

Inspection Report

Name of Service: Knockbracken Day Centre

Provider: Belfast HSC Trust

Date of Inspection: 7 August 2026

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:	Belfast HSC Trust
Responsible Person:	Ms Jennifer Welsh
Registered Manager:	Ms Esther Brimage
Service Profile – Knockbracken Day Centre is a day care setting that is registered to provide care and day time activities for up to 75 people over the age of 65 who have a cognitive impairment or a formal diagnosis of dementia. Service users under the age of 65 with a confirmed diagnosis of dementia may also be considered for attendance. The day care setting is open Monday to Friday and is managed by Belfast HSC Trust.	

2.0 Inspection summary

An unannounced inspection took place on 7 August 2026, between 8:45 am and 2.15 pm by a care Inspector.

The last care inspection of the day care setting was undertaken on 23 December 2024 by a care Inspector. No areas for improvement were identified. This inspection was undertaken to evidence how the day care setting is performing in relation to the regulations and standards; 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 service users and that staff were knowledgeable and well trained to deliver safe and effective care.

No areas for improvement were identified during this inspection.

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 day care setting 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 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 working in 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.

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

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

During the inspection, the Inspector observed service users, and spoke with relatives, and staff members.

Relatives spoke positively about the management, staff, and the experience of their family member attending the day care setting. They said the manager and staff were excellent, that communication was good and the service was faultless.

Staff spoke positively about care delivery and management support in the day care setting. They expressed concerns about current staffing levels. These concerns were discussed with the manager on the day of inspection.

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 skills of staff on duty each day meet the needs of service users. The shortage in staff numbers had been identified prior to the inspection, and an action plan was evident.

Staff spoke positively about the staff team and the manager. It was observed that staff responded to requests for assistance promptly in a caring and compassionate manner. It was evident that staff had a good understanding of the needs, likes, and dislikes of individual service users.

A review of the staff recruitment records, confirmed that pre-employment checks, including criminal record checks (AccessNI), had been completed and verified before staff members commenced employment and engaged directly with service users.

Checks were made to ensure that staff were appropriately registered with the Northern Ireland Social Care Council (NISCC). There was a system in place for professional registrations to be monitored by the manager. Staff spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date.

The day care setting has maintained a record for each member of staff, documenting all training, including induction and professional development activities undertaken. A review of a sample of staff training records established that staff had received mandatory training relevant to their roles and responsibilities. It was positive to note that the day care setting provided training in dementia awareness. Staff consulted spoke positively about the training they receive and confirmed that they received sufficient training to enable them to fulfil the duties and responsibilities of their role.

Competency assessments were completed for staff expected to take the lead in the manager's absence, ensuring they were proficient in their roles and responsibilities.

3.3.2 Care Delivery

There was a morning huddle at the beginning of each shift, which included information about any changes to the service users' care that the staff needed to assist them in their roles.

A system was in place to ensure that the activities offered to service users were varied and tailored to their individual needs and preferences. Service users are supported to access activities of their own choice. Activities for service users were provided, involving both group and one to one activity. Observations of service users taking part in a group sing along activity, on the day of inspection found that participation was enthusiastic. The day care centre maintains an activity calendar, where armchair exercises, reminiscing, current affairs, word games and quizzes, floor games, crosswords, newspapers, circus skills, colouring in, and ball games had been offered as activity options.

Good nutrition and a positive dining experience are important to the health and social wellbeing of service users. Service users may need a range of support with meals; this may include simple encouragement through to full assistance from staff, and their diet may be modified. A review of records and discussion with the person in charge evidenced that systems were in place to manage service users' nutrition and mealtime experience. It was positive that the menu considered service user preferences. It was also positive to note that all staff had received training in dysphagia.

3.3.3 Management of Care Records

Three service users' care plans were reviewed. They included details of the level of care and support they might require. Care records demonstrated that service users, where possible, were involved in planning their own care, and efforts were made to determine service users' preferences and choices regarding how their support was provided.

Care records were person centred, regularly reviewed, and updated to ensure they continued to meet the service users' needs. There were a number of examples where the day care staff and their transport colleagues had proactively assisted service users in the community to ensure their safety.

Care reviews had been undertaken in accordance with the day care setting's policies and procedures.

Service users' care records were held confidentially.

3.3.4 Quality of Management Systems

There has been no change in the management of the day care setting since the last inspection. Ms Esther Brimage has been the registered manager in this day care setting since 11 February 2009. Staff spoke positively about the management team.

There were monitoring arrangements in place in compliance with Regulations and Standards. A review of the reports of the day care setting's quality monitoring established that there was engagement with service users, service users' relatives, staff and Health and Social Care (HSC) Trust representatives. The reports included details of a review of service user care records; accident/incidents; safeguarding matters; staff recruitment and training, and staffing arrangements.

Review of incident records identified that they were managed appropriately. There was evidence that incidents were audited on a regular basis, to establish any patterns/trends. It was positive to note that these were reviewed in detail as part of the monthly quality monitoring process.

Day care settings are required to have a person known as the Adult Safeguarding Champion (ASC), who is responsible for implementing the regional protocol and the day care setting's adult safeguarding policy. There was an appointed ASC for the day care setting. It was established that good systems and processes were in place to manage the safeguarding and protection of adults at risk of harm.

There was a system in place to ensure that complaints were managed in accordance with the day care setting's policy and procedure.

There was a protocol in place for staff to follow when service users did not attend as planned. Additionally, there was a protocol to check the bus transport after every journey to and from the day care setting to ensure that every service user had safely exited the bus. Transport arrangements have changed with the number of buses being reduced. Service users and their representatives have been kept informed of these changes. The manager maintains oversight of the journey times for the service users.

There was evidence that fire safety checks had been completed as required. Staff had completed training regarding fire safety and had recently participated in a fire evacuation drill. Throughout the inspection, fire doors were observed to be unobstructed. The fire risk assessment was noted to be in date.

The environment was observed during a tour of the day care setting, and it was identified that hazardous substances were stored appropriately in accordance with Control of Substances Hazardous to Health (COSHH) guidance.

The day care setting was observed to be clean and tidy, suitably furnished, warm and comfortable, and free of clutter. Since the last care inspection, a number of building works have been completed, these works have resulted in an upgrade to the toilet / showering facilities. Ongoing repair work was evident in the dining room where leaking pipes had resulted in damage. The Trust's Infection Prevention and Control and Estates teams have been involved.

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, Ms Esther Brimage, Manager, as part of the inspection process and can be found in the main body of the report.



The Regulation and
Quality Improvement
Authority

The Regulation and Quality Improvement Authority

James House
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA



Tel: 028 9536 1111



Email: info@rqia.org.uk



Web: www.rqia.org.uk



Twitter: @RQIANews