

# Unannounced Care Inspection Report 20 October 2016



## Strathroy Outreach Centre

**Type of service: Day Care Service**

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**Inspector: Angela Graham**

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Assurance, Challenge and Improvement in Health and Social Care

## 1.0 Summary

An unannounced inspection of Strathroy Outreach Centre took place on 20 October 2016 from 09.15 to 14.55 hours.

The inspection sought to assess progress with any issues raised during and since the last care inspection and to determine if the day care setting was delivering safe, effective and compassionate care and if the service was well led.

### **Is care safe?**

On the day of the inspection Strathroy Outreach Centre was found to be delivering safe care. There was positive feedback from all service users and a college representative spoken with, about the delivery of safe care in the day centre. Observations of care practices showed there was a culture of ensuring service users were safe and protected from harm. Staff were knowledgeable of their specific roles and responsibilities in relation to adult safeguarding.

The staff in Strathroy Outreach Centre were observed caring for a range of service users' needs. The staffing levels were responsive to service user's needs, welfare and safety.

A recommendation has been made in regard to the provision of appropriate secure storage within the day care setting.

### **Is care effective?**

On the day of the inspection it was assessed that the care in Strathroy Outreach Centre was effective. Observations of staff interactions with service users and discussions with a total of eight service users and a college representative evidenced this. There were arrangements in place to monitor, audit and review the effectiveness and quality of care delivered to service users.

The inspection of elements of three service users individual care records; incident recording; complaints recording; discussion with the service users and staff concluded care was being delivered at the right time, in the right place, and with the best outcome.

No areas for quality improvement relating to effective care were identified during this inspection.

### **Is care compassionate?**

On the day of the inspection Strathroy Outreach Centre was found to be delivering compassionate care. Observations of care delivery evidenced that service users were treated with dignity and respect. Staff were observed responding to service users' needs and requests promptly and professionally. Discussion with service users and observation provided evidence that service users were listened to, valued and communicated with in an appropriate manner.

No areas for quality improvement relating to compassionate care were identified during this inspection.

## Is the service well led?

On the day of the inspection there was evidence of effective leadership and management in Strathroy Outreach Centre and a culture focused on the needs of service users. Staff confirmed that they were well supported in their roles and that good training is provided.

Documents and records such as audit records, monitoring reports and evidence of staff support demonstrated there were arrangements in place to promote quality improvement throughout the setting. No areas for quality improvement were identified during this inspection.

This inspection was underpinned by The Day Care Setting Regulations (Northern Ireland) 2007, the Day Care Settings Minimum Standards 2012.

### 1.1 Inspection outcome

	Requirements	Recommendations
<b>Total number of requirements and recommendations made at this inspection</b>	<b>0</b>	<b>1</b>

Details of the Quality Improvement Plan (QIP) within this report were discussed with Geraldine McKenna, Senior Day Care Worker as part of the inspection process. The timescales for completion commence from the date of inspection.

Enforcement action did not result from the findings of this inspection.

### 1.2 Actions/enforcement taken following the most recent care inspection

Other than those actions detailed in the QIP there were no further actions required to be taken following the most recent inspection on 04/11/15.

### 2.0 Service details

<b>Registered organisation/registered person:</b> Western Health and Social Care Trust	<b>Registered manager:</b> Mr Niall Campbell (Acting)
<b>Person in charge of the service at the time of inspection:</b> Geraldine McKenna, Senior Day Care Worker	<b>Date manager registered:</b> 23 June 2014

### 3.0 Methods/processes

Prior to inspection the following records were analysed:

- The registration details of the day centre
- Written and verbal communication received since the previous care inspection
- The previous care inspection report and QIP.

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

- Discussion with the senior day care worker
- Discussion with three care staff
- Discussion with eight service users
- Discussion with a college representative
- Examination of records
- File audits
- Evaluation and feedback.

Mr E McCann, Day Care Worker was provided with five questionnaires to distribute to service users; five staff members and five relatives for their completion. The questionnaires asked for service user, staff and relatives views regarding the service, and requesting their return to RQIA. Three staff, two relatives and three service users' questionnaires were returned to RQIA. The content of the questionnaires is discussed in the main body of the report.

