

Inspection Report

Name of Service: Ardarragh Resource Centre

Provider: Southern Eastern HSC Trust

Date of Inspection: 3 July 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:	Southern Eastern HSC Trust
Responsible Individual	Ms Roisin Coulter
Registered Manager:	Mrs Heather Mc Ferran
Service Profile –	
Ardarragh Resource Centre is a day care setting with 20 places that provides care and day time activities Monday to Friday. The service users are aged from 18 to 65 years and are living with a range of complex physical disabilities including individuals with sensory or acquired brain injury.	

2.0 Inspection summary

An unannounced inspection took place on 3 July 2025 between 10.15 am and 3.45pm by a care Inspector.

The last care inspection of the day care setting was undertaken on 27 August 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.

Service users were observed to be relaxed and comfortable in their surroundings and in their interactions with staff. Refer to Section 3.2 for more details.

The inspection found that safe, effective and compassionate care was delivered to service users. However, one improvement was required to ensure the effectiveness and oversight of certain aspects of the agency; this area of improvement refers to the reporting and recording of complaints.

Good practice was identified in relation to service user involvement and staff engagement with service users and their families.

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 and their quality of life

Through active listening, RQIA aims to ensure that the lived experience is reflected in our inspection reports and quality improvement plans. Service users were observed to be relaxed, with some being prepared for a day trip. The service users were observed to be comfortable in their surroundings and in their interactions with staff.

Service users told us the staff were "very helpful and supportive". They described how staff were good listeners and caring. Some service users raised matters which were relayed to the manager for review.

Relatives spoke very highly of the centre and staff describing the staff as "so caring and the salt of the earth" and the service as "a lifeline". They complimented staff on their roles in improving the quality of life of their loved ones.

Staff told us that they loved their jobs, they had no concerns about the service, the service users are well cared for and the manager is very approachable. They spoke of "a lovely friendly place"

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.

Staff said there was good team work and that they felt well supported in their role and that they were satisfied with the staffing levels. Observation of the delivery of care evidenced that service users' needs were met by the number and skills of the staff on duty. The manager discussed recent challenges with staffing levels and how overtime and the use of bank staff and the addition of a new staff member was helping address these issues.

There was a process in place to ensure that recruitment was managed appropriately; this ensured that all pre-employment checks, including criminal record checks (AccessNI), are completed and verified before staff members commenced employment and have direct engagement with service users.

Newly appointed staff, 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. Staff confirmed that got sufficient training for their roles.

Procedures were in place for appraising staff performance; and all staff received regular supervision. 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) or any other relevant regulatory body.

There were no volunteers deployed within the day care setting.

3.3.2 Care Delivery

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.

Care records were person centred, well maintained and regularly reviewed and updated to ensure they continued to meet the service users' needs. Staff recorded regular evaluations about the care and support provided.

There was a system in place to track when service users' annual reviews were due.

Staff ensured that the activities offered to service users were varied and geared towards their individual needs and preferences.

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

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

3.3.3 Quality of Management Systems

Mrs Heather McFerran has been the manager in this day care setting since 2014. Staff and relatives spoken with commented positively about the manager, describing her as 'approachable and supportive'.

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 very thoroughly.

There was a process in place to manage any complaints and incidents. The inspector noted that in two instances, situations which had been investigated were not managed and recorded under the complaints process. This is an area for improvement.

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. A specific individual was identified as the day care setting's ASC. 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 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.

3.3.4 Quality and Management of the Environment

The day care setting was observed to be very clean and tidy, warm and comfortable and free of clutter. Review of records and discussion with the manager confirmed that environmental and fire safety checks were carried out, as required on a regular basis, to ensure the day care setting was safe to attend.

4.0 Quality Improvement Plan/Areas for Improvement

An area for improvement has been identified where action is required to ensure compliance with Standards.

	Regulations	Standards
Total number of Areas for Improvement	0	1

Areas for improvement and details of the Quality Improvement Plan were discussed with Mrs Heather McFerran, (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 Day Care Settings Minimum Standards, (2021)	
<p>Area for improvement 1</p> <p>Ref: Standard 14.10</p> <p>Stated: First time</p> <p>To be completed by: Immediate and ongoing</p>	<p>The Registered Person shall log all complaints and concerns raised; these shall include details of all communications with complainants, the results of any investigations and the action taken.</p> <p>Ref: 3.3.3</p> <hr/> <p>Response by registered person detailing the actions taken: The Registered Manager will ensure that all complaints and concerns raised are recorded and managed under the complaints process . This will include details of all communications with complainants, the results of any investigations, actions taken and learning identified .</p>

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