.rqia.org.uk

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 adults who are over the age of 65 years of age. The setting is open Monday, Wednesday and Friday.

3.0 Service details

Organisation/Registered Provider: Age NI Responsible Individual: Ms Linda Robinson	Registered Manager: Mrs Claire Braniff
Person in charge at the time of inspection: Mrs Claire Braniff	Date manager registered: 13 June 2017

4.0 Inspection summary

Due to the coronavirus (Covid-19) pandemic the Department of Health (DoH) directed RQIA to continue to respond to ongoing areas of risk identified in services. Since the inspection on 17 September 2018, RQIA have not completed a primary inspection due to the risks associated with the spread of Covid-19. Whilst RQIA was not aware that there was any specific risk to the service users a decision was made to undertake an on-site inspection adhering to social distancing guidance.

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.

An announced inspection took place on 5 February 2021 from 10.15 to 13.15 hours.

The inspection assessed progress with any areas for improvement identified since the last care inspection and to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

The agency's provision for the welfare, care and protection of service users was reviewed. We viewed the regional guidance 'Adult Safeguarding Prevention and Protection in Partnership' July 2015 which is maintained by the agency in relation to the safeguarding of adults.

On the day of the inspection it was noted that no incidents had taken place since the previous inspection on 17 September 2018.

The agency maintains and implements a policy relating to complaints. On the day of the inspection it was noted that the agency had not received any complaints since the last inspection.

We reviewed the dates that criminal records checks (AccessNI) had been completed to ensure that they were in place before staff had any direct engagement with service users. We checked that all staff were registered with the Northern Ireland Social Care Council (NISCC) and that there was a system in place for ongoing monitoring of staff registrations. Staff adherence to the Covid-19 guidance was also reviewed through observations and discussion with them. This was also verified through discussion with the manager and service users. We also reviewed the list of all Covid-related information, disseminated to staff and displayed throughout the day care setting.

Evidence of good practice was found in relation to recruitment practices and staff registrations with NISCC. Good practice was also found in relation to all current Covid-19 guidance and the use of personal protective equipment (PPE) guidelines, Covid-19 education and management including infection prevention and control (IPC) measures.

No areas for improvement were identified during this inspection.

The findings of this report will provide the manager with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

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 Mrs Claire Braniff, manager, 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 September 2018

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

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 and written and verbal communication received since the previous care inspection.

During our inspection we focused on speaking with the service users 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.

- recruitment records specifically relating to Access NI and NISCC registration

We also reviewed IPC procedures to ensure that the staff were compliant with the current Covid-19 guidance for day care settings in Northern Ireland.

RQIA provided information to service users, staff and other stakeholders that will support feedback on the quality of service delivery. This included service user/relative questionnaires and a staff poster to enable the stakeholders to feedback to the RQIA. Four service user/relative questionnaires were received; analysis and comments are included in the report.

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

6.0 What people told us about this day care setting

The information received shows that people were generally very satisfied with the current care and support. During the inspection we spoke with the manager and two care workers. All those spoken with confirmed that staff wore PPE as necessary.

We also spoke with five service users who indicated that that they were very happy with the care and support provided by the day care setting. Comments are detailed below:

Staff

- “I love working here.”
- “I wake up every morning knowing I’m coming to a place that I love.”
- “I’m very comfortable working here.”
- “We work so well as a team.”
- “The manager is so supportive and approachable.”
- “The training is great and the induction was really beneficial.”
- “Caring for the elderly is brilliant.”
- “We have great craic.”
- “It’s so nice to see our service users coming out of their shells.”
- “Some of our service users have no one at home and you feel like their second family.”
- “I get so much enjoyment out of working here.”
- “Our service users are fantastic.”
- “I hope I’m with Age NI until I retire.”
- “The manager is more like a friend. Nothing is ever a bother, she works with us.”
- “We go above and beyond.”
- “The bus is cleaned before and after it’s used.”
- “It’s positive that our service users still want to attend despite covid-19.”

Staff spoken with praised the manager for their approachability and responsiveness.

Service users

- “We like our dinner.”
- “We get a choice of what we want to eat.”
- “I like music.”
- “It gets us out of the house. I enjoy the companionship.”
- “It’s simple, easy and enjoyable.”
- “We play bingo.”
- “We chat amongst ourselves.”
- “The social aspect is great.”
- “We are all from different counties but we are all local now.”
- “Coming here keeps our brains active.”
- “The staff are great. They are very courteous.”
- “It’s just like one happy family.”
- “The staff couldn’t do anything more for us.”
- “We’re short of men.”
- “I’m quite happy, no complaints.”

