

Unannounced Care Inspection Report 1 March 2019



Killadeas Day Centre

Type of Service: Day Care Service

Address: Unit 1 Lisnaskea Business Complex, Lisnaskea, BT92 0LZ

Tel No: 02867723256

Inspector: Angela Graham

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 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 that provides care and day time activities for up to 20 service users with a learning disability. The day care setting is open Monday to Friday and is managed by the Western Health and Social Care Trust (WHSCT).

3.0 Service details

Organisation/Registered Provider: Western Health and Social Care Trust Responsible Individual: Anne Kilgallen	Day care worker: Patricia Griffith
Person in charge at the time of inspection: Gillian Morrison, Senior Day Care Worker Gemma Keenan, Day Care Worker	Date manager registered: 21 June 2013
Number of registered places: 20	

4.0 Inspection summary

An unannounced inspection took place on 1 March 2019 from 09.05 to 16.45.

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

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

Evidence of good practice was found in relation to staff training, adult safeguarding, risk management and the internal environment. Further areas of good practice were also noted in regard to audits and reviews; communication between service users, staff and other key stakeholders; and the culture and ethos of the day care setting. It was also positive to note good practice in relation to existing governance arrangements, and a focus on quality improvement.

Service users' comments are included throughout the report.

The findings of this report will provide the establishment 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 Gillian Morrison, Senior Day Care Worker and Gemma Keenan, Day Care Worker, 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 9 November 2017

No further actions were required to be taken following the most recent inspection on 9 November 2017.

5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- The registration details of the day centre
- Information and correspondence received by RQIA since the last inspection
- Incident notifications which highlighted that no incidents had been notified to RQIA since the last care inspection on 9 November 2017
- Unannounced care inspection report from 9 November 2017

During the inspection, the inspector met with a visiting relative, the registered manager, senior day care worker, day care worker and three support workers. Introductions were made to service users during the course of a walk around the setting; with individual interaction with three service users.

The inspector also received a telephone call post inspection from a service user's representative.

The following records were examined during the inspection:

- Three service users' care records
- A sample of service users' daily records
- A sample of staff supervision and appraisal records
- A sample of competency and capability assessments
- Staff training information
- The day centre's complaints/compliments record since the last inspection
- Staff roster information for February 2019
- A sample of minutes of service users' meetings since the last inspection
- A sample of minutes of staff meetings since the last inspection
- The day centre's record of incidents and accidents since the last inspection
- A sample of monthly quality monitoring reports since the last inspection
- Fire Safety Information.

At the request of the inspector, the day care worker was asked to display a poster within the day centre. The poster invited staff to provide their views electronically to RQIA regarding the quality of service provision; three responses were received.

Ten service user and/or relatives' questionnaires were provided for distribution; two relatives questionnaires were returned to RQIA within the timeframe for inclusion in this report.

The inspector requested that the day care worker place a 'Have we missed you' card in a prominent position in the day centre to allow service users, relatives and staff who were not available on the day of the inspection to give feedback to RQIA regarding the quality of service provision. No responses were received.

An RQIA information leaflet 'How can I raise a concern about an independent health and social care service' was also provided to be displayed in the day care setting.

The findings of the inspection were provided to Gillian Morrison, Senior Day Care Worker and Gemma Keenan, Day Care Worker, at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 9 November 2017

The most recent inspection of the establishment was an unannounced care inspection.

6.2 Review of areas for improvement from the last care inspection dated 9 November 2017

There were no areas for improvement made as a result of the last care inspection.

6.3 Inspection findings

6.4 Is care safe?

Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.

The inspector reviewed the day care setting's systems in place to avoid and prevent harm to service users which included a review of staffing arrangements in place within the day centre.

The day care worker described the staffing levels which have been assessed as necessary to provide a safe service in the setting. Assurances were provided to the inspector by the day care worker that sufficiently qualified, competent and experienced persons are working at all times to meet the assessed needs of the service users, taking into account the size and layout of the premises, the number of service users accommodated, fire safety requirements and the

statement of purpose. Discussions with the day care worker and observations during the inspection verified that there were sufficient numbers of staff to meet the needs of service users. A review of the staffing roster for weeks commencing 4 February 2019 until 1 March 2019 evidenced that the planned staffing levels were adhered to.

The day centre has a human resources (HR) department which oversee the recruitment process, including the completion of appropriate pre-employment checks. The senior day care worker described the procedure for ensuring that staff are not provided for work until all necessary checks have been completed and confirmed that the outcome of these checks are retained by the HR department.

The day care worker confirmed that an induction programme was available for newly appointed members of staff. A review of this induction programme noted that it was comprehensive and included areas such as privacy and dignity, confidentiality, risk management, complaints procedure, health and safety and adult safeguarding.

