

Inspection Report

Name of Service: Strabane Day Centre

Provider: Western Health and Social Care Trust

Date of Inspection: 17 April 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:	Western Health and Social Care Trust
Responsible Individual:	Mr Neil Guckian
Registered Manager:	Mrs Sonia Marie McDermott
Service Profile Strabane Day Centre is a Day Care Setting that provides care and day time activities for up to 40 adults with a range of needs associated with old age, learning disability, physical disability and dementia. The day centre is open Monday to Friday and is operated by the Western Health and Social Care Trust (WHSCCT).	

2.0 Inspection summary

An unannounced inspection took place on 17 April 2025, between 9.40 am and 4.05 pm. The inspection was conducted by a care inspector.

The last care inspection of the day care setting was undertaken on 5 October 2023 by a care inspector. No areas for improvement were identified. This 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 care delivery was safe and that effective and compassionate care was delivered to service users. However, improvements were required to ensure the effectiveness and oversight of certain aspects of the day care setting, such as staff induction, adult safeguarding training, recruitment processes and the monthly quality monitoring processes.

It was evident that staff promoted the dignity, independence and well-being of service users.

Service users were observed to be relaxed and comfortable in their surroundings and in their interactions with staff. Service users said that they enjoyed coming to the day care setting. Refer to Section 3.2 for more details.

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. We would like to thank the manager, service users, visiting professional and staff team for their support and co-operation 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, registration information, and any other written or verbal information received from service users, relatives, staff or the commissioning trust.

Throughout the inspection process inspectors will seek the views of those attending and working within 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

We spoke with a number of service users and staff to seek their views of attending and working within the day care setting.

Service users spoke positively about their experience of attending the day care setting; they said they enjoyed attending the day care setting and that the staff were great. Two comments included the following statements; "This is a great place to come and the staff are kind and respectful." and "Staff are always there if you need anything". Observations of staff interacting with service users was noted to be person centred, respectful and caring.

A visiting professional spoken with during the inspection commented positively about the provision of care and support provided by the day care setting. Comments included "Excellent communication from the staff in regards to changes in the service users' needs. Staff make appropriate referrals and follow advice provided."

Staff told us that they were satisfied that the care and support was safe, effective, compassionate and well led. Staff spoke very positively in relation to care delivery in the day care setting. One told us that they enjoyed working in the day care setting and that service users were involved in the running of the day care setting and were well looked after. Staff indicated that they were very well supported by the manager and that the training provided was good.

Returned service users' questionnaires indicated that the respondents were very satisfied with the care and support provided.

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 (recruitment and selection, induction and training)

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 staff recruitment records evidenced that an Enhanced AccessNI pre-employment check had not been satisfactorily completed before a care staff member had commenced employment in the day care setting. It was explained that this was due to the Trusts policy and procedure in relation to the internal transfer of Trust staff. This was discussed with the manager, who took immediate action to address the matter. An area for improvement has been identified.

Checks were made to ensure that staff were appropriately registered with the Northern Ireland Social Care Council (NISCC) or the Nursing and Midwifery Council (NMC); there was a system in place for professional registrations, to be monitored by the manager and a record of checks retained. Staff spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date.

The day care setting has maintained a record for each member of staff of all training, including induction and professional development activities undertaken. It was identified that the proforma used for the Senior Day Care Worker's induction was the same as used by Day Care Workers and Agency Staff. The induction process should be further developed for those in more senior roles. An area for improvement has been identified.

This day care setting has maintained a record for each member of staff of all training, including induction and professional development activities undertaken.

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. Review of a sample of staff training records concluded staff had received mandatory and other training relevant to their roles and responsibilities since the previous care inspection such as infection prevention and control, first aid and moving and handling. It was positive to note that the day care setting provided training in regard to dementia awareness and information governance.

It was confirmed that care staff are required to complete adult safeguarding training during their induction programme and required updates thereafter. However, it was noted that a relief transport staff member had not received training with regards to adult safeguarding. An area for improvement has been identified.

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. It was evident that staff had a good understanding of the needs, likes and dislikes of individual service users.

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

3.3.2 Care Delivery

There was a daily meeting 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.

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. A review of the activities programme in the day care setting evidenced that it was varied and included boccia, arts and crafts, bingo and armchair exercises. Observations of service users taking part in activities on the day of inspection found that participation was enthusiastic.

Service users confirmed that their views and opinions are taken into account in all matters affecting them on a day to day basis and during regular service users' meetings and an annual quality satisfaction questionnaire.

Staff interactions with service users were observed to be polite, 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.

Service user meetings were held on a regular basis which enabled the staff to keep service users updated on any issues arising that may affect them. Some matters discussed included activities, transport arrangements and meals.

3.3.3 Management of Care Records

Care records were person centred and underpinned by a human rights approach, well maintained, regularly reviewed and updated to ensure they continued to meet the service users' needs. Staff recorded regular evaluations about the care and support provided. Service users, where possible, were involved in planning their own care and the details of care plans were shared with service users' relatives, if this was appropriate.

