

Inspection Report

Name of Service: City Way Day Centre

Provider: Belfast HSC Trust

Date of Inspection: 19 November 2024

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 Individual/Responsible Person:	Mrs Maureen Edwards
Registered Manager:	Ms Jill Cowan
<p>City Way Day Centre is a day care setting that is registered to provide care and support for up to 50 service users over 65 years and younger physically disabled adults. The day care setting is open Monday to Friday and is managed by the Belfast Health and Social Care Trust (BHSCT).</p>	

2.0 Inspection summary

An unannounced inspection took place on 19 November 2024, between 9.30 a.m. and 4.30 p.m. by a care Inspector; an estates inspector attended until 11.00 a.m.

The 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 established that safe, effective and compassionate care was delivered to service users attending the day care setting and that the service 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.

Service users said that they enjoyed coming to the day care setting. Refer to Section 3.2 for more details.

No areas for improvement were identified.

Good practice was identified in relation to service user involvement. There were good governance and management arrangements in place.

We wish to thank the person in charge, service users and staff for their support and cooperation during the 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 the previous areas for improvement issued following the inspection of 1 March 2024, registration information, and any other written or verbal information received from service users, relatives, staff or the commissioning trust.

The inspection examined the day care setting's governance and management arrangements, reviewing areas such as staff recruitment, professional registrations, staff induction and training and adult safeguarding. The reporting and recording of accidents and incidents, complaints, whistleblowing, Deprivation of Liberty Safeguards (DoLS), Service user involvement, Restrictive practices and Dysphagia management were also reviewed.

Throughout the inspection process inspectors will 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.

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

Throughout the inspection the RQIA inspector will seek to speak with service users and where appropriate, their relatives and staff for their opinions on the quality of the care and support, their experiences of living, visiting or working in this day care setting.

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.

We spoke to a range of service users and staff to seek their views of living within and working within City Way Day Centre.

The information provided indicated that they had no concerns in relation to the care and support being provided within the day care setting.

Comments received included: "Love it here, the staff are so good to us."; "I love coming to the centre, it gets me out of the house."

Returned questionnaires indicated that the respondents were very satisfied with the care and support provided. Written comments included: "Excellent, staff very attentive and willing to listen and help."; "Our family member enjoys going and enjoys all the activities provided."; "The service is first class, my mother looks forward to the company."

There were no responses to the electronic survey

3.3 What has this service done to meet any areas for improvement identified at or since last inspection?

Areas for improvement from the last inspection on 1 March 2024		
Action required to ensure compliance with the Day Care Settings Minimum Standards August (revised) 2021		Validation of compliance
Area for improvement 1 Ref: Standard 19 Stated: First time To be completed by: Immediate and ongoing from the date of inspection	The registered person shall ensure that written records are completed in ink and the use of correction fluid or sticky labels to make changes to any documentation is ceased. Ref: 5.6	Met
Action taken as confirmed during the inspection: Inspector confirmed that actions had been taken to address this area for improvement.		

3.4 Inspection findings

3.4.1 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 service users.

A review of the day care setting's staff recruitment records confirmed that pre-employment checks, including criminal record checks (AccessNI), were completed and verified before staff members commenced employment and had direct engagement with service users. This included ancillary staff.

There was evidence that all newly appointed staff had completed a structured orientation and induction which also included shadowing of a more experienced staff member. Written records were retained by the day care setting of the person's capability and competency in relation to their job role.

There was currently one individual volunteering within the day care setting. There was evidence that appropriate training and recruitment checks including an Access NI check had been completed prior to them providing support.

The day care setting has maintained a record for each member of staff of all training, including induction and professional development activities undertaken. The review of training records evidence that staff had completed appropriate training to meet the needs of the service users.

There was evidence of effective systems in place to manage staffing. Sufficient staff were on duty to support the service users. Staff said there was good teamwork and that they felt well supported in their role by the manager.

Staff said that there were enough staff to meet the needs of the service users. 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.

Staff meetings were facilitated on a regular basis and a record of the matters discussed was retained. Staff meet daily to discuss the plan for the day and to discuss the needs of the service users.

Observation of the delivery of care evidenced that service users' needs were met in a safe, effective and compassionate manner. There was a relaxed and welcoming atmosphere in the day care setting.

3.4.2 Care Delivery

Staff interactions with service users were observed to be polite, friendly, warm and supportive and the atmosphere was calm, relaxed, pleasant and friendly. Staff were knowledgeable of individual service users' needs, their daily routine, wishes and preferences.

