

Inspection Report

Name of Service: Beragh Day Centre

Provider: Western Health and Social Care Trust

Date of Inspection: 9 December 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/Responsible Person(s):	Mr Neil Guckian
Registered