The Regulation and Quality Improvement Authority

Inspection Report

Name of Service: **William Street Care Home**

Provider: **Western Health and Social Care Trust**

Date of Inspection: **12 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:	**Western Health and Social Care Trust**
Responsible Individual	Mrs Karen Hargan
Registered Manager:	Ms Glenda Anthony

Service Profile:
William Street Care Home is a residential care home registered to provide general health and social care for up to 20 residents over 65 years of age. The home can also accommodate up to five residents with a physical disability under 65 years of age.

Accommodation is provided on ground floor level in single bedrooms. Residents have access to a variety of communal areas and a secure outdoor space.

2.0 Inspection summary

An unannounced inspection took place on 12 August 2026 from 11:05 am to 3:40 pm by a care inspector.

The inspection was undertaken to evidence how the home is performing in relation to the regulations and standards; to assess progress with the areas for improvement identified, by RQIA during the last care inspection on 25 February 2026; and to determine if the home was delivering safe, effective and compassionate care and if the service was well led.

It was evident that staff promoted the dignity and well-being of residents and that staff were knowledgeable and well trained to deliver safe and effective care.

Residents said that living in the home was a good experience and that staff were very attentive, caring and kind. Refer to Section 3.2 for more details.

The inspection evidenced that safe, effective, compassionate care was provided, and that the home was well led. There were no areas for improvement identified during this inspection. Details and examples of the inspection findings can be found in the main body of the report.

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 home 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 home. This included the previous areas for improvement issued, registration information, and any other written or verbal information received from resident's, relatives, staff or the commissioning Trust.

Throughout the inspection process inspectors seek the views of those living, working and visiting the home; and review/examine a sample of records to evidence how the home is performing in relation to the regulations and standards. Inspectors will also observe care delivery and may conduct a formal structured observation during the inspection.

Through actively listening to a broad range of service users, RQIA aims to ensure that the lived experience is reflected in our inspection reports and quality improvement plans.

3.2 What people told us about the service

Residents spoken with said that they were well cared for, and when they called for assistance, using their 'buzzer', staff came to them as quickly as possible. Some of the residents did say that they would prefer to be at home but given they could not be at home the home was good and that staff were attentive, caring and kind. Residents also mentioned that they felt the food provided "could be better". More detail about the mealtime experience can be found in section 3.3.2 below.

Staff spoken with confirmed how long they had worked in the home. Some had been working in the home for 18 months and one staff member had been there for at least 30 years. It was evident that staff turnover was low and staff spoke of how well they worked together as a team to ensure residents were safe and well cared for. All of the staff spoke positively about their work, the support from their managers and colleagues and the training they had been provided with.

There were no staff responses to the survey within the timescale set. Any that are received after this date will be followed up with the manager.

There were no relatives, or friends of residents visiting at the time of the 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 skill of staff on duty each day meets the needs of residents . There was evidence of robust systems in place to manage staffing.

Residents said that there was enough staff on duty to help them. Staff said there was good team work and that they were satisfied with the staffing levels.

Observation of the delivery of care evidenced that residents' needs were met by the number and skills of the staff on duty.

3.3.2 Quality of Life and Care Delivery

Staff were knowledgeable of individual residents' needs, their daily routine as well as their wishes and preferences. Staff demonstrated respect, understanding and compassion for their residents. For example, staff respected residents' privacy by their actions such as knocking on doors before entering and by offering personal care discreetly. Staff were also observed offering choice in what residents wished to eat/drink or how they wanted to engage socially with others.

At times some residents may require the use of equipment that could be considered restrictive or they may live in a unit that is secure to keep them safe. It was established that safe systems were in place to safeguard residents from restrictive practices and to manage this aspect of care if it was needed.

Where a resident was at risk of falling, measures to reduce this risk were in place. For example, level floor, good lighting, and support from staff for those residents who required it to mobilise. There was evidence of effective monitoring systems in place to review the number and frequency of falls occurring in the home. These reviews are necessary to establish any patterns or trends that may be emerging or that require adjustments to daily practice, referral to other healthcare professionals or to the environment.

Good nutrition and a positive dining experience are important to the health and social wellbeing of residents. Residents may need a range of support with meals; this may include simple encouragement through to full assistance from staff and their diet modified.

The dining experience over lunchtime was relaxed and an opportunity for residents to socialise, music was playing, and the atmosphere was calm, relaxed and unhurried. The meal served smelt and looked tasty and was well presented. Residents were able to choose which meal choice they preferred from the daily menu, which was rotated every three weeks. Catering staff confirmed they were kept informed of residents' food preferences and any specific dietary requirements.

Residents were enjoying their meal and there was very little food returned to the kitchen. The senior in charge was supervising the serving of the meal and was observed responding to requests/queries from both residents and other staff. It was clear that staff had made an effort to ensure residents were comfortable, had a pleasant experience.

However, some residents mentioned that they felt the food provided could be better. This was discussed with the manager. Review of notes from a recent residents meeting and discussion with the manager provided assurances that the menu and food quality had been reviewed previously and that recent comments were being addressed.

An activity planner was displayed outside the main dining room. The planner set out various events over the incoming week. Review of resident meeting notes confirmed that discussions were held recently about the activities provided and how beneficial they would be for residents.

Residents confirmed that they were able to maintain their family ties with family visiting them regularly/daily and they were enabled to attend events within the town as they wished.

3.3.3 Management of Care Records

Review of a sample of care records evidenced that there were robust systems in place to ensure care records were held confidentially, person centred, reflected the residents' care needs and the care they received. Staff regularly reviewed and updated care records to ensure they continued to meet the residents' needs; and to record their evaluation of the care delivered and/or any actions required.

3.3.4 Quality and Management of Residents' Environment

The systems in place to ensure the quality of the residents' environment were effective. The home was spotlessly clean, tidy and well maintained in terms of décor, flooring, furnishing, and residents' equipment.

Bedrooms and communal areas were well decorated, suitably furnished, warm and comfortable. Where possible residents' bedrooms included personal and 'homely touches' that held important memories for the resident.

3.3.5 Quality of Management Systems

There has been no change to the home's management since the last care inspection. Ms Glenda Anthony remains as the Registered Manager. Ms Anthony has been registered with RQIA since 6 January 2023.

Residents and staff commented positively about the manager and described them as supportive, approachable and able to provide guidance and reassurance.

Review of a sample of records evidenced that a robust system for reviewing the quality of care, other services and staff practices was in place. There was evidence that the manager and the senior management team responded to any concerns raised with them and took measures to improve staff practice, the environment and/or the quality of services provided by the home.

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 Glenda Anthony, 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