

Inspection Report

Name of Service: Maybrook Adult Training Centre

Provider: Western HSC Trust

Date of Inspection: 14 August 2025

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1.0 Service information

Organisation/Registered Provider:	Western HSC Trust
Responsible Individual/Responsible Person:	Mr Neil Guckian
Registered Manager:	Miss Nicola Cooke
Service Profile – Maybrook Adult Training Centre is a day care setting with up to 75 places that provides care and day time activities Monday to Friday for adults with varying degrees of learning disability needs. Some service users also require support due to sensory needs, dementia and physical disability. The day care setting is managed by Western HSC Trust.	

2.0 Inspection summary

An unannounced inspection took place on 14 August 2025, between 9.30 am to 5.10 pm. A care Inspector conducted the inspection.

The last care inspection of the day care setting was undertaken on 27 February 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 evidenced that safe, effective and compassionate care was delivered to service users and that the day care setting was well led. Details and examples of the inspection findings can be found in the main body of the report.

The manager and staff consistently demonstrated the values of the service and put service users at the heart of everything they did. Staff were clear they worked as a team and for the benefit of everyone who attended the day care setting. Staff provided enthusiastic and individualised support to the service users. There was an open, honest, caring and positive culture across the day care setting and staff demonstrated a high value base.

No areas for improvement were identified during this inspection.

Good practice was identified in relation to service user involvement. There were good governance and management arrangements in place. Feedback from service users reflected their positive experience of the care and support provided. Refer to Section 3.2 for more details.

We would like to manager, service users 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 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 working in and attending 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

During the inspection we spoke with a number of service users and staff members.

Service users spoke very positively about their experience of attending the day care setting; they said they liked attending and staff were respectful and always took time to listen to their views. Discussion with service users confirmed that they were able to choose how they spent their day including the provision of social activities. Service users' comments included, "I like going to the discos and going out to the garden where we grow strawberries." and "This is a nice place and we have fun here."

Staff told us that they were satisfied that the care and support was safe, effective, compassionate and well led. Staff spoke positively about the care delivery, training and management support in the day care setting. Staff comments included, "We focus on activities and what each service user enjoys doing." and "We are very focused as a team to ensure service users have a good day at day care".

A number of staff questionnaires were returned. The respondents indicated that they were generally very satisfied and that care was safe, effective and compassionate and the service was well led. The questionnaire responses were shared with the manager following the inspection for further consideration and action, as appropriate.

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

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 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.

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. Staff spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date.

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. Staff were provided with training appropriate to the requirements of their role which was recorded on a colour coded matrix. Review concluded staff had received mandatory and other training relevant to their roles and responsibilities since the previous care inspection such as moving and handling, fire awareness and medicines management. It was positive to note that the day care setting provided training in regard to autism and dementia awareness.

It was evident that not all staff had completed learning disability training. This was discussed with the manager. They agreed to complete a scoping exercise to establish staffs' additional training needs to ensure they were trained to meet the specific needs of service users.

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 observed that staff responded to requests for assistance promptly in a caring and compassionate manner. It was evident that staff had a good understanding of the needs, likes and dislikes of individual service users.

There was evidence of staff meetings. Staff stated they could add to the meeting agenda if there were items they wished to discuss. Minutes were maintained of the meetings for staff unable to attend, to read for information sharing.

3.3.2 Care Delivery

There was a daily handover 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. Activities for service users were provided which involved both group and one to one activities.

A review of activity programmes evidenced that these were varied and included going to the cinema, bowling alley, gardening, sensory cooking, story telling and visiting restaurants and local parks. Observations of service users taking part in activities on the day of inspection found that participation was enthusiastic.

We observed staff demonstrating kindness, patience and respect and service users were given time to express themselves fully. Staff knew service users well and interactions were relaxed and polite.

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

3.3.3 Management of Care Records

The service users' care plans contained details of their likes, dislikes, preferences and the level of care and support they may require. Care staff recorded regular evaluations about the delivery of care and support. Care records evidenced that service users, where possible, were involved in planning their own care and efforts had been made to ascertain service user's preferences and choices around how their support was provided. The details of care plans were shared and signed by service users and/or their representatives as appropriate

Care records were person centred, regularly reviewed and updated to ensure they continued to meet the service users' needs.

Care reviews had been undertaken in keeping with the day care setting's policies and procedures. It was positive to note that an easy read care review format had been developed to support service users to lead their care review.

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 last inspection. Miss Nicola Cooke has been the manager in this day care setting since 15 December 2019.

Staff spoke positively about the management team and told us they felt valued, empowered and motivated to make a difference.

There were monitoring arrangements in place in compliance with Regulations and Standards. 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 noted to include stakeholder feedback.

Incidents were managed appropriately and it was positive to note that any identified learning was shared with staff.

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 agency.

There was a system in place to ensure that complaints were managed in accordance with the day care settings policy and procedure. Where complaints have been received since the last inspection, these were appropriately managed. 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. One staff member commented: "I am well supported by the management team and I can approach them at any time."

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.

3.3.5 Quality and Management of the Environment

The environment was observed during a tour of the day care setting and there was evidence of Infection Prevention and Control (IPC) measures in place such as Personal Protective Equipment (PPE) which was available for staff. Other IPC measures were in place, which included seven step hand hygiene notices positioned at wash hand basins, supplies of liquid soap and hand towels mounted on the wall and foot pedal operated bins.

It was identified that items were stored in accordance with Control of Substance Hazardous to Health (COSHH) guidance.

The day care setting was found to be warm, fresh smelling and clean throughout. The day care setting was tastefully decorated and service users' artwork was displayed.

The day care setting's fire safety precaution records were reviewed. Discussion with staff confirmed they were aware of the fire evacuation procedure. Fire exits were observed to be clear of clutter and obstruction. All staff had completed fire safety training and participated in an annual fire evacuation drill.

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 Miss Nicola Cooke, Manager, as part of the inspection process and can be found in the main body of the report.



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