The Regulation and Quality Improvement Authority

Inspection Report

Name of Service: Old Friends Day Care

Provider: Old Friends Day Care LTD

Date of Inspection: 11 August 2026

Information on legislation and standards underpinning inspections can be found on our website https://www.rqia.org.uk/

1.0 Service information

Registered Provider:	Old Friends Day Care LTD
Responsible Person:	Mr Derek Miniss
Registered Manager:	Mrs Wendy Miniss
Service Profile – Old Friends Day Care is a day care setting in Lisburn. The day care setting offers respite and social care for service users who are over 65 years of age. The day care service also caters for service users with dementia. The day care setting operates Monday to Friday.	

2.0 Inspection summary

An unannounced inspection took place on 11 August 2026, between 9.25 am and 2.45 pm by a care Inspector.

The last care inspection of the day care setting was a pre-registration inspection which was undertaken on 13 August 2025 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.

The day care setting was found to be bright, warm, clean, homely and inviting. Both inside and outside spaces were well maintained and provided a cosy, comfortable environment sensitive to sensory needs with copious opportunities for service user enjoyment.

Service users said that the care and support provided by Old Friends Day Care was a positive experience.

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 spoke with service users and staff members.

Service users spoke positively about the management, staff, and their experience of attending the day care setting. They complimented the staff, the building, the activities and the food. The questionnaires received indicated that service users were very satisfied with the care and management of the day care setting and expressed that they were treated with dignity and respect. The day care setting has received a wide range of compliments from service users and their relatives.

Staff spoke positively about care delivery and management support in the day care setting. Comments included that they loved working there and that the manager is lovely.

Relatives indicated satisfaction with the day care setting in their responses to the electronic survey.

Information provided indicates that those who engage with us have no concerns in relation to the day care setting.

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. There was evidence of effective systems in place to manage staffing.

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 held on, 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) and the Nursing and Midwifery Council (NMC). 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 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, hydration awareness and also in relation to meaningful activities, Training compliance is 100% for all staff.

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 safety huddle at the beginning of each day, 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 activity, balloon tennis, on the day of inspection found that participation was enthusiastic.

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 manager 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

The service users' care plans were reviewed. They included details of the level of care and support they might require. Care staff regularly recorded evaluations of the delivery of care and support provided to the service users. 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.

Care reviews had been undertaken in accordance with the day care setting's policies and procedures. Annual review dates have been planned by the manager of the service.

Service users' care records were held confidentially.

3.3.4 Quality of Management Systems

Mrs Wendy Miniss has been the manager in this day care setting since registration on 21 August 2025. The first service users were welcomed to the day care setting on 17 September 2025. Staff and service users 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.

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 evidence that fire safety checks had been completed as required. Staff had completed training regarding fire safety and had participated in a fire evacuation drill. Throughout the inspection, fire doors were observed to be unobstructed.

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.

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 Mrs Wendy Miniss, Manager, as part of the inspection process and can be found in the main body of the report.

The Regulation and Quality Improvement Authority

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