

Inspection Report

Name of Service: Limavady Community Development Initiative

Provider: Limavady Community Development Initiative LTD

Date of Inspection: 19 August 2025

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:	Limavady Community Development Initiative
Responsible Individual:	Ann McNickle, Applicant Responsible Individual
Registered Manager:	Miss Natasha Doherty
Service Profile: Limavady Community Development Initiative LTD provides day care for physically disabled adults aged 18 years old and over. The day centre serves the Borough of Limavady and is contracted by the Western Health and Social Services Trust (WHSCT). The day centre is open three days per week.	

2.0 Inspection summary

An unannounced inspection took place on 19 August 2025, between 10.30 am and 3.30 pm by a care Inspector.

The inspection was undertaken to evidence how the day care setting is performing in relation to the regulations and standards; and to assess progress with the areas for improvement identified, by RQIA, during the last care inspection on 12 April 2024; 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 care delivery was safe and that effective and compassionate care was delivered to service users. Details and examples of the inspection findings can be found in the main body of the report.

Service users were observed to be relaxed and comfortable in their surroundings and in their interactions with staff. Staff provided individualised support to the service users. There was an open, honest, caring and positive culture across the day care setting. Service users said that they enjoyed coming to the day care setting. Refer to Section 3.2 for more details.

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.

As a result of this inspection all of the previous areas for improvement were assessed as having been addressed by the provider and no new areas for improvement were identified. Details can be found in the main body of this 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 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 Quality Improvement Plan issued, 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 we spoke with a number of service users and staff members.

Service users spoke positively about their experience of attending the day care setting; they said they liked attending, and enjoy the activities provided. Discussion with service users confirmed that they were able to choose how they spent their day including the provision of social activities. Service users' comments included, "I feel safe coming here"; "I enjoy woodwork and I enjoy arts and crafts. I am always offered choice."

Staff told us that they were satisfied that the care and support was safe, effective, compassionate and well led. Staff spoke positively about the care delivery, training and management support in the day care setting. Staff comments included, "The manager has brought a lot of fun and life to the day centre." and "The service users are always coming up with activity ideas. We recently went gliding".

Returned questionnaires indicated that the respondents were very satisfied with the care and support provided. Comments included 'I like doing different things' and 'Staff are very good'.

A number of staff responded to the electronic survey. The respondents indicated that they were 'very satisfied' that the care provided was safe, effective and compassionate, and that the service was well led.

The information provided indicated that there were 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 skill of staff on duty each day meets the needs of service users. There was evidence of robust systems in place to manage staffing.

A review of the day care setting's staff recruitment records confirmed that all pre-employment checks, including criminal record checks (AccessNI), were completed.

The manager confirmed that no new staff were recruited since the last inspection.

Checks were made to ensure that staff were appropriately registered with 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.

Records of all staff training were retained and the manager maintained oversight of the training matrix to ensure compliance. This training included Deprivation of Liberties Safeguards (DoLS), Adult Safeguarding, Dysphagia and Moving and Handling. 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, and that training was of a good standard.

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

Procedures were in place for appraising staff performance and staff confirmed that supervisions and appraisals had taken place.

3.3.2 Care Delivery

There was a handover 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. Advice was given in relation to recording the names of the staff members who were present at the handover.

There was a system in place to ensure that the activities offered to service users were varied and tailored towards their individual needs and preferences. Service users are supported to access activities of their own choice. Activities for service users were provided which involved both group and one to one activities.

A review of activity programmes evidenced that these were varied and included, gardening, outings and gliding. Observations of service users taking part in activities on the day of inspection found that participation was enthusiastic.

It was positive to note that the day care setting had service users' meetings on a regular basis which enabled the service users to discuss what they wanted from attending the day care setting and any activities they would like to become involved in.

3.3.3 Management of Care Records

The service users' care plans and risk assessments were found to be up to date. The care plans contained details of service user's likes, dislikes, preferences and the level of care and support they may require. Care staff recorded regular evaluations about the delivery of care and support. Care records evidenced that service users, where possible, were involved in planning their own care and efforts had been made to ascertain service user's preferences and choices around how their support was provided. The details of care plans were shared and signed by service users and/or their representatives as appropriate

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 keeping with the day care setting's policies and procedures.

Records pertaining to consent were available.

Service users care records were held confidentially.

3.3.4 Quality of Management Systems

Natasha Doherty has been the manager in this agency since 23 April 2025. Staff commented positively about the manager and described her as supportive, approachable and able to provide guidance.

The agency was visited each month by a representative of the registered provider to consult with service users, their relatives and staff and to examine all areas of the running of the agency. The reports included details of a review of service user care records; accident/incidents; safeguarding matters; staff recruitment and training, and staffing arrangements.

There was a system in place to ensure that complaints were managed in accordance with the agency's policy and procedure. No complaints were received since the last inspection.

A review of incident records identified that no incidents had occurred.

Day Centres are required to have a person known as the Adult Safeguarding Champion (ASC), who has responsibility for implementing the regional protocol and the agency's safeguarding policy. The manager and deputy manager were identified as the agency's ASC. 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 evidence that the manager responded to any concerns, raised with them or by their processes, and took measures to improve practice, the environment and/or the quality of services provided by the agency.

The day care setting's fire safety precaution records were reviewed. Discussion with staff confirmed they were aware of the fire evacuation procedure. Fire exits were observed to be clear of clutter and obstruction. All staff had completed fire safety training and participated in an annual fire evacuation drill.

The day care setting was found to be warm, fresh smelling and clean throughout.

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 Natasha Doherty, 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