Care plans reflected a good understanding of service user's needs. A staff member told us "Care records are maintained on an up to date basis and service users are involved in care plans, where appropriate."

Records pertaining to consent were available.

Service users care records were held confidentially.

3.3.4 Quality of Management Systems

There has been no change in the management of the day care setting since the previous inspection. Mrs Sonia McDermott has been the manager in this day care setting since 23 January 2020. Those consulted with commented positively about the manager and described her as supportive, empathetic and approachable. It was positive to note that the manager spoke very highly of the staff and this was reciprocated.

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. However, the quality monitoring visits which are meant to be undertaken on a monthly basis, were not undertaken consistently. Whilst RQIA acknowledges that a report had been completed for each month, the visits were not undertaken on a monthly basis. An area for improvement has been identified.

The annual quality report was reviewed and noted to include stakeholder feedback.

The day care setting's governance arrangements for the management of accidents/incidents were reviewed. Review confirmed that an incident/accident reporting policy and system was in place. Staff are required to record any incidents and accidents in a centralised electronic record, which is then reviewed and audited by the manager and the WHSCT governance department. A review of a sample of incident records evidenced these were managed appropriately.

Day care settings are required to have a person known as the Adult Safeguarding Champion (ASC), who has responsibility for implementing the regional protocol and the day care setting's adult safeguarding policy. There was an individual within the organisation's senior management team who was identified as the appointed ASC for the day care setting.

There was a system in place to ensure that complaints were managed in accordance with the day care setting's policy and procedure. A review of the complaints record and discussion with the manager, evidenced that no complaints had been recorded since the previous inspection. Discussion with staff confirmed that they knew how to receive and respond to complaints sensitively and were aware of their responsibility to report all complaints to the manager or the person in charge.

Staff demonstrated an awareness of their role, responsibilities and knowledge of lines of accountability and knew when and who to discuss concerns with. All staff consulted with described an open door policy with the manager and that they were confident that any concerns or suggestions made would be listened to and addressed.

Discussions with the manager and staff confirmed that systems were in place to monitor staff performance and ensure that staff received support and guidance. As noted in section 3.3.1, staff spoken with during the inspection confirmed the availability of continuous update training. In addition, staff confirmed the availability of supervision/appraisal processes and staff meetings which they described in positive terms and found beneficial. A review of a sample of records verified that staff received supervision and an appraisal in keeping with required timeframes.

3.3.5 Quality and Management of the Environment

The day care setting was observed to be clean and tidy, suitably furnished, warm and comfortable and free of clutter. It was positive to note that the décor of the day care setting included reminders of the local area with the use of local street names and shops, that would be of interest to service users in the format of a mural displayed in the dining room.

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.

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.

4.0 Quality Improvement Plan/Areas for Improvement

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

	Regulations	Standards
Total number of Areas for Improvement	2	2

Areas for improvement and details of the Quality Improvement Plan were discussed with Mrs Sonia McDermott, 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	
Area for improvement 1 Ref: Regulation 21 (1)(b) 2(b) 3(d) Stated: First time To be completed by: Immediate from the date of inspection	The Registered Person shall ensure that Enhanced AccessNI pre-employment checks are satisfactorily carried out for all staff before they commence employment. Ref: 3.3.1
	Response by Registered Person detailing the actions taken: The manager obtained confirmation of SDCW Enhanced Access NI Check which was issued 5.10.2022 and shared this with RQIA Inspector. The registered manager has raised this area of improvement to line management.
Area for improvement 2 Ref: Regulation 28 (3) Stated: First time To be completed by: Immediate from the date of inspection	The Registered Person shall ensure that monthly quality monitoring visits are undertaken on a monthly basis. Ref: 3.3.4
	Response by Registered Person detailing the actions taken: The registered manager has shared this area for improvement with the head of service who will ensure a quality monitoring visit is undertaken on a monthly basis.
Action required to ensure compliance with the Day Care Settings Minimum Standards August (revised) 2021	
Area for improvement 1 Ref: Standard 21.1 Stated: First time To be completed by: Immediate from the date of inspection	The Registered Person shall ensure that an Induction proforma is developed and implemented for new Senior Day Care Worker posts. Ref: 3.3.1
	Response by Registered Person detailing the actions taken: A working group which includes day care managers and governance are currently undertaking to review all induction proformas which will also include for senior day care worker posts. It is envisaged this work will be concluded by September 2025.
Area for improvement 2 Ref: Standard 13.4 Stated: First time	The Registered Person shall ensure that staff have completed training on and can demonstrate knowledge of adult safeguarding. This relates specifically to relief transport staff.

To be completed by: Immediate from the date of inspection	Ref: 3.3.1
	Response by Registered Person detailing the actions taken: This area for improvement has been shared with Transport Department. Transport Department have assured the Day Centre Manager they have taken action to ensure drivers undertake mandatory Adult Safeguarding Training.

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