Staff were also observed offering service users support to engage in the activities they choose to participate in. Service users were observed to be enjoying live music being provided by another of the service users and staff supported them to actively engage in this activity.

Where a service user was at risk of falling, measures to reduce this risk were put in place.

Services users were afforded privacy when being assisted to use the bathroom facilities. Staff were also observed offering service user choice in how and where they spent their day or how they wanted to engage socially with others.

Service users had good access to food and fluids throughout their day. The dining room was observed to be clean and warm. Service users were safely positioned for their meals and the mealtimes were observed to be well organised and supervised. Staff communicated well to ensure that every service user received their meals in accordance with their assessed needs; it was positive to note that one staff member is responsible for checking all meals before they are provided to service users. Food provided was observed to be well presented and service users were offered a choice.

The day care setting had facilitated service user meetings on a regular basis which enabled the service users to discuss what they wanted to achieve from attending the day care setting and any activities they would like to become involved in.

Details of activities available were displayed in the entrance area; there was evidence of a well-structured plan with a wide range of activities available. Service users choose what activities they wish to participate in. Activities included arts and crafts, music, knitting/crochet and relaxation sessions.

Care reviews had been undertaken in keeping with the day care setting's policies and procedures. There was also evidence of regular contact with service users and their representatives.

3.4.3 Management of Care Records

Service users' needs were assessed prior to and when they first attended the day care setting. Following this initial assessment, they were assessed again at regular intervals. Care plans were developed to direct staff on how to meet the service users' needs in a safe and effective manner. Care plans contained details of any recommendations made in regards to the care and support required by individual service users.

There is an electronic system 'Encompass' in place for retaining all information in regard to individual service users. Staff can access this information and there was evidence that staff record regularly details of the care and support provided or any changes to the service users' needs. Care records were person centred, and regularly reviewed and updated to ensure they continued to meet the service users' needs.

Service users, where possible, were encouraged and supported to be involved in planning their own care and the details of care plans were shared with their relatives, as appropriate.

3.4.4 Quality and Management of the Environment

The day care setting was observed to be generally clean and tidy, suitably furnished, warm and comfortable and free of clutter. We observed a faulty tap in one of the rooms and this was reported immediately by the person in charge to the HSC Trust estates team for action.

A fire risk assessment had been completed in June 2024 and there was evidence that actions had been taken to address any recommendations made. There was evidence that fire safety checks had been completed as required. Staff had completed training in regard to fire safety and had participated in a fire evacuation drill. Throughout the inspection fire doors were observed to be unobstructed; the closure mechanism on one of the fire doors was noted to be faulty; action was taken immediately by the person in charge to address this matter.

There was evidence that systems and processes were in place to manage infection prevention and control which included policies and procedures and regular monitoring of the environment.

Hazardous substances were noted to be stored appropriately in accordance with Control of Substances Hazardous to Health (COSHH) guidance.

3.4.5 Quality of Management Systems

There has been no change in the management of the day care setting since the last inspection. Ms Jill Cowan has been the Registered Manager since 19 January 2019. Staff commented positively about the manager and the deputy manager and described them as knowledgeable, supportive, approachable and always available to provide guidance.

There were monthly monitoring arrangements in place in compliance with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007. A review of the reports of the day care setting's monthly quality monitoring established that there was engagement with service users, service users' relatives, staff and Trust representatives.

Discussion with the person in charge and a review of records identified that incidents had been managed appropriately. RQIA had been notified of any incidents that are required to be reported in keeping with the regulations. No incidents had occurred that required investigation under the Serious Adverse Incidents (SAI) procedures.

The day care setting's provision for the welfare, care and protection of service users was reviewed. There was a procedure in place for staff to report concerns.

Discussions with the person in charge established that they were knowledgeable in matters relating to adult safeguarding and the process for reporting and managing adult safeguarding concerns.

Checks were made to ensure that staff were appropriately registered with the Northern Ireland Social Care Council (NISCC) or any other relevant regulatory body. There was a system in place for professional registrations to be monitored on a monthly basis. A spot check completed during the inspection indicated that staff were appropriately registered. Staff spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date.

Staff told us that they would have no issue in raising any concerns regarding service users' safety, care practices or the environment and that they were confident that the manager or person in charge would address their concerns.

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 where complaints had been received they had been managed appropriately. It was positive to note that a number of compliments had been received.

The Annual Quality Report was reviewed and was satisfactory; it included the views of service users and other key stakeholders. Some comments included: "The centre is a godsend."; "All the staff are brilliant."; "Staff very friendly and considerate."

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 the person in charge and a senior manager, as part of the inspection process and can be found in the main body of the report.



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