



The Regulation and  
Quality Improvement  
Authority

# Inspection Report

**Name of Service:** Millbrook Court Day Centre  
**Provider:** Radius Housing Association  
**Date of Inspection:** 20 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/Registered Provider:</b>	Radius Housing Association
<b>Responsible Individual:</b>	Mrs Fiona McAnespie
<b>Registered Manager:</b>	Miss Jennifer Zebedee
<b>Service Profile</b> This is a day care setting that provides care and day time activities for people living with dementia.	

## 2.0 Inspection summary

An unannounced inspection took place on 20 May 2025, between 10.00 am and 3.30pm. The inspection was conducted by a care inspector.

The last care inspection of the day care setting was undertaken on 21 November 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 established that care delivery was safe and that effective and compassionate care was delivered to service users.

Good practice was identified in relation to service user involvement. There were good governance and management arrangements in place. It was evident that staff promoted the dignity, independence and well-being of service users.

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.

We would like to thank the manager, service users, relatives 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 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.

### **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 day care setting; they said they enjoyed attending the day care setting and that the staff were lovely. Two comments included the following statements; "All good, I enjoy coming. The staff are lovely and the food is good."; "I like it; it is a nice place." Observations of staff interacting with service users was noted to be person centred, respectful and caring.

Relatives spoken with during the inspection commented positively about the provision of care and support provided by the day care setting. Comments included: "Mum attends twice a week, she loves it and we are so thankful for the help."; "The staff are lovely, my wife looks forward to coming and I have no concerns."; "The staff are brilliant, I put my trust in them."

Staff told us that they were satisfied that the care and support provided was safe, effective, compassionate and well led. Staff spoke very positively in relation to care delivery in the day care setting. Staff stated that they enjoyed working in the day care setting. Staff indicated that they were very well supported by the manager and that the training provided was good. Comments included: "Lovely place, I love working here. We have a great team."; "All the service users have different needs but we get to know them."

### 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.

A review of staff recruitment records evidenced that an Enhanced AccessNI check had been satisfactorily completed before a care staff member had commenced employment in the day care setting.

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 in accordance with the organisations compliance team. Staff spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date. A spot check completed during the inspection indicated that staff were appropriately registered with NISCC.

The 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 are required to complete a range of mandatory training on an annual basis. Records viewed indicated that staff had completed required mandatory training. It was positive to note that the day care setting provided training in regard to dementia awareness to support them in their job roles.

It was confirmed that care staff are required to complete adult safeguarding training during their induction programme and annual updates thereafter.

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 evident that staff had a good understanding of the needs, likes and dislikes of individual service users, activities, and meals.

There were no volunteers supporting within the day care setting.

#### 3.3.3 Management of Care Records

Care records were person centred and underpinned by a human rights approach, well maintained, regularly reviewed and updated to ensure they continued to meet the service users' needs. Staff recorded regular evaluations about the care and support provided. Service users' and their relatives had an input into devising their own plan of care.

Care plans were provided in an easy read format which supported service users in having a better understanding of the care to be provided. Care records were retained in a secure manner.

Care reviews had been undertaken in keeping with the day care setting's policies and procedures. There was also evidence of regular contact with service users and their representatives.

### 3.3.4 Quality of Management Systems

There has been no change in the management of the day care setting since the previous inspection. Miss Jennifer Zebedee has been the manager in this day care setting since 16 June 2016. Those consulted with commented positively about the manager and described her as supportive, and approachable. Relatives who spoke with us stated that the manager was always available to offer support and a listening ear.

Review of a sample of records evidenced that a robust system for reviewing the quality of care, other services and staff practices was in place. There were monthly monitoring arrangements in place in compliance with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007. A review of the reports of the day care setting's monthly 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; complaints; staffing arrangements including recruitment and training, and the environment.

The day care setting's governance arrangements for the management of accidents/incidents were reviewed. Review confirmed that an incident/accident reporting policy and system was in place. Staff are required to record any incidents and accidents. Discussions with the manager confirmed that no incident had occurred since the previous 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. The registered individual was identified as the appointed ASC for the day care setting. The adult safeguarding report was viewed.

Discussions with the manager established that they were knowledgeable in matters relating to adult safeguarding, the role of the ASC and the process for reporting and managing adult safeguarding concerns.

Staff had an understanding of their responsibility in identifying and reporting any actual or suspected incidences of abuse and the process for reporting concerns.

The manager stated that there had been no referrals made to the Trust in relation to adult safeguarding.

There was a system in place to ensure that complaints were managed in accordance with the day care setting's policy and procedure. The manager advised that no complaints had been received since the last inspection. Discussion with staff indicated 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 stated that the manager was approachable and felt they could raise any concerns. They stated that the manager supports them in the day to day activities within the day care setting.

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, it was noted that staff had participated in the supervision/appraisal processes which they described in positive terms. A review of a sample of records verified that staff received supervision and an appraisal in keeping with required timeframes.

The Annual Quality Report was reviewed and was satisfactory; it included comments from service users, relatives and staff. Comments included: "Staff very helpful; no complaints I am well cared for."; "My relative enjoys her time at Millbrook; she is very happy to come here."

The manager advised that 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 along with current certificates of public and employers' liability insurance.

There was a system in place for managing instances where a service user did not attend the day care setting as planned.

### **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. There was a calm, relaxing atmosphere within the day care setting. Service users appeared comfortable and relaxed.

A Fire Risk Assessment had been completed in February 2025 and actions had been taken to address any identified risks. 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.

There was evidence that systems and processes were in place to manage infection prevention and control which included policies and procedures and regular monitoring of the environment.

Hazardous substances were noted to be stored appropriately in accordance with Control of Substances Hazardous to Health (COSHH) guidance. It was also positive to note that the day care setting had facilitates service user meetings on a quarterly basis.

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



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