

Inspection Report

Name of Service: The Oak Tree Centre

Provider: Western Health and Social Care Trust

Date of Inspection: 14 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:	Western Health and Social Care Trust
Responsible Individual:	Mr Neil Guckian
Registered Manager:	Anne O'Neill
Service Profile:	
The Oak Tree Centre is a day care setting with up to 23 places that provides care and day time activities Monday to Friday for adults with a learning disability.	

2.0 Inspection summary

An unannounced inspection took place on 14 August 2025, between 11.30 am and 3 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 16 February 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. 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, the areas for improvement previously identified 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 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 survey for staff.

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 Oak Tree Centre; they said they enjoyed attending the day care setting and that the staff were good. One service user commented that the staff make them feel safe, and that staff treat them well.

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 positively in regard to the care delivered and management support in the day care setting. One told us that the service is person centred; well led by the manager, and that the training is good.

A number of staff responded to the electronic survey. The respondents indicated that they were 'very satisfied/satisfied' that the care provided was safe, effective, compassionate, and that the service was well led. Written comments included, 'The Oaktree Centre is an amazing centre to work for. All staff are very compassionate to their service users and peers. The manager is a great team leader and is very supporting of their staff. All staff are very supportive'.

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)

The manager advised that staff recruitment was completed in conjunction with the organisation's Human Resources (HR) department and managed in accordance with the Regulations and Minimum Standards, before staff member's commenced employment and had direct engagement with service users. The manager further advised that there were no newly recruited staff to the day care setting and that the staff had all worked in the day care setting for a number of years.

Checks were made to ensure that staff were appropriately registered with the Northern Ireland Social Care Council (NISCC); 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.

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.

Records of all staff training were retained and the manager maintained oversight of the training matrix to ensure compliance. This training included Deprivation of Liberty Safeguards (DoLS), Moving and Handling, Medication Management, Dysphagia, Infection Prevention and Control and Adult Safeguarding. Records of staff training were noted to be up to date. It was positive to note that the day care setting provided additional training in regard to Epilepsy Awareness and Positive Behaviour Support (PBS).

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.

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.

3.3.2 Care Delivery

There was a daily 'team briefing' 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.

Observation during the inspection evidenced that there was enough staff present to respond to the needs of the service users in a timely manner.

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. Activities included arts and crafts, and outings. Observations of service users taking part in activities on the day of inspection found that participation was enthusiastic.

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. It was positive to observe a staff member using sign language to communicate with a service user.

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, care reviews, transport arrangements and meals.

Good nutrition and a positive dining experience are important to the health and social wellbeing of service users. Service users may need a range of support with meals; this may include simple encouragement through to full assistance from staff, and their diet modified. Review of records and discussion with the manager evidenced that there were robust systems in place to manage service users' nutrition and mealtime experience. It was positive to note that all staff had received training in dysphagia.

3.3.3 Management of Care Records

Service users' needs were assessed when they were first referred to the day care setting and before care delivery commenced. Following this initial assessment care plans were developed to direct staff on how to meet service users' needs and included any advice or recommendations made by other healthcare professionals.

Areas for improvement arising from the previous inspection related to the care records. Following a review of the care records, they were found to be well maintained and regularly reviewed, and updated to ensure they continued to meet the service users' needs. It was established that the areas for improvement have been met.

Care reviews had been undertaken in keeping with the agencies policies and procedures. There was also evidence of regular contact with service users and their representatives, in line with the commissioning Trust's requirements.

Records pertaining to consent were available.

Service users care records were stored securely and accessible to authorised personnel in accordance with data protection regulations.

3.3.4 Quality of Management Systems

There has been a change in the management of the day care setting since the last inspection. Anne O'Neill has been the manager in this agency since 13 August 2025.

Staff commented positively about the manager and described her as supportive and approachable.

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

There were monitoring arrangements in place in compliance with Regulations and Standards. A review of the reports of the agency's quality monitoring established that there was engagement with service users, service users' relatives, staff and Health and Social Care

(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.

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. It was noted that no complaints had been received since the last 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. 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. Staff confirmed the availability of supervision and appraisal processes.

There was a system in place for managing incidents where a service user did not attend the day care setting as planned. This included a signing in and signing out of service users. The manager had also put in place a system for the transport staff to check the bus at the end of each trip, to ensure that there are no service users remaining on the bus.

There was evidence that the day care setting responded to any concerns, raised with them or by their processes, and took measures to improve practice and/or the quality of services provided by the agency, as necessary.

3.3.5 Quality and Management of the Environment

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.

The day care setting was observed to be clean and tidy, suitably furnished, warm and comfortable and free of clutter.

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 Anne O'Neill, manager, as part of the inspection process and can be found in the main body of the report.



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