The following records were examined during the inspection:

- Complaints and compliments record
- Accident/untoward incident record
- Staff supervision and appraisal records
- Elements of three service users' care records
- Sample of policies and procedures
- Sample of quality assurance audits
- Staff training information
- Minutes of staff meetings
- Minutes of service user meetings
- Three monthly monitoring reports.

### 4.0 The inspection

#### 4.1 Review of requirements and recommendations from the most recent inspection dated 04/11/15

The most recent inspection of the service was an unannounced care inspection. The completed QIP was returned and approved by the care inspector.

#### 4.2 Review of requirements and recommendations from the last care inspection dated 04/11/15

Last care inspection statutory requirements		Validation of compliance
<b>Requirement 1</b> <b>Ref:</b> Regulation 26(2)(f) <b>Stated:</b> Second time	<p>The need for additional, suitable furniture is now restated as a requirement under Regulation 26(2)(f). Furniture in the centre should include, in each unit, suitable furniture on which a person may comfortably sit or lie down when feeling unwell or in need of comforting care, for example following an epileptic seizure.</p> <p><b>Action taken as confirmed during the inspection:</b>            The senior day care worker confirmed that additional suitable furniture had been provided within the day care setting since the previous inspection. This included a settee for service users use.</p>	<b>Met</b>

#### 4.3 Is care safe?

The senior day care worker confirmed the planned daily staffing levels for the day care centre, and that these levels were subject to regular review to ensure the assessed needs of the service users were met. A review of the staffing rota for weeks commencing 29 September until 20 October 2016 evidenced that the planned staffing levels were adhered to.

Staff members on duty stated the number of staff working with the current numbers of service users was a safe ratio as staff were meeting the service users' assessed needs; and delivering care as described in the care plans. Observation of the delivery of care evidenced that service users' needs were met by the numbers of staff on duty.

Discussion with the senior day care worker confirmed that staff were recruited in line with Regulation 21, Schedule 2 of The Day Care Setting Regulations (Northern Ireland) 2007 and that records were retained at the organisation's personnel department.

The senior day care worker and staff confirmed that competency and capability assessments were undertaken for any person who is given the responsibility of being in charge of the centre for any period in the absence of the manager; records of competency and capability assessments were retained.

Review of a sample of staff training records concluded staff had received mandatory and other training relevant to their roles and responsibilities since the previous inspection.

Review of a sample of records pertaining to accidents, incidents and notifications forwarded to RQIA confirmed that these were appropriately managed.

The senior day care worker and staff spoken with clearly demonstrated knowledge of their specific roles and responsibilities in relation to adult safeguarding. The senior day care worker stated that there were no current safeguarding concerns ongoing.

There was evidence that hand hygiene was promoted through notices, hand washing supplies and facilities. There were no obvious hazards to the health and safety of service users, visitors or staff. Fire exits and corridors were observed to be clear of clutter and obstruction.

During a tour of the premises the inspector observed a number of items such as decorations and packs of hand towels stored in a redundant shower cubicle with a shower curtain in place. A recommendation has been made that appropriate secure storage be provided within the day care setting.

Three service users completed questionnaires for this inspection. These service users confirmed they felt safe in the setting; they could talk to staff if they were unhappy or had any issues or concerns, they could tell someone if they were worried about someone being treated badly, the setting is comfortable and they knew what to do if the fire alarm sounded.

Two relatives returned questionnaires. They responded their relative is safe and protected from harm, they could talk to staff, the environment is suitable to meet their relative’s needs and they would report concerns to the manager.

Three staff members returned questionnaires. Staff confirmed the care was safe, they had received training in safeguarding vulnerable adults, there are risk assessments and care plans in place for service users, they would report poor practice and they receive support to fulfil their roles and responsibilities

**Areas for improvement**

A recommendation has been made that appropriate secure storage be provided within the day care setting.

<b>Number of requirements</b>	<b>0</b>	<b>Number of recommendations</b>	<b>1</b>
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**4.4 Is care effective?**

Discussion with the senior day care worker established that staff in the day care setting responded appropriately to and met the assessed needs of the service users.

Review of elements of three service users’ care records reflected there are risk assessments and care plans in place. There was evidence that risk and other assessments informed the care planning process. There was also recorded evidence of multi-professional collaboration.

