

The Regulation and
Quality Improvement
Authority

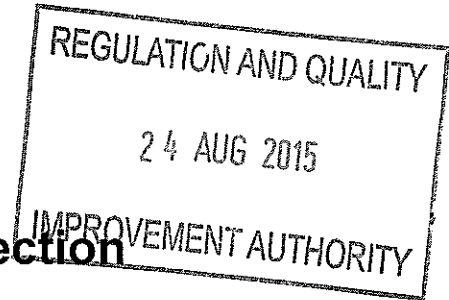
Gortin Outreach Centre
RQIA ID: 11306
63 Main St
Gortin
BT9 8NH

Inspector: Raymond Sayers
Inspection ID: IN021600

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**Announced Estates Inspection
of
Gortin Outreach Centre**

29 June 2015

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: www.rqia.org.uk

1. Summary of Inspection

An announced estates inspection took place on 29 June 2015 from 10.00hrs to 12.00hrs. On the day of the inspection the premises supported the delivery of 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;

- 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)

1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those items 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	1	3

The details of the QIP within this report were discussed with the Ms Arlene Coleman (Day Care Worker) and Mr Gerry Marshall (Western Trust Estates Officer) as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Western HSC Trust/Ms Elaine Way, CBE	Registered Manager: Mr Niall Campell (Acting Manager)
Person in Charge of the Premises at the Time of Inspection: Ms Arlene Coleman	Date Manager Registered: Not applicable
Categories of Care: LD,LD(E)	Number of Registered Places: 12
Number of Service Users Accommodated on Day of Inspection: 5	Weekly Tariff at Time of Inspection: Trust rates

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 25: Premises and Grounds

Standard 27: Safe and Healthy working Practices

Standard 28: Fire safety

4. Methods/Process

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

Prior to inspection the following records were analysed: Previous estates inspection report, statutory notifications over the past 12 months.

During the inspection the inspector met with Ms Arlene Coleman and Mr Gerry Marshall.

The following records were examined during the inspection: Copies of service records and in-house log books relating to the maintenance of the building and engineering services, fire risk assessment.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the service was an unannounced care inspection dated 4 September 2014. The completed QIP response was returned and assessed as acceptable by the care inspector on 8 December 2014.

5.2 Review of Requirements and Recommendations from the last Estates Inspection

Previous Inspection Statutory Requirements		Validation of Compliance
Requirement 1 Ref: Regulations 26.(2)(b) & (n)	Complete a condition survey of the first floor window cills, implement a prioritized repair/replacement works programme to eliminate/reduce the potential risk of falling masonry.	Met
	Action taken as confirmed during the inspection: All cracked window cills replaced/repared.	
Requirement 2 Ref: Regulations 26.(4)(a)	Verify that the fire risk assessment has been reviewed and that arrangements are implemented to address any subsequent action plan recommendations.	Met
	Action taken as confirmed during the inspection: Fire risk assessment review completed Jan 2014.	

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

Is Care Safe? (Quality of Life)

A range of documents related to the maintenance of the premises was presented for review during this Estates inspection. This documentation included inspection and test reports for various elements of the engineering services and risk assessments. This supports the delivery of safe care.

[A number of issues were however identified for attention during this Estates inspection. These are detailed in the 'areas for improvement' section below.]

Is Care Effective? (Quality of Management)

A range of accommodation, facilities and support services is provided in the premises. This supports the delivery of effective care.

[A number of issues were however identified for attention during this Estates inspection. These are detailed in the 'areas for improvement' section below.]

Is Care Compassionate? (Quality of Care)

The accommodation reviewed during this Estates inspection was presented, clean and free from malodours. This supports the delivery of compassionate care.

(There were no issues identified for attention during this Estates inspection.)

Areas for Improvement

Rainwater is not draining of the rear extension flat roof.
Ref. Quality Improvement Plan, Recommendation 1.

Cill board and skirting in activity room has not been decorated.
Timber duct panelling in kitchen has not been decorated.
Ref. Quality Improvement Plan, Recommendation 3.

Service pipe insulation lagging in WC has not been protected by duct panelling.
Ref. Quality Improvement Plan, Recommendation 2.

Number of Requirements	0	Number Recommendations:	3
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5.4 Standard 27: Safe and healthy working practices - *The Centre is maintained in a safe manner, and safe and healthy working practices are promoted in all aspects of its work.*

Is Care Safe? (Quality of Life)

A range of documentation relating to the safe operation of the premises, installations and engineering services was presented for review during this Estates inspection. This supports the delivery of safe care.

[An issue was however identified for attention during this Estates inspection and is detailed in the 'areas for improvement' section below.]

Is Care Effective? (Quality of Management)

The nature and needs of the residents are considered as part of the risk assessment processes and this is reflected in the management of the premises. This supports the delivery of effective care.

[An issue was however identified for attention during this Estates inspection and is detailed in the 'areas for improvement' section below.]

