



The Regulation and
Quality Improvement
Authority

Inspection Report

Name of Service: Linenbridge
Provider: Southern HSC Trust
Date of Inspection: 6 October 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:	Southern HSC Trust
Responsible Individual:	Mr Steven Spoerry
Registered Manager:	Mr Darren Campbell
Service Profile – Linenbridge is a day care setting that provides care and day time activities, Monday to Friday. The day care setting is situated on the ground floor of a multi-use complex and is accessed through a separate main entrance. The setting is divided into two areas, one area provides support and care for service users who have a learning disability and the other area provides support and care for service users who are living with physical disabilities. The day care setting is managed by the SHSCT.	

2.0 Inspection summary

An unannounced inspection took place on 6 October 2025 between 8.45 a.m. and 4:15 p.m. This was conducted by a care Inspector.

The inspection examined the agency'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.

The last care inspection of the agency was undertaken on 25 July 2024 by a care inspector. No areas for improvement were identified. This inspection was undertaken to evidence how the agency is performing in relation to the regulations and standards; and to determine if the service 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 agency was well led. Details and examples of the inspection findings can be found in the main body of the report.

An area for improvement was identified, this was related to verification of staff from recruitment agencies.

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.

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.

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 survey.

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

We spoke to a range of service users and staff to seek their views of the day care setting. The information provided indicated that there were no concerns.

Service users spoke positively about their experience of the day care setting; one told us they loved coming to the day centre, the staff are great and there are plenty of activities. Service users who were unable to voice their opinions, were observed to be relaxed and comfortable in their surroundings and in their interactions with staff.

Staff spoke very positively about the care delivery and management support in the day care setting. Staff told us that they loved working there, they were supported by the team and felt they were able to raise any concerns. Staff also remarked that they had no concerns about the service and regarded the standard of care as being high.

Returned questionnaires indicated that the respondents were very satisfied with the care and support provided. Respondents included a number of suggestions, these were shared with the manager for their consideration.

3.3 Inspection findings

3.3.1 Staffing Arrangements

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

There was evidence that all newly appointed staff had completed a structured orientation and induction, having regard to NISCC's Induction Standards for new workers in social care, to ensure they were competent to carry out the duties of their job in line with the day care setting's policies and procedures. There was a robust, structured, induction programme which also included shadowing of a more experienced staff member.

The day care setting has maintained a record for each member of staff of all training, including induction and professional development activities undertaken. A new training matrix was recently introduced with population and validation not fully completed on inspection. This matrix will be viewed at future inspection. There was limited evidence of essential training for a staff member who was supplied from a recruitment agency. An area for improvement has been identified.

3.3.2 The systems in place for identifying and addressing risks

The day care setting's provision for the welfare, care and protection of service users was reviewed. The organisation's adult safeguarding policy and procedures were reflective of the Department of Health's (DoH) regional policy and clearly outlined the procedure for staff in reporting concerns. The organisation had an identified Adult Safeguarding Champion (ASC).

Staff were required to complete adult safeguarding training during induction and every two years thereafter. Staff who spoke with the inspector had a clear understanding of their responsibility in identifying and reporting any actual or suspected incidences of abuse and the process for reporting concerns. They could also describe their role in relation to reporting poor practice and their understanding of the day care setting's policy and procedure with regard to whistleblowing.

There was a meeting held at the beginning of each shift, called a 'Safety Brief'; this included the sharing of information about any changes to the service users' care, that the staff needed to assist them in their roles.

The Mental Capacity Act (MCA) provides a legal framework for making decisions on behalf of service users who may lack the mental capacity to do so for themselves. The MCA requires that, as far as possible, service users make their own decisions and are helped to do so when needed. When service users lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

Staff had completed appropriate Deprivation of Liberty Safeguards (DoLS) training appropriate to their job roles.

A number of service users were assessed by a Speech and Language Therapist (SALT) and some required their food and fluids to be of a specific consistency. The care of a number of service users also required staff to operate a mechanical feeding device. A review of training records confirmed that staff had completed training in Dysphagia and in relation to how to respond to choking incidents. Training and competency records were also available for staff who were involved in managing the feeding device.

The fire risk assessment and staff fire training were found to be in date. During the inspection fire exits were observed to be clear of clutter and obstructions. Call points are checked within this shared building on a weekly basis, with the day care setting completing checks on

alternate weeks. Personal Evacuation Emergency Plans (PEEPS) were found to be in date. Fire evacuation drills are undertaken, with the service confirming following the inspection that the next fire evacuation drill has been planned.

3.3.3 The arrangements for promoting service user involvement

From reviewing service users' care records and through discussions with service users, it was good to note that service users had an input into devising their own plan of care. The service users' care plans contained details about their likes and dislikes and the level of support they may require.

The day care setting had undertaken an evaluation of the service and produced a report which included feedback from service users with recommendations and actions.

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

3.3.4 The arrangements to ensure robust managerial oversight and governance

There has been no change in the management of the day care setting since the last inspection. Mr Darren Campbell has been the manager in this day care setting since 17 June 2019. Staff spoken with, commented positively about the manager.

There were monitoring arrangements in place. 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 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.

The Annual Quality Report was reviewed and was satisfactory.

No incidents had occurred that required investigation under the Serious Adverse Incidents (SAI) procedure.

The day care setting's registration certificate was up to date and displayed appropriately.

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

Regular staff meetings were held. The minutes of the meetings available.

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 within the day care setting.

4.0 Quality Improvement Plan/Areas for Improvement

An area for improvement has been identified where action is required to ensure compliance with Regulations and Standards.

	Regulations	Standards
Total number of Areas for Improvement	1	0

The area for improvement and details of the Quality Improvement Plan were discussed with Mr Darren Campbell, Manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

Quality Improvement Plan	
Action required to ensure compliance with the Day Care Setting Regulations (Northern Ireland) 2007	
<p>Area for improvement 1</p> <p>Ref: Regulation 21 (3)(b)</p> <p>Stated: First time</p> <p>To be completed by: Immediately from the date of inspection</p>	<p>The Registered Person shall ensure that day care staff has qualifications or training suitable for the work. This relates specifically to verification of training for staff from recruitment agencies</p> <p>Ref: 3.3.1</p> <p>Response by registered person detailing the actions taken: The Registered Manager will ensure that all day care staff have the relevant qualifications and training suitable for their post.</p> <p>Further checks have been put in place to provide assurance that all required training is completed by agency staff prior to their commencement date, i.e. certificates to evidence training and qualifications are now held on file for verification. SHSCT Human Resources Dept. will request the supply of this information in their direct liaison with contracted agencies.</p>



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