Service users and/or their representatives were encouraged and enabled to be involved in the assessment and care planning and review process. Care recording for every five attendances was being maintained.

Review of elements of three service users’ care records confirmed annual reviews of the individual’s day care placement had taken place in the previous year.

It was observed during this inspection that records were stored safely and securely in line with data protection.

The senior day care worker confirmed that there were arrangements in place to monitor, audit and review the effectiveness and quality of care delivered to service users at appropriate intervals. Records were made available for inspection concerning audits of the environment, staff training, complaints and compliments and care records and evidenced that actions identified for improvement had been completed.

Evidence was provided to verify systems were in place to ensure effective communication with service users, their representatives and key stakeholders. These included pre-admission information, multi-professional reviews, service users and staff meetings.

Discussion with the senior day care worker and staff confirmed that management operated an open door policy in regard to communication within the day care setting. Staff stated that there was effective teamwork; each staff member knew their role, function and responsibilities. Staff also confirmed that if they had any concerns, they could raise these with the manager. All grades of staff consulted clearly demonstrated the ability to communicate effectively with their colleagues and other healthcare professionals.

Discussion with the senior day care worker and review of records evidenced that service user meetings were held generally monthly, and records verified this. The last meeting was held on 30 September 2016 and minutes were available.

There was information available to staff, service users and representatives in relation to advocacy arrangements.

Service users spoken with and observation of practices evidenced that staff were able to communicate effectively with service users.

Three service users' completed questionnaires which confirmed they were getting the right care at the right time; staff were communicating well with them; their choices are listened to; they choose the activities they take part in; and they had been involved in the annual review of their day centre placement.

Two relatives completed questionnaires. They confirmed their relative gets the right care, at the right time, in the right place. They were satisfied with communication with staff; their awareness of their relative's needs; preferences and choices and that these are incorporated into the care they receive; and their involvement in their relative's annual review.

Three staff questionnaire confirmed service users are involved in their care plan, care plans inform the care provided, monitoring of quality is in place and that staff respond to service users in a timely manner.

### Areas for improvement

No areas for improvement were identified during the inspection.

<b>Number of requirements</b>	<b>0</b>	<b>Number of recommendations</b>	<b>0</b>
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#### 4.5 Is care compassionate?

Discussion with service users confirmed management and staff listen to them, offer them choices and involve them in decision making during their time in the day care setting.

Staff were aware of each service user's individual needs and were observed responding positively and warmly. During discussion staff presented as knowledgeable and informed regarding each service user's needs.

Discussions with service users along with observations of practice during this inspection confirmed that service users were enabled and supported to engage and participate in meaningful activities, eg woodwork, drama, cookery and arts and crafts.

The senior day care worker confirmed that service users were listened to, valued and communicated with, in an appropriate manner. Observation of practice confirmed that service users' needs were recognised and responded to in a prompt, courteous and supportive manner by staff.

There were systems in place to ensure that the views and opinions of service users were sought and taken into account in all matters affecting them.

Service users are consulted in an informal daily basis via discussions with staff. Service users are consulted on a formal basis via service users' meetings; the annual review of their day care placement and they receive an annual quality assurance survey about the quality of the day service in Strathroy Outreach Centre. The senior day care worker confirmed the findings from the annual survey had been collated into an evaluation/summary report.

Service users spoken with during the inspection commented positively in regard to the care they received. Examples of some of the comments made by service users are listed below:

- "I like making things with wood."
- "Good place."
- "I have started working here and I like it a lot."
- "Staff are nice."
- "I am happy coming here."

The inspector met with a visiting college representative. The college representative also spoke positively of the service, care delivered and the staff team. Examples of some of the comments made by the service user's representative are listed below:

- "I have been visiting the service for a number of years and feel the care is excellent. The ladies and gentlemen are very well looked after."
- "Staff are very caring, kind and patient with everyone."

Consultation with service users regarding compassionate care and service users' questionnaires identified they were treated with respect and are involved in decisions affecting them, the staff are kind and caring, their privacy is respected; they have choices and are involved in decisions.



Two relative's completed questionnaires. They confirmed that their relative was treated with dignity and respect and involved in decisions affecting their care. They identified they do not have any concerns and their relative is treated well.