A competency and capability assessment had been completed for the staff member who, on occasion, may be in charge of the centre in the absence of the registered manager. A review of the competency and capability assessment confirmed that the staff member was assessed as competent to undertake their role and responsibilities. It was positive to note that this assessment was subject to periodic review to ensure that it remained accurate. Discussion with the staff member confirmed that they were willing to undertake this role. Discussion with the registered manager confirmed that it was her intention to review and update the current competency and capability assessment.

Observation of and discussion with staff on duty evidenced that staff were sufficiently trained, competent and experienced to meet the assessed needs of the service users present. Staff demonstrated a clear understanding of service users' needs and how those needs should be met. Discussion with staff confirmed that mandatory training and other professional development training was provided. 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 care inspection such as fire safety, TEACCH, equality, information governance and first aid. Staff who were spoken with stated that their training provided them with the skills and knowledge to fulfil their roles and responsibilities and that it was of a good standard.

The day care setting's governance arrangements in place to highlight and promote the identification of and management of risk were inspected. All incidents and accidents were recorded on an electronic system which are reviewed and audited by the registered manager and the WHSCT governance department. Any incidents and accidents were reviewed on a bimonthly basis by the monitoring officer as part of the bimonthly quality monitoring visits. Discussion with the day care worker evidenced that systems were in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies appropriately.

Observation of and discussion with the senior day care worker and day care worker evidenced that staff were very knowledgeable regarding each service user and the support they required in order to ensure their safety. In addition, discussions evidenced that they had an understanding of the management of risk, and an ability to balance assessed risks with the wishes and human rights of individual service users. The day care worker described a transparent learning culture within the setting in which staff are supported and encouraged to engage in reflective practice; the day care worker stated that this approach allows staff to

consider any lessons learnt and review how to improve the day care experience for service users.

Discussions with the day care worker also confirmed that they were aware of their obligations in relation to raising concerns with respect to service users' wellbeing and poor practice, and were confident of an appropriate management response. The day care worker was aware of the organisation's whistleblowing policy if they could not resolve their concerns locally but indicated that they would be unlikely to need this due to the transparent working relationships that existed within the team.

There were no recent or current adult safeguarding referrals or investigation records to examine. The day care worker confirmed that the WHSCT safeguarding practices are directed by the regional Adult Safeguarding Prevention and Protection in Partnership, July 2015 and its associated Operational Procedures, September 2016. Staff had received adult safeguarding training. Discussion with the senior day care worker and day care worker further established that they were aware of their roles and responsibilities in relation to reporting adult safeguarding concerns, maintaining factual records and there was a clear pathway for staff to follow in relation to referring safeguarding concerns to appropriate professionals.

Observations of the environment in the day centre concluded that it was clean and tidy. Discussion with the day care worker and observation of the environment confirmed that furniture, aids and appliances were fit for purpose for the needs of the service users. Infection prevention and control measures were in place, which included the availability of supplies of liquid soap and hand towels mounted on the walls, foot pedal operated bins and seven step hand hygiene notices which were positioned at wash hand basins. Staff also had effective access to gloves and aprons as required. No obvious health and safety hazards were identified and fire exits were clear and free from obstruction.

The day centre's fire safety precaution records were reviewed. It was noted the last full evacuation drill was undertaken on 21 January 2019. Discussion with staff confirmed they were aware of the evacuation procedure. An updated fire risk assessment was completed on 17 December 2018 and the day care worker confirmed that the significant findings were currently being addressed. Fire exits were observed to be clear of clutter and obstruction. Records examined identified that a number of safety checks were undertaken including: fire safety drills to ensure service users can exit safely, monthly safety checks of fire doors; fire extinguishers; emergency lighting; water temperature and weekly fire alarm tests.

There were arrangements in place to ensure that staff are registered with the Northern Ireland Social Care Council (NISCC). Information regarding registration details and renewal dates were maintained.

Discussion with service users, their relatives and staff evidenced that they felt the care was safe. The following is a sample of comments made:

Service users' comments:

- "I like coming here."
- "I am safe here."

Relatives' comments:

- "I have great peace of mind when xxxx is in the centre, I know he is safe and well looked after."
- "Staff have a good understanding of xxxx needs, they keep me informed of any changes or issues."

Staff comments:

- "I had a very detailed induction to the centre and I feel well supported by all the staff."
- "We are provided with good training. Training is provided on the individual needs of the service users' such as TEACCH."

Two relatives returned questionnaires to RQIA post inspection. The relatives confirmed that they were "very satisfied" with the safe care in this setting. They confirmed that their relative is safe and protected from harm, they could talk to staff, and the environment is suitable to meet their relative's needs.

