

Unannounced Care Inspection Report 02 March 2021



Killadeas Day Centre

Type of Service: Day Care Setting

**Address: Unit 1 Lisnaskea Business Complex, Lisnaskea,
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Inspector: Angela Graham

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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 provider 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 (WHSC).

3.0 Service details

Organisation/Registered Provider: Western Health and Social Care Trust Responsible Individual: Dr Anne Kilgallen	Registered Manager: Miss Patricia Griffith
Person in charge at the time of inspection: Miss Patricia Griffith	Date manager registered: 21 June 2013

4.0 Inspection summary

An unannounced inspection took place on 02 March 2021 from 12.05 to 15.55 hours.

Due to the coronavirus (Covid-19) pandemic the Department of Health (DoH) directed RQIA to continue to respond to ongoing areas of risk identified in services.

The last care inspection was undertaken on 01 March 2019. Since the date of the last care inspection, a small number of correspondences were received in respect of the day care setting. RQIA was also informed as required of any notifiable incidents which had occurred within the day care setting. Whilst RQIA was not aware that there was any specific risk to the service users within Killadeas Day Centre a decision was made to undertake an on-site inspection adhering to social distancing guidance.

We reviewed the dates that criminal records checks (AccessNI) had been completed to ensure that they were in place before staff commenced employment. We checked that all staff were registered with the Northern Ireland Social Care Council (NISCC) and that there was a system in place for ongoing monitoring of staff registrations. Staff adherence to the Covid-19 Guidance was also reviewed through discussion with the manager. We also reviewed the list of all Covid-19 related information, disseminated to staff and displayed throughout the day care setting. We verified staff understanding in the context of staff discussions during inspection.

No areas requiring improvement were identified during this inspection.

Evidence of good practice was found in relation to recruitment practices and staff registrations with NISCC. Good practice was also found in relation to infection prevention and control (IPC), the use of personal protective equipment (PPE) and Covid-19 education.

The findings of this report will provide the manager with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

This inspection was underpinned by the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Day Care Setting Regulations (Northern Ireland) 2007 and the Day Care Settings Minimum Standards, 2012.

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 the manager and the senior 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 01 March 2019

No further actions were required to be taken following the most recent inspection on 01 March 2019.

5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA in relation to the day care setting. This included the previous inspection report and written and verbal communication received since the previous care inspection.

During the inspection, we met with the manager, a senior day care worker, three support workers and one service user.

To ensure that the appropriate staff checks were in place before commencement of employment, we reviewed the following:

Recruitment records specifically relating to Access NI and NISCC registrations.

We also reviewed infection prevention and control (IPC) procedures to ensure that they were compliant with the Covid-19 guidance.

The senior day care worker advised that there had been one safeguarding incident since the date of the last inspection. The senior day care worker confirmed that no complaints were received since the date of the last inspection. We also reviewed the quality monitoring processes to ensure that these areas were routinely monitored as part of the service's bimonthly checks in line with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007.

RQIA provided information to service users, staff and other stakeholders that will support feedback on the quality of service delivery. This included service user/relative questionnaires and a staff poster to enable the stakeholders to feedback to the RQIA. Two service user/relatives response were received and the respondents were very satisfied that care was safe, effective, compassionate and well led. Five staff responses were received within the timescale requested and the respondents were very satisfied that care was safe, effective, compassionate and well led.

We would like to thank the manager, service users, service users' representatives and staff for their support and co-operation throughout the inspection process.

6.0 The inspection

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

6.1 What people told us about this service

The feedback received indicated that people were very satisfied with the current care and support. During the inspection we spoke with the manager, senior day care worker, three support workers and one service user. Comments are detailed below.

Comments from staff included:

- "Care is person centred and driven by individual choice and views."
- "I feel we work very hard to ensure the safety of the service users. Lots of systems in place to ensure safety including wearing PPE, frequent cleaning and risk assessments."
- "I really enjoy my job and the care is excellent here, everything we do is about the service user."
- "I have completed all my mandatory training. The Trust offer good training and relevant to our roles."
- "We produced easy read information for the service users to help them understand Covid-19 and the changes in day care."
- "I have done IPC and Covid-19 training this included donning and doffing."
- "We promote hand hygiene with service users and support them with hand hygiene if needed."
- "Well supported in my role and great communication and teamwork."
- "We have a Covid-19 folder with lots of information available, any updates go in the folder and we are told to read them."

Discussion with staff evidenced that they were knowledgeable regarding service users' individual needs. Staff also demonstrated awareness of the need for person centred interventions which facilitate engagement with service users and promote effective communication and social engagement. Observations of staff practice on the day of inspection evidenced that they were confident and effective in their communication with the service users and adapted their communication methods as necessary. We observed interventions that were respectful, proactive and timely.

We met with one service user who confirmed they enjoyed attending day care and felt safe in the setting.

Two relatives responded to the electronic survey. The respondents indicated that they were very satisfied that the care and support provided was safe, effective, compassionate; and that the service was well-led. Written comments included "The care my son receives at day care is above and beyond." and "They are wonderful."

6.2 Inspection findings

Recruitment

The manager confirmed that staff employment records were held within the WHSCT human resources department and that all staff appointments were made in compliance with relevant legislative requirements and trust policy and procedures. We reviewed documentation in staff files in relation to pre-employment checks which provided assurances that Access NI checks were completed prior to staff commencing employment.

A review of records confirmed all staff working in the day care setting are currently registered with NISCC. Information regarding registration details and renewal dates are monitored by the manager. The manager confirmed that all staff are aware that they are not permitted to work if their professional registration lapses. Discussion with staff confirmed that they were registered with NISCC. Staff spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date.