Three staff questionnaires confirmed service users are treated with dignity and respect, encouraged to be independent; their views are sought and acted upon.

### Areas for improvement

No areas for improvement were identified during the inspection.

<b>Number of requirements</b>	<b>0</b>	<b>Number of recommendations</b>	<b>0</b>
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#### 4.6 Is the service well led?

The senior day care worker confirmed that there were management and governance systems in place to meet the needs of service users.

A range of policies and procedures were in place to guide and inform staff. Policies were centrally indexed and retained in a manner which was easily accessible by staff. Staff confirmed that they had access to the day centre's policies and procedures.

In discussion service users were aware of the roles of the staff in the day care setting and whom they should speak to if they had a concern. Service users confirmed that they were confident that staff/management would manage any concern raised by them appropriately.

Discussion with staff confirmed they were familiar with organisational and management structure and with their lines of professional accountability. Staff were able to describe their roles and responsibilities and were aware of their individual responsibility in relation to raising concerns.

Discussions with staff also confirmed that there were good working relationships and that management were responsive to any suggestions or concerns raised.

The certificate of registration issued by RQIA was displayed in a prominent position in the day care setting.

There were systems in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies appropriately.

Discussion with the senior day care worker and staff confirmed that systems were in place to monitor staff performance and ensure that staff received support and guidance. A schedule for annual staff appraisals and staff supervision was maintained and was available for inspection.

A review of the staff records confirmed that supervisions were completed for staff on a quarterly basis, or more frequently, and staff appraisals were completed annually. Discussion with staff confirmed that they had received supervision and appraisal accordingly.

Discussion with the senior day care worker and staff confirmed that staff meetings were held generally monthly, and records verified this. The last meeting was held on 19 October 2016.

The senior day care worker confirmed that the minutes of staff meetings were made available for staff to consult.

The complaints record was reviewed. No complaints were recorded since the previous inspection in November 2015.

Based on the findings of this care inspection RQIA concluded the day care service was well led. There was evidence of good leadership, robust and effective management and governance systems in Strathroy Outreach Centre which were focused on the needs of service users.

Three service users' questionnaires confirmed the service was managed well; they said they knew the manager and could talk to the manager if they had any concerns. The service users also confirmed staff had responded well to them and they are asked what they would like to do in the setting.

Two relative's questionnaires confirmed the service was managed well; staff and the manager were approachable, professional and caring. They also confirmed they had received a copy of the service user's guide.

Three staff questionnaires confirmed the service is managed well, the service is monitored, and communication between the staff and management is effective.

**Areas for improvement**

No areas for improvement were identified during the inspection.

<b>Number of requirements</b>	<b>0</b>	<b>Number of recommendations</b>	<b>0</b>
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**5.0 Quality improvement plan**

Any issues identified during this inspection are detailed in the QIP. Details of the QIP were discussed with, Geraldine McKenna, Senior Day Care Worker as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/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 provider 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 the day care setting. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises RQIA would apply standards current at the time of that application.

### 5.1 Statutory requirements

This section outlines the actions which must be taken so that the registered provider meets legislative requirements based on The Day Care Setting Regulations (Northern Ireland) 2007.

### 5.2 Recommendations

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

### 5.3 Actions to be taken by the registered provider

The QIP should be completed and detail the actions taken to meet the legislative requirements and recommendations stated. The registered provider should confirm that these actions have been completed and return the completed QIP to [day.care@rqia.org.uk](mailto:day.care@rqia.org.uk) for assessment by the inspector.

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 registered provider from their responsibility for maintaining compliance with the regulations and standards. It is expected that the requirements and recommendations outlined in this report will provide the registered provider with the necessary information to assist them to fulfil their responsibilities and enhance practice within the service.

## Quality Improvement Plan

### Recommendations

<p><b>Recommendation 1</b></p> <p><b>Ref:</b> Standard E36</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 31 January 2017</p>	<p>The registered provider should ensure that appropriate secure storage be provided within the day care setting.</p>
	<p><b>Response by registered provider detailing the actions taken:</b> This work is being taken forward with Estate Services.</p>

*\*Please ensure this document is completed in full and returned to [day.care@rqia.org.uk](mailto:day.care@rqia.org.uk) from the authorised email address\**



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