Is Care Compassionate? (Quality of Care)

There are health and safety procedures and control measures in place which support the delivery of compassionate care.

(There were no issues identified for attention during this Estates inspection.)

Areas for Improvement

A legionella risk assessment document was not presented for review, it is noted that there is a shower on the premises but no hot or cold water storage cisterns/cylinders.

Ref. Quality Improvement Plan, Requirement 1.

Number of Requirements	1	Number Recommendations:	0
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5.5 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.

Is Care Safe? (Quality of Life)

A range of fire protection measures are in place for the premises. This includes: a fire detection and alarm system, emergency lighting, first aid fire-fighting equipment, structural fire separation and protection to the means of escape. This supports the delivery of safe care.

(There were no issues identified for attention during this Estates inspection.)

Is Care Effective? (Quality of Management)

The standard used by the registered person to determine the overall level of fire safety within the premises takes account of: the interaction between the physical fire precautions, the fire hazards, the number of residents, the management policies and the availability of adequately trained staff. This standard has been referenced in the fire risk assessment. This supports the delivery of effective care.

(There were no issues identified for attention during this Estates inspection.)

Is Care Compassionate? (Quality of Care)

The standard used by the registered persons to determine the extent of fire safety protection measures that are appropriate for the premises recognises the need to maintain a homely, non-institutionalised environment. This supports the delivery of compassionate care.

(There were no issues identified for attention during this Estates inspection.)

Areas for Improvement

Not applicable.

Number of Requirements	0	Number Recommendations:	0
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5.6 Additional Areas Examined

No applicable.

6. Quality Improvement Plan

The issue(s) identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Ms Arlene Coleman (Day Care Worker) and Mr Gerry Marshall (Western Trust Estates Officer) as part of the inspection process. The timescales commence from the date of inspection.

The registered person/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered person/manager to ensure that all requirements and recommendations contained within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

6.1 Statutory Requirements

This section outlines the actions which must be taken so that the registered person/s meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, and The Day Care Settings Regulations (Northern Ireland) 2007.

6.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and The Day Care Settings Minimum Standards (DHSSPS, 2012). They promote current good practice and if adopted by the registered person may enhance service, quality and delivery.

6.3 Actions Taken by the Registered Manager/Registered Person

The QIP should be completed by the registered manager to detail the actions taken to meet the legislative requirements stated. The registered person will review and approve the QIP to confirm that these actions have been completed by the registered manager. Once fully completed, the QIP will be returned to estates.mailbox@rqia.org.uk and assessed by the inspector.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations. It is expected that the requirements and recommendations set out in this report will provide the registered person/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the service.

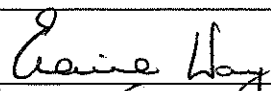
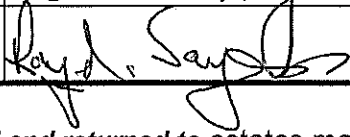
Quality Improvement Plan

Statutory Requirements

<p>Requirement 1</p> <p>Ref: Regulations 14.(1)(a),(b) & (c)</p> <p>Stated: First time</p> <p>To be Completed by: 28 September 2015</p>	<p>Complete a legionella risk assessment and implement recommended control measures.</p>
	<p>Response by Registered Manager Detailing the Actions Taken: Day care worker is working with the Estates Services Department to complete this risk assessment. A copy of the legionella policy has been resent to the Gortin Centre.</p>

Recommendations

<p>Recommendation 1</p> <p>Ref: Standard 25.7</p> <p>Stated: First time</p> <p>To be Completed by: 28 September 2015</p>	<p>Investigate rear extension flat roof water ponding issue and implement repairs.</p>
	<p>Response by Registered Manager Detailing the Actions Taken: Estate Services are in the process of investigating this issue and will carry out repairs if required.</p>
<p>Recommendation 2</p> <p>Ref: Standard 25.1</p> <p>Stated: First time</p> <p>To be Completed by: 28 September 2015</p>	<p>Form ducting around service pipe work in WCs.</p>
	<p>Response by Registered Manager Detailing the Actions Taken: A job request has been sent to the Estate Services team requesting ducting around the pipework in bathroom.</p>
<p>Recommendation 3</p> <p>Ref: Standard 25.1</p> <p>Stated: First time</p> <p>To be Completed by: 28 September 2015</p>	<p>Apply decorative paint finish to all undecorated timber work.</p>
	<p>Response by Registered Manager Detailing the Actions Taken: A job request has been sent to Estate Services to apply decorative paint finish to timber work.</p>

Registered Manager Completing QIP	Niall Campbell	Date Completed	4/8/15
Registered Person Approving QIP		Date Approved	13.8.15
RQIA Inspector Assessing Response		Date Approved	18-11-15

Please ensure the QIP is completed in full and returned to estates.mailbox@rqia.org.uk from the authorised email address