

# Inspection Report

**Name of Service:** Maghera Day Centre

**Provider:** Northern Health and Social Care Trust (NHSCT)

**Date of Inspection:** 23 May 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:</b>	Northern Health and Social Care Trust (NHSCT)
<b>Responsible Individual:</b>	Ms Jennifer Welsh
<b>Registered Manager:</b>	Mr George Weir (Acting)
<b>Service Profile:</b> Maghera Day Centre is a day care setting with accommodation to provide 50 places for older people and persons living with dementia, learning disability or sensory impairment. The day care setting is open Monday to Friday and is managed by the NHSCT.	

## 2.0 Inspection summary

An unannounced inspection took place on 23 May 2025, between 9.30 am and 12.30 pm by a care Inspector.

The last care inspection of the day care setting was undertaken on 13 March 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 the day care setting was well led. Details and examples of the inspection findings can be found in the main body of the report.

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.

Service users said that the care and support provided by Maghera Day Care was excellent. 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. Refer to Section 3.2 for more details.

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, 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, attending and visiting 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.

### **3.2 What people told us about the service**

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

Service users told us that they loved coming to the day care setting and described it as 'a very good service'. One service user said that in their opinion '(the day care setting was so good) there was no need for it to be inspected'. All those spoken with appeared to be very happy and there was a very relaxed atmosphere on the day of the inspection, where staff and service users interacted well together. Service users described that staff as being 'first class', 'brilliant', 'loving', 'considerate', 'helpful' and 'well trained staff'; they also praised the food they receive. Service users described how the support provided makes them feel safe. One response described how the service user is not afraid of falling as there is always help available.

One service user commented in relation to the men's toilets which they felt are very small and the lighting was very poor. Another service user said that they would like an additional day attending the day care setting as they feel lonely. These matters are to be considered by the manager for action as appropriate.

Staff told us that they feel they are like a big family and that everyone gets on together.

### **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.

There were good systems in place to manage staffing. There were enough staff on duty to support service users. Staff said there was good teamwork and that they felt well supported in their role and that they were satisfied with the staffing levels. Staff were seen assisting service users in a caring and compassionate manner.

Review of the agency'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.

Newly appointed staff, including those supplied by recruitment agencies, had completed a structured orientation and induction, to ensure they were competent to carry out the duties of their job.

Records of all staff training were retained and were noted to be up to date.

Competency assessments were undertaken on all staff to ensure that they were competent in their roles and responsibilities.

All staff received regular supervision and there were procedures in place for appraising staff performance on an annual basis.

### 3.3.2 Care Delivery

There was a handover at the beginning of each day, which all staff attended. These meetings focused, but not exclusively, on the service users' dietary requirements; information about any changes to the service users' care needs was also shared with staff.

Staff were knowledgeable of individual service users' needs, their daily routine wishes and preferences. Staff attended 'safety pauses' prior to mealtimes to ensure good communication across the team about changes in service users' dietary needs. Staff interactions with service users were observed to be friendly and supportive.

Service users' needs were met through a range of individual and group activities such as walking groups, choir, boccia, pool, arts and crafts, bingo, floral crafts and word searches. Service users were well informed of the activities planned for the day and of their opportunity to be involved and looked forward to attending the planned events.

Service user meetings were held on a regular basis. Matters discussed included menu changes, staffing, future planning, activities, community engagement and any matters impacting on their quality of life. It was good to note that any spending from the day care setting's Gift account was approved by the service users' committee.

Staff were observed to be prompt in recognising service users' needs and any early signs of distress or illness, including those service users who had difficulty in making their wishes or feelings known. Staff were skilled in communicating with service users; they were respectful, understanding and sensitive to service users' needs.

Observation of the lunch time meal, discussion with service users, staff and the manager evidenced that there were robust systems in place to manage service users' nutrition and mealtime experience. Any service user who required a gluten free diet, was offered a choice in meal.

### 3.3.3 Management of Care Records

Service users' needs were assessed when they were first referred to the agency 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.

Care records were person centred, well maintained and regularly reviewed and updated to ensure they continued to meet the service users' needs. A review of a sample of care records evidenced that Service users, where possible, were involved in planning their own care and efforts had been made to ascertain service users' preferences and choices around how their support was provided.

Staff recorded regular evaluations about the care and support provided.

### 3.3.4 Quality of Management Systems

There has been no change in the management of the day care setting since the last inspection. Mr George Weir has been the acting manager in this day care setting since 1 April 2024.

The day care setting was visited each month by a representative of the registered provider to consult with service users, their relatives and staff and to examine all areas of the running of the day care setting. The reports of these visits were completed in detail.

There was a system in place to manage any complaints; none had been received since the last inspection.

Review of incident records identified that they were managed appropriately. It was good to note that these were reviewed in detail as part of the monthly quality monitoring process.

The annual quality report was in the process of being completed for the 2024/2025 year; advice was given in relation to including staff feedback in this process. This will be reviewed at a future inspection.

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. In the Trust, this person is called the Designated Adult Protection Officer (DAPO). A specific individual was identified as the day care setting's DAPO. It was established that good systems and processes were in place to manage the safeguarding and protection of adults at risk of harm.

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.

### **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.

Systems 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 on 10 April 2025. 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.

### **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 George Weir, Manager, as part of the inspection process and can be found in the main body of the report.



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