- “I’d be extremely lonely if I didn’t have the centre.”
- “It gets us out of the house.”
- “It’s a big family.”

Four service user/relative questionnaires were received and the majority of respondents indicated that they felt ‘very satisfied’ that the care being delivered is safe, compassionate, effective and well-led. One respondent indicated that they felt ‘very unsatisfied’ in relation to all four domains, however, no written comments were received to support this. Given that the feedback from all other sources was positive, this matter was relayed to the manager for review and action as appropriate.

Comments included:

- “I love attending the centre. It’s a long week without it.”

7.0 The inspection

7.1 Inspection findings

Recruitment:

The review of the day care setting’s staff recruitment records confirmed that recruitment was managed in conjunction with the human resources (HR) department; however no new staff have been recruited since the last inspection. Discussion with the manager identified that they were knowledgeable in relation to safe recruitment practices in accordance with the regulations and minimum standards, before staff members commence employment and have direct engagement with service users.

A review of the records confirmed that all staff are currently registered with NISCC. We noted that there was a system in place each month for monitoring staff registrations. The manager advised that staff are not permitted to work if their professional registration lapses.

Covid-19

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.

Observations of the environment concluded that it was fresh smelling and clean throughout.

Discussion with the manager and staff identified that they had a good understanding of the procedure to follow in the event of service users or staff being diagnosed with Covid-19. Staff training records confirmed that staff had received training in IPC in line with their roles and responsibilities. Observation of staff practice evidenced that staff adhered to IPC procedures.

Staff had also completed training in relation to Covid-19 and training on the donning (putting on) and doffing (taking off) of PPE. The manager further described how a range of other Covid-related information was available for staff to read.

Staff described how they wore PPE for activities that brought them within two metres of service users. The staff members spoken with reported that there was an appropriate supply of PPE and sufficient bins available to allow the safe disposal of PPE. IPC and hand hygiene audits were undertaken.

Environmental changes and changes to the routines of the day care setting had been made, to ensure that social distancing could be maintained. Chairs in the activity room had been rearranged to ensure that the two metre distance could be maintained.

The day care setting had signage displayed for staff and service users relating to social distancing and 'coronavirus, stay safe, save lives'.

There was also a system in place to ensure that staff and service users had a daily wellness and temperature check recorded and it was positive to observe that service users were wearing face masks when arriving to the setting and also when moving around the room.

Enhanced cleaning schedules were in place, to minimise the risk of cross contamination. This included the frequently touched points throughout the building. We observed care staff cleaning hard surfaces and frequently touched points throughout the inspection.

A Covid-19 file was available and included information related to the current pandemic received from the Public Health Agency, RQIA, Department of Health and Age NI in relation to:

- hand washing
- safe PPE
- isolation
- table 4 from the Public Health Agency
- risk assessments

We reviewed the current practices relating to the following areas of guidance and good practice pertaining to Covid-19.

- Dissemination of information to staff.
- Monitoring of staff practice.
- IPC policies and procedures have been updated to address all current guidance in relation to covid-19.
- Staff training and guidance in relation to IPC and the use of PPE, in line with guidance.

We reviewed records relating to infection prevention and control policies which were in line with the guidance.

The procedures and guidance in place evidenced that:

- robust systems are in place to ensure that current IPC guidance is available and accessible to staff
- there are effective systems in place to monitor staff compliance with good IPC practices
- all staff working in the service are able to demonstrate their knowledge of IPC practice commensurate to their role and function in the service.

From feedback, it was positive to note that staff were working well together to support the best outcomes for service users, in a caring manner whilst being caring and compassionate to both service users and their relatives.

It was also noted that staff were committed to working in line with Covid-19 guidance to ensure that the impact of current measures, strikes the correct balance between keeping people safe and promoting a good quality of life, as confirmed in discussions with staff. Staff are being vigilant in terms of monitoring people for symptoms and are adhering to the public health guidance in order to minimise the risk of introducing or spreading Covid-19.

Areas of good practice

Evidence of good practice was found in relation to recruitment practices and staff registrations with NISCC. Good practice was also found in relation to all current Covid-19 guidance and the use of PPE guidelines, Covid-19 education and management including IPC measures.

Areas for improvement

No areas for improvement were identified during this inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

8.0 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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