

Inspection Report 17 August 2023



Drumcoo Centre

Type of service: Day Care Setting
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Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

Organisation/Registered Provider: Western HSC Trust (WHSCT)	Registered Manager: Mrs. Elizabeth McGuinness
Responsible Individual: Dr Maria O'Kane	Date registered: Awaiting registration
Person in charge at the time of inspection: Mrs. Elizabeth McGuinness	
Brief description of the accommodation/how the service operates: This is a day care setting that is registered to provide care and day time activities for up to 40 service users. The service meets the needs of adults with physical complex disabilities and sensory impairment. The day care setting is open Monday to Friday.	

2.0 Inspection summary

An unannounced inspection was undertaken on 17 August 2023 between 09.00 a.m. and 11.30 a.m. The inspection was conducted by a care inspector.

The inspection examined the agency's governance and management arrangements, reviewing areas such as staff recruitment, professional registrations, staff induction and training and adult safeguarding. The reporting and recording of accidents and incidents, complaints, Whistleblowing, Deprivation of Liberty Safeguards (DoLS), Service user involvement, Restrictive practices, Dysphagia management.

It was positive to note that service users benefited from a well led service. There was a clear leadership and management structure in place which helped to ensure staff were knowledgeable about their role and responsibilities. The service was well organised and had a range of systems in place to support good communication.

Good practice was identified in relation to service user involvement and training. Staff we spoke with demonstrated strong caring values and a desire to provide service users with personalised care. Staff were familiar with the choices and preferences of individual service users and expressed a commitment to providing care in keeping with service users' care and support plans.

We noted some of the compliments received by the setting from various sources:

- "Thanks for the care and support received from the day centre staff."
- "I'm happy to continue to attend Drumcoo, I'm well supported."
- "Wonderful people doing a fantastic job."

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. In preparation for this inspection, a range of information about the service was reviewed. This included any previous areas for improvement identified, registration information, and any other written or verbal information received from service users, relatives, staff or the commissioning trust.

As a public-sector body RQIA has a duty to respect, protect and fulfil the rights that people have under the Human Rights Act 1998 when carrying out our functions. In our inspections of day care services, we are committed to ensuring that the rights of people who receive services are protected. This means we will be seeking assurances from providers that they take all reasonable steps to promote people's rights. Users of day care settings have the right to expect their dignity and privacy to be respected and to have their independence and autonomy promoted.

Information was provided to service users, relatives, staff and other stakeholders on how they could provide feedback on the quality of services with questionnaires and an electronic staff survey.

4.0 What did people tell us about the service?

During the inspection we spoke with a number of staff members and service users.

The information provided indicated that there were no concerns in relation to the day care setting.

Comments received included:

Service user comments:

- "I have no complaints."
- "Good listeners."
- "Brilliant service."
- "Excellent staff."
- "They have made me feel very welcome."
- "They are all very supportive."

Staff comments:

- "Open door policy here with the manager."
- "I have one to one supervision."
- "We get on well as a team."
- "All my training is up to date."
- "I'm aware of my NISCC responsibilities as a care worker."
- "Good staff communication."

- “We have good relationships with relatives.”
- “We provide a range of activities as well as social outreach.”
- “A good comprehensive induction is provided.”
- “We provide person centred care.”

A number of questionnaires were returned stating that service users were happy with the service.

Comments received:

- “All of my care is well looked after.”
- “Wonderful staff and unit.”
- “It’s like a big happy family.”

No staff questionnaires were returned prior to the issue of this report

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 care inspection of the day care setting was undertaken on 28 November 2022 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 setting’s provision for the welfare, care and protection of service users was reviewed. The organisation’s policy and procedures reflected information contained within the Department of Health’s (DoH’s) regional policy ‘Adult Safeguarding Prevention and Protection in Partnership’ July 2015 and clearly outlined the procedure for staff if they needed to report any concerns. The organisation had an identified Adult Safeguarding Champion (ASC).

Staff were required to complete adult safeguarding training during their induction and every two years thereafter. Staff who spoke with us had a clear understanding of their responsibility in identifying and reporting any actual or suspected incidences of abuse and the process for reporting concerns. Staff could also 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 manager retained records of any referrals made to the Health and Social Care (HSC) Trust in relation to adult safeguarding. No referrals had been made since the last inspection. The manager had ensured that service users were provided with information about keeping themselves safe and the details of the process for reporting any concerns.

Staff were provided with training appropriate to the requirements of their roles. Where service users required the use of specialised equipment to assist them with moving and handling, this was included within the day care setting’s mandatory training programme. A review of records

confirmed that where the day care setting is unable to provide training in the use of specialised equipment, if required training will be requested from the HSC Trust.