Three staff returned questionnaires to RQIA post inspection. The staff confirmed they were "very satisfied" regarding questions on "is care safe" in this setting.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to staff training, knowledge of adult safeguarding, risk management and infection prevention and control.

Areas for improvement

No areas for improvement were identified in this domain during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.5 Is care effective?

The right care, at the right time in the right place with the best outcome.

The inspector reviewed the day care setting's arrangements for appropriately responding to and meeting the needs of people who use the service. Information relating to the nature and range of services provided is outlined within the Statement of Purpose.

The inspector reviewed elements of three service users' care files. The inspection of the care records found they were maintained in line with the legislation, the assessments of need, risk assessments, care plans and records of health and well-being of the service users were current and had been reviewed. Staff discussion confirmed they use these records to guide their practice and therefore recognised the importance of keeping records current and relevant. Overall the inspection found the settings management of service user records enabled staff to recognise service users' needs and respond to them effectively.

Care records also reflected the multi-professional input into the service users' health and social care needs. A record was kept of each service user's involvement and progress at the centre and entries were made in proportion to the frequency of attendance of the individual. Dates and signatures were present in all of the files examined.

Discussion with the day care worker and review of arrangements concerning the storage of confidential records confirmed that service users' records were stored safely and securely in compliance with legislative. Staff recognised the importance of maintaining accurate and contemporaneous records to guide their practice and ensure that care provided was safe, effective and timely.

Discussion with the day care worker and review of records confirmed there were systems in place to review service user's placements within the centre and ensure that they are appropriate to meet their health and social care needs. There was evidence of annual care reviews in partnership with service users and/or their relatives and community keyworkers; these provided positive feedback from service users and their representatives with regards to the day care service. Well written review records, informed by detailed progress notes and including the service user's views, where possible, were available in all files examined.

Observations of practice on the day of inspection provided evidence the staff on duty were confident and effective when communicating with service users. It was noted that service users freely approached staff and interactions were relaxed and spontaneous.

Discussions with the senior day care worker and day care worker described effective communication between service users, their relatives and the multi-disciplinary team. This was verified during discussions on the day of inspection with a service user's relative who provided highly positive feedback regarding communication from staff with respect to the health and wellbeing of the service user. They described this communication as being timely and effective, often resulting in better outcomes for service users.

Discussion with service users, their relatives and staff evidenced that they felt the care was effective. The following is a sample of comments made:

Service users' comments:

- "I am happy here and I am well looked after."
- "Everything is good here."

Relatives' comments:

- "Xxxx loves coming here, he skips onto the bus to go to the day centre."
- "There is really good communication from staff, they know xxxx so well."
- "Staff are very approachable and kind."

Staff comments:

- "There is good communication between the staff team and we have regular team meetings."
- "I feel the care in the centre is very effective. We are continually reviewing the care to ensure it meets the service users' individual needs."

Two relatives returned questionnaires to RQIA post inspection. The relatives confirmed that they were “very satisfied” regarding questions on “is care effective” in this setting. They stated that their relative receives the right care, at the right time, in the right place.

Three staff returned questionnaires to RQIA post inspection. The staff confirmed that they were “very satisfied” regarding questions on “is care effective” in this setting.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to care records, audits and reviews, communication between service users, staff and other key stakeholders.

Areas for improvement

No areas for improvement were identified in this domain during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.6 Is care compassionate?

Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.

The inspection sought to assess the day centre’s ability to treat service users with dignity, equality and respect and to fully involve service users in decisions affecting their care and support.

There was evidence that service users were enabled and supported to engage and participate in a range of meaningful activities. The day centre provides a range of activities including: games, bowling, creative crafts, sing and sign and music sessions. There was also evidence that the senior day care worker was proactive in developing an activity programme which promoted new opportunities and new skills.

The day care worker discussed the ongoing community links that have been established with the local college to develop a number of intergenerational activities with the day centre.

On the day of inspection, service users were observed using computers, engaging in a sing and sign session, a creative crafts class and receiving beauty therapy. Craft work which had previously been made was displayed around the centre. In all the activities and interactions observed, service users were engaged by staff with warmth, respect and encouragement.

Staff approaches and responses to service users was noted to be caring, cheerful and compassionate. Discussions with the day care worker established that they were aware of their responsibilities and requirements to ensure service users’ confidentiality and consent. It was acknowledged that service users require varying degrees of support with their care needs, and that service user independence should be promoted in a discreet manner. The inspector observed staff discreetly responding to service users who required such assistance.

The day care worker confirmed that service user meetings are held generally monthly. A review of minutes of meetings since the last inspection verified this. A review of a sample of minutes for meetings in February 2019, January 2019 and November 2018 evidenced service user feedback being sought in regards to transport, meals and activities. The minutes also reflected information provided to service users with regard to a garden project and healthy eating.

