



The Regulation and
Quality Improvement
Authority

Inspection Report

Name of Service: Magherafelt Adult Centre

Provider: Northern HSC Trust

Date of Inspection: 23 December 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:	Northern HSC Trust
Responsible Individual:	Ms Jennifer Welsh
Registered Manager:	Mrs Amanda Matthew
Service Profile:	
Magherafelt Adult Centre is a day care setting with a maximum of 65 places that provides care and day time activities for people aged over 18 years of age who have learning disabilities, physical disabilities and/or sensory impairments.	

2.0 Inspection summary

An unannounced inspection took place on 23 December 2024, from 10.45 a.m. to 2.45 p.m. 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 4 May 2023; and to determine if the day care setting is delivering safe, effective and compassionate care and if the service is well led.

While we found care to be delivered in a safe, effective and compassionate manner, improvements were required to ensure the oversight of recruitment practices. Service users were observed to be relaxed and comfortable in their surroundings and in their interactions with staff. Service users said that coming to the day care setting was a good experience. Details can be found in the main body of the report.

As a result of this inspection four of the five areas for improvement were assessed as having been addressed by the provider. The fifth area for improvement will be reviewed at the next inspection. Full details, including new areas for improvement identified, can be found in the main body of this report and in the quality improvement plan (QIP) in Section 4.

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 service 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 any previous areas for improvement 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 attending, visiting or working in 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.

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

We spoke to a range of service users and staff to seek their views of attending and working within Magherafelt Adult Centre.

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

Service users indicated that they enjoyed their experience of attending the day care setting; they said that they liked going to the centre. Staff spoke very positively in regard to the care delivery in the day care setting.

Service user questionnaires returned confirmed that they were satisfied with the care and support provided. Written comments included that they 'loved' coming to the centre and that staff always respected their 'privacy'. Service users said that the staff helped them when they need help and that the staff take time to listen'.

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.

A review of the agency's recruitment records identified that criminal records checks (AccessNI) had not been consistently undertaken on all staff. It was explained that this was due to the Trusts' policy and procedure in relation to Trust staff moving to other posts within the Trust. An area for improvement has been identified.

The manager uses an electronic system to view the recruitment records/checks that have been undertaken by human resources/the Business Services Organisation, before the staff commence in post. However, due to extenuating circumstances, the manager was unable to show the inspector the references relating to a specific staff member. The area for improvement has been carried forward for review at the next inspection.

There was a system in place for all newly appointed staff to complete 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 agency's policies and procedures.

Staff compliance with training was monitored by the manager. There was a system in place to ensure that staff received supervision and appraisals in keeping with the Trusts' policy.

There was evidence of robust systems in place to manage staffing. Sufficient staff were on duty to help the service users. Staff said they felt well supported in their role. It was observed that staff responded to requests for assistance promptly in a caring and compassionate manner.

Regular staff meetings were held and minutes maintained of the meetings for staff unable to attend, to read for information sharing.

Daily meetings were held to ensure good communication within the day care setting. Minutes of the meetings were emailed to each room within the day care setting to ensure that all staff were up to date on any pertinent changes.

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

3.3.2 Care Delivery

Staff interactions with service users were observed to be polite, friendly, warm and supportive and the atmosphere was 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 in the activities they wanted to engage in.

Service users had good access to food and fluids throughout the day. Nutritional care plans were in line with the recommendations of the speech and language therapists.

It was good to note that service users who had transitioned from Children's' services had updated care plans completed in a timely manner.

The NHSCT had recently introduced a new Information System for electronically recording patients' information.

Given that this system was relatively new and that the manager was aware of the issues, RQIA will afford the day care setting with time to familiarise itself with the uploading of supplementary charts, such as repositioning records, fluid charts, toileting charts; care plan updates; and other documents requiring signatures by service users/representatives. These matters will be followed up at a future inspection.

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. It was good to note that there was a representative from each of the service users' rooms on the service user committee; and photos of the committee members were included in the easy read minutes of the meetings.

During the inspection service users were observed being supported to make arts and crafts. It was good to note that service users enjoyed a variety of activities, including Circus skills, Artscape; and Movement and Dance classes.

3.3.3 Quality and Management of the Environment

The day care setting was clean and tidy, suitably furnished, warm and comfortable.

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 and staff practice to ensure compliance.

A fire risk assessment had been completed; however, it was noted that a number of recommendations which were identified as needing priority action had not been addressed. It was also noted that these recommendations were the same as had been included on the fire risk assessment in the year prior. The manager agreed to follow this matter up with the Trusts' Estates Department. Following the inspection it was confirmed to RQIA that this matter was in the process of being addressed.

It was good to note that each service user had a Personal Emergency Egress Plan in place and these were noted to be up to date.

3.3.4 Quality of Management Systems

There has been no change in the management of the day care setting since the last inspection. Mrs Amanda Matthew has been the Registered Manager since 21 November 2023; and also manages another registered day care setting. Staff commented positively about the manager and described the reassurance they get from the manager and staff.

Review of a sample of records evidenced that there was a robust system in place for reviewing the quality of care and staff practices.

The annual quality report was reviewed and it was good to note that it included a positive review of the Saturday opening service. The feedback included a comment reflecting that the service user enjoyed their day care day so much 'they did not want to go home'.

There was a system in place for staff to sign a record after they checked the bus on returning to the day care setting. Review of the records identified a number of gaps in the process; this was relayed to the manager, for review and action, as appropriate.

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.

4.0 Quality Improvement Plan/Areas for Improvement

Areas for improvement have been identified where action is required to ensure compliance with Regulations.

	Regulations	Standards
Total number of Areas for Improvement	2*	0

* the total number of areas for improvement includes one which has been carried forward for review at the next inspection.

Areas for improvement and details of the Quality Improvement Plan were discussed with Mrs Amanda Matthew, 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)	
<p>Area for improvement 1</p> <p>Ref: Regulation 21 (1)(b) (2)(b) (3)(d)</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall ensure that pre-employment checks are satisfactorily carried out and references received for all staff before they commence employment.</p> <p>Ref: 3.3 and 3.4.1</p>
	<p>Action required to ensure compliance with this regulation was not fully reviewed as part of this inspection and this is carried forward to the next inspection.</p>
<p>Area for improvement 2</p> <p>Ref: Regulation 21 (3)(d)</p> <p>Stated: First time</p> <p>To be completed by: Immediate from the date of the inspection</p>	<p>The registered person shall ensure that criminal records checks (AccessNI) are undertaken prior to employment and direct engagement with service users; this includes all staff regardless of whether or not they have transferred internally within the Trust.</p> <p>Ref: 3.4.1</p>
	<p>Response by registered person detailing the actions taken:</p> <p>HSC employers are currently in discussion with RQIA and the Department of Health regarding the requirement to undertake criminal records checks for those staff transferring internally as this may be is contrary to AccessNI legislation and Departmental direction to employers in 2018.</p> <p>HR have now provided confirmation to the registered manager of this setting that they will proceed with Access NI check</p>

****Please ensure this document is completed in full and returned via the Web Portal****



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