It was positive to note that a number of care reviews were undertaken in keeping with the day care setting's policies and procedures. The outcomes for people using the service reflected the principles and values of promoting choice and control, independence and community inclusion.

We noted some comments from recent reviews:

- "I am happy to attend the centre."
- "I can meet people and socialise."
- "I'm content with the current programme of activities."
- "The centre currently meets my client's needs."
- "I enjoy the social interaction with staff and others."
- "I'm very happy with the care and support provided."
- "My relative looks forward to the days in Drumcoo, good contact and routine."

It was positive to note that service users were supported to exercise choice and control in regard to decision making and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the setting supported this practice. Service users had the support of a team of staff who were suitably skilled and experienced to meet their assessed needs.

Staff had completed DoLS training appropriate to their job roles. The manager reported that none of the current service users were subject to DoLS arrangements.

Records examined identified that a number of safety checks and audits had been undertaken including fire alarm tests. It was noted that the last full fire evacuation drill was undertaken on the 29 June 2023, all staff included. Fire risk assessments for the centre were completed on the 7 December 2022. Staff fire training has been completed on the 23 May 2023. During the inspection fire exits were observed to be clear of clutter and obstructions.

5.2.2 What are the arrangements for promoting service user involvement?

From reviewing service users' care records and in discussion with staff, it was good to note that service users and families had an input into devising individual activities. The service users' care plans contained details about their likes and dislikes and the level of support they may require.

Care records were written in a respectful way, supporting people to express their views and be involved in making decisions about their care, respecting and promoting people's privacy, dignity and independence. The quality of service provision had also been regularly reviewed through a range of internal and external audits.

It was also positive to note that the day care setting held service user meetings which supported the service users to look at what they wanted to achieve from attending the setting and any activities they would like to become involved in. A number of regular agenda were included.

Care and support plans were kept under regular review and service users and /or their relatives participated, where appropriate, in the review of the care provided on an annual basis, or when changes occurred.

The setting had completed a comprehensive annual report that was satisfactory.

The setting had also completed a quality survey with service users. It was clear from reviewing the survey that people were very satisfied with the service. We noted some of the comments received:

- “I am so glad to be attending Drumcoo.”
- “All staff are a great support.”
- “Very happy attending with the days provided.”
- “I am very grateful to them for everything.”

5.2.3 Is there a system in place for identifying service users Dysphagia needs in partnership with the Speech and Language Therapist (SALT)?

A number of service users were assessed by SALT and required assessments. The documentation in place was satisfactory and was included within care plans. A review of training records confirmed that staff had completed training on Dysphagia.

5.2.4 What systems are in place for staff recruitment and are they robust?

A review of the day care setting’s staff recruitment with the manager confirmed that all pre-employment checks, including criminal record checks (Access NI), were completed and verified before staff members commenced employment and had direct engagement with service users.

5.2.5 What are the arrangements for staff induction and are they in accordance with NISCC Induction Standards for social care staff?

There was evidence that all newly appointed staff had completed 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 a structured, induction programme which also included shadowing of a more experienced staff member. Written records were retained by the agency of the person’s capability and competency in relation to their job role.

A record is maintained for each member of staff of all training, including induction and professional development activities undertaken.

5.2.6 What are the arrangements to ensure robust managerial oversight and governance?

There were monthly quality monitoring arrangements in place in compliance with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007. A review of the reports of the day care setting’s quality monitoring established that there was engagement and observations with

service users, relatives, HSC trusts and staff. The reports included details of a review of service users' care records; accident/incidents; safeguarding matters; staff recruitment, training and staffing arrangements.

Comments noted within monthly monitoring reports included:

Service users:

- "I enjoy the company and a hot meal."
- "Excellent staff could not be better."
- "I love coming here and have made many friends."
- "Well looked after by all staff."

Staff:

- "Happy with role."
- "Competent and capable in my role."
- "A good staff team."
- "Good person centred care."

Relatives:

- "A lifeline for my family member."
- "Staff are kind and compassionate."
- "Staff are respectful."
- "Staff are always courteous."

HSC Staff:

- "Care is of a very high standard."
- "No issues with the care and support."
- "Staff are approachable and friendly."
- "The service users get good levels of safe and compassionate care."

No incidents had occurred that required investigation under the Serious Adverse Incidents (SAI) procedure.

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedures. No complaints had been received since the last inspection.

The day care setting's registration certificate was up to date and displayed appropriately.

6.0 Quality Improvement Plan/Areas for Improvement

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



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