Discussions with service users confirmed that their views and opinions are taken into account in all matters affecting them. Service users advised they were consulted at service user meetings, care reviews and informally through daily discussions with staff.

Discussion with service users, their relatives, and staff evidenced that they felt the care was compassionate. The following is a sample of comments made:

Service users' comments:

- "The staff are good to me."
- "I like making things and sometimes staff help me when I need help."

Relatives' comments:

- "Xxxx really enjoys coming to the day centre and staff support him to meet his potential."
- "A very valuable service."

Staff comments:

- "The service users' independence is encouraged at all times."
- "We are respectful and courteous in our engagement with the service users."

Two relatives returned questionnaires to RQIA post inspection. The relatives confirmed that they were "very satisfied" regarding questions on "is care compassionate" in this setting.

Three staff returned questionnaires to RQIA post inspection. The staff confirmed that they were "very satisfied" regarding questions on "is care compassionate" in this setting.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to the culture and ethos of the day care setting, listening to and valuing service users and taking account of the views of service users.

Areas for improvement

No areas for improvement were identified in this domain during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.7 Is the service well led?

Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.

The inspector sought to assess the day centre's leadership, management and governance arrangements to meet the assessed needs of service users.

There was a clear organisational structure and this information was outlined in the day care settings Statement of Purpose. Staff demonstrated awareness of their roles, responsibilities and accountability. Discussion with the day care worker confirmed that they had a good understanding of their role and responsibilities under the legislation.

The senior day care worker and day care worker confirmed that there are a range of policies and procedures in place to guide and inform staff. They are easily accessible to staff via paper copy or in electronic format.

The inspector discussed arrangements in place that relate to the equality of opportunity for service users and the importance of the staff being aware of equality legislation whilst recognising and responding to the diverse needs of service users. The day care worker confirmed that this was addressed with staff through their induction, training, supervision and appraisal process. In addition, the day care worker confirmed that the day care setting had not received any complaints with respect to equality issues from service users and/or their representatives.

The inspector noted that the day care setting collects equality information in relation to service users, during the referral and assessment process. The day care worker confirmed that this data is used for the purpose of developing person centred care plans and risk assessments.

Some of the areas of equality awareness identified during the inspection include:

- effective communication
- service user involvement
- advocacy
- equity of care and support
- individualised person centred care
- individualised risk assessment
- disability awareness

Discussions with the day care worker confirmed that systems were in place to monitor staff performance and ensure that staff received support and guidance. This included the availability of continuous update training alongside supervision/appraisal processes, an open door policy for discussions with the management team and observation of staff practice. A review of a sample of records verified that staff received three monthly supervision sessions or more often and that annual appraisal is undertaken. Staff members viewed supervision as a useful part of their accountability feedback system and of their individual development.

A review of staff meetings since the last inspection evidenced that they were held monthly. The meetings held in February 2019, January 2019 and December 2018 identified a focus on service users' health and safety, care records and staff access to staff training opportunities. The inspector and day care worker discussed the recent development of the Northern Ireland Social Care Council (NISCC) website to include an adult social care learning zone which may be beneficial for promoting staff development and training opportunities for use within team meetings in the day centre. The day care worker advised that they would review this resource and share with the staff team.

The complaints record was reviewed and evidenced that no complaints had been received since the last inspection. The senior day care worker and day care worker confidently described the procedure in place for recording and managing informal and formal complaints.

The inspector discussed the monitoring arrangements in compliance with Regulation 28 of The Day Care Settings Regulations (Northern Ireland) 2007. The Regulation 28 quality monitoring visits had been undertaken bimonthly by an independent monitoring officer within the organisation who demonstrated a good understanding of the setting. A sample of reports viewed from January 2019 to September 2018 provided evidence that the visits included engagement with service users, staff and professionals; a review on the conduct of the day care setting; development of action points and review of previous action points.

Discussion with service users, their relatives and staff evidenced that they felt the service was well led. The following is a sample of comments made:

Service users' comments:

- "Staff are nice."

Relatives' comments:

- "The staff provide great care for xxxx and they always come home happy after having had a great day."
- "I find the staff very professional and helpful. In my view the centre is well managed."

Staff comments:

- "The manager is very approachable, there is good team work to ensure service users receive the best care and enjoy their day."

Two relatives returned questionnaires to RQIA post inspection. The relatives confirmed that they were "very satisfied" regarding questions on "is care well led/managed" in this setting. The relatives confirmed that the service was managed well and they knew how to make a complaint.

Three staff returned questionnaires to RQIA post inspection. The staff confirmed they were "very satisfied" regarding questions on "is care well led/managed" in this setting.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to governance arrangements, quality improvement, staff supervision and maintaining good working relationships.

Areas for improvement

No areas for improvement were identified in this domain during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 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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