

# Inspection Report

**Name of Service:** Glencairn Day Centre

**Provider:** BHSCT

**Date of Inspection:** 30 September 2025

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

## 1.0 Service information

<b>Organisation/Registered Provider:</b>	BHSCT
<b>Responsible Individual/Responsible Person:</b>	Mrs Maureen Edwards
<b>Registered Manager:</b>	Mr Gerry McKeaveney
<b>Service Profile</b> – Glencairn Day Centre is a day care setting that is registered to provide care and day time activities for up to 30 service users. Service users are aged 65 years and over and may also have a range of medical needs and / or are living with dementia. The day care setting is open Monday to Friday and is managed by the Belfast HSC Trust.	

## 2.0 Inspection summary

An unannounced inspection took place on 30 September 2024 between 9.20 a.m. and 2:30 p.m. This was conducted by a care Inspector who was accompanied by another 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 day care setting was undertaken on 16 July 2024 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 found that safe, effective and compassionate care was delivered to service users and that day care setting was well led. Details and examples of the inspection findings can be found in the main body of the report.

No areas for improvement were identified during this 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.

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, others remarked that the staff are great and there are plenty of activities. One remarked that going to the centre was a "reason to get out of bed" and "a real lifesaver".

Staff spoke very positively about the care delivery and management support in the day care setting.

## **3.4 Inspection findings**

### **3.4.1 Staffing Arrangements**

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

There was evidence that staff from recruitment agencies had completed a structured orientation and induction.

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

### 3.4.2 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.

A review of care records identified that risk assessments and care plans were up to date.

A number of service users were assessed by a Speech and Language Therapist (SALT) with recommendations provided and some required their food and fluids to be of a specific consistency. A review of training records confirmed that staff had completed training in Dysphagia and in relation to how to respond to choking incidents.

The fire risk assessment and staff fire training were found to be in date. During the inspection, fire exits were clear of clutter and obstructions. Fire checks had been undertaken and Personal Evacuation Emergency Plans (PEEPS) were acceptable.

### 3.4.3 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, 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.

### 3.4.4 The arrangements to ensure robust managerial oversight and governance

Mr Gerry McKeaveney has been the manager in this day care setting since 20 March 2024. Staff spoken with commented positively about the manager, describing him as 'approachable' and 'knowledgeable'.

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.

Review of incident records identified that they were managed appropriately. 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. No complaints were received since the last inspection.

There was a protocol in place to check the bus transport after every journey to and from the day care setting, to ensure that every service user had safely exited the bus.

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**

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mr Gerry McKeaveney, Manager, and Mr Thomas Mc Corry, Assistant Service Manager, as part of the inspection process and can be found in the main body of the report.



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