

Inspection Report

Name of Service: Glenmona Resource Centre

Provider: Northern Health and Social Care Trust

Date of Inspection: 6 February 2025

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

Organisation/Registered Provider:	Northern Health and Social Care Trust
Responsible Individual:	Ms Jennifer Welsh
Registered Manager:	Mrs Anne Heggarty
Service Profile: Glenmona Resource Centre is a registered day care setting with a maximum of 25 places that provides care and day time activities for people aged over 18 years of age with a range of care needs.	

2.0 Inspection summary

An unannounced inspection took place on 6 February 2025 10.00 a.m. to 12.30 p.m. by a care Inspector.

The inspection was undertaken to evidence how the day care setting is performing in relation to the regulations and standards; and to assess progress with the areas for improvement identified, by RQIA, during the last care inspection on 9 November 2023; and to determine if the day care setting is delivering safe, effective and compassionate care and if the service is well led.

The inspection found that safe, effective and compassionate care was delivered to service users and that the day care setting was well led. Details and examples of the inspection findings can be found in the main body of the report.

It was evident that staff promoted the dignity and well-being of patients and that staff were knowledgeable and well trained to deliver safe and effective care. Service users said that they were happy attending the day care setting. Refer to Section 3.2 for more details.

This inspection resulted in no areas for improvement being identified. All of the previous areas for improvement from the inspection were addressed by the provider.

3.0 The inspection

3.1 How we inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how the service was performing against the regulations and standards, at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

To prepare for this inspection, we reviewed information held by RQIA about this day care setting. This included any previous areas for improvement issued, registration information, and any other written or verbal information received from service users, relatives, staff or the commissioning trust.

Throughout the inspection process inspectors seek the views of those living, working and attending the day care setting; and review/examine a sample of records to evidence how the day care setting is performing in relation to the regulations and standards.

3.2 What people told us about the service and their quality of life

Service users spoke positively about their experience of attending the day care setting; they said they got 'a lot of support from the staff'. The staff were described as being 'very good', 'kind' and 'very helpful'. One service user stated that all their needs are 'very adequately catered for' and that the 'environment is very pleasant'. Relatives described Glenmona as being a 'lifeline' for them, 'knowing that (their relative) is cared for and stimulated'.

Staff indicated that they were 'very satisfied' that care provided was safe, effective and compassionate and that the service was well led and that they enjoyed working in Glenmona.

3.3 Inspection findings

3.3.1 Staffing Arrangements

Safe staffing begins at the point of recruitment and continues through to staff induction, regular staff training and ensuring that the number and skill of staff on duty each day meets the needs of service users.

There was a system in place to ensure that new staff starting in the day care setting have the appropriate pre-employment checks completed before they start work. No new staff had commenced in the day care setting since the last care inspection.

There was a system in place for all newly appointed staff to complete a structured orientation and induction, having regard to NISCC's Induction Standards for new workers in social care, to ensure they were competent to carry out the duties of their job in line with the agency's policies and procedures.

There was evidence of robust systems in place to manage staffing. Sufficient staff were on duty to help the service users. Staff said there was good teamwork and that they felt well supported in their role. It was observed that staff interacted with service users in a caring and compassionate manner.

Regular staff meetings were held and minutes maintained of the meetings for staff unable to attend.

Observation of the delivery of care evidenced that service users' needs were met by the number and skills of the staff on duty.

3.3.2 Care Delivery

Staff interactions with service users were observed to be polite, friendly, warm and supportive and the atmosphere was relaxed, pleasant and friendly. Staff were knowledgeable of individual service users' needs, their daily routine, wishes and preferences.

Staff were also observed offering service users support in the activities they wanted to engage in.

Where a service user was at risk of falling, measures to reduce this risk were put in place.

Service users had good access to food and fluids throughout the day.

The day care setting had service user meetings on a regular basis which enabled the service users to discuss what they wanted from attending the day centre and any activities they would like to become involved in. Activities included picture making activities, puzzles, word games and a fun activity that involved the service users counting butterflies. Service users were also involved in making floral baskets and tubs; and gardening, where their produce was used in the meals that were made.

3.3.3 Management of Care Records

Service users' needs were assessed when they first attended the day care setting. Following this initial assessment, they were assessed again after they had attended for ten days. Care plans were developed to direct staff on how to meet service users' needs and included any advice or recommendations made by other healthcare professionals.

Care records were person centred, well maintained, regularly reviewed and updated to ensure they continued to meet the service users' needs.

Service users, where possible, were involved in planning their own care and the details of care plans were shared with their relatives, if this was appropriate.

3.3.4 Quality and Management of the Environment

The day care setting was clean and tidy, suitably furnished, warm and comfortable.

There was evidence that systems and processes were in place to manage infection prevention and control which included policies and procedures and regular monitoring of the environment and staff practice to ensure compliance.

A fire risk assessment had been completed on 2 October 2024 and there was evidence of regular fire safety checks.

3.3.5 Quality of Management Systems

There has been no change in the management of the day care setting since the last inspection. Mrs Anne Heggarty has been the Registered Manager since 16 December 2013. Staff told us that they would have no issue in raising any concerns regarding service users' safety, care practices or the environment and that they were confident that the manager would address their concerns. Relatives described the 'excellent management' and described Glenmona, as being a 'wonderful centre, run by excellent staff and very caring staff'.

The day care setting was visited each month by a representative of the registered provider to consult with service users, their relatives and staff and to examine all areas of the running of the day care setting. The reports of these visits were completed in detail.

It was established that good systems and processes were in place to manage the safeguarding and protection of adults at risk of harm.

Records of, and receipts for, all transactions undertaken by the staff on each service user's behalf were maintained, as identified at the last care inspection.

4.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mrs Anne Heggarty, Manager, as part of the inspection process and can be found in the main body of the report.



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