Governance and Management Arrangements

A complaints and compliments record was maintained in the day care setting. The senior day care worker confirmed that no complaints were received since the date of the last inspection. Discussion with staff confirmed that they knew how to receive and deal with complaints and ensure that the manager was made aware of any complaints. Samples of compliments were available for review and evidenced a high level of satisfaction with the service provided.

We discussed the monitoring arrangements in compliance with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007. The regulation 28 quality monitoring visits had been undertaken bimonthly by an independent monitoring officer. Three quality monitoring reports were examined from September 2020 to January 2021 and found to be satisfactory. The reports adhered to RQIA guidelines and evidenced engagement with service users, professionals and staff, with positive feedback recorded. It was positive to note that the quality monitoring reports also reviewed measures put in place to ensure the service users and staff safety during the pandemic.

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

The senior day care worker confirmed that the organisation's adult safeguarding practices are directed by the regional Adult Safeguarding Prevention to Protection in Partnership, July 2015 and its associated Operational Procedures, September 2016. An Adult Safeguarding Champion (ASC) was identified for the service. Discussion with the senior day care worker further confirmed that there was a clear pathway for staff to follow in relation to referring any safeguarding concerns to appropriate professionals. Discussion with staff established that they were aware of the roles and responsibilities in relation to reporting adult safeguarding concerns and maintaining safeguarding records. The senior day care worker advised that one adult safeguarding referral was made since the last care inspection and review of the allegation confirmed that this concern was managed appropriately.

Covid-19

On entering the day care setting the inspector's temperature and contact tracing details were obtained by the senior day care worker who advised that this is completed on all persons entering the day care setting in line with current Covid-19 guidelines. A wellness check was also completed by the inspector as requested by the senior day care worker. Signage had been placed at the entrance to the day care setting which provided advice and information about Covid-19.

The environment was observed during the inspection and there was evidence of infection prevention and control measures in place such as PPE which was available for staff. Other infection prevention and control measures were in place, which included seven step hand hygiene notices positioned at wash hand basins, supplies of liquid soap and hand towels mounted on the wall and foot pedal operated bins. Wall mounted hand sanitisers were strategically located throughout the day care setting. Wall mounted hand sanitisers checked were clean, sufficient product was available and these were well maintained and fit for purpose. There were numerous laminated posters displayed throughout the day care setting to remind staff of good hand washing procedures and the correct method for donning and doffing PPE. Observations of the environment concluded that it was fresh smelling and clean throughout.

Discussion with the senior day care worker and staff identified that they had a good understanding of the procedure to follow in the event of service users or staff being diagnosed with Covid-19.

Staff training records confirmed that staff had received training in IPC and Covid-19 awareness including the donning (putting on) and doffing (taking off) of PPE. The senior day care worker confirmed that management were monitoring progress with overall mandatory training to ensure full compliance.

Observation of staff practice evidenced that staff adhered to IPC procedures. Staff demonstrated an awareness of the various types of PPE and were observed donning and doffing PPE correctly.

Staff described how they wore PPE for activities that brought them within two metres of service users. We found that there was an adequate supply of PPE. The staff members spoken with reported that there was an appropriate supply of PPE and sufficient bins available to allow the safe disposal of PPE. IPC and hand hygiene audits were undertaken and evidenced good compliance with best practice.

There were measures in place to support service users to maintain a two metre distance from other people. Changes to the routines of the day care setting had been made, to ensure this could be maintained. Changes had been made to activities such as, mealtimes, activities and social outings, to ensure that the service users could maintain the two metre distance from each other.

There was also a system in place to ensure that staff and service users had a temperature and daily wellness check recorded.

Enhanced cleaning schedules were in place, to minimise the risk of cross contamination. This included the frequently touched points throughout the building. We reviewed a sample of these records and some were found to be satisfactory. We observed care staff cleaning hard surfaces and frequently touched points throughout the inspection.

We reviewed the current practices relating to the following areas of guidance and good practice pertaining to Covid-19.

- dissemination of information to staff
- monitoring of staff practice
- infection prevention and control policies and procedures have been updated to address all current guidance in relation to Covid-19
- staff training and guidance in relation to infection prevention and control and the use of PPE, in line with guidance

We reviewed records relating to infection prevention and control policies which were in line with the guidance. A Covid-19 file was available and included current guidance documents from the Public Health Agency and the Department of Health.

It was positive to note that easy read format guidance was available to service users which included a Covid-19 vaccine guide – a guide for people with a learning disability and social stories regarding Covid-19 and personal space.

The procedures and guidance in place evidenced that:

- robust systems are in place to ensure that current infection prevention and control guidance is available and accessible to staff
- there are effective systems in place to monitor staff compliance with good infection prevention and control practices
- all staff working in the service are able to demonstrate their knowledge of infection prevention and control practice commensurate to their role and function in the service.

From feedback, it was positive to note that staff were working well together to support the best outcomes for service users, in a caring and safe manner.

It was also noted that staff were committed to working in line with Covid-19 guidance to ensure that the impact of current measures, strikes the correct balance between keeping people safe and promoting a good quality of life, as confirmed in discussions with staff and a service user. Staff are being vigilant in terms of monitoring people for symptoms and are adhering to the public health guidance in order to minimise the risk of introducing or spreading Covid-19.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to recruitment practices, staff registrations with NISCC, communication between service users, staff and other key stakeholders, compliance with Covid-19 guidance, the use of personal protective equipment guidelines, Covid-19 education and management including IPC measures.

Areas for improvement

No areas for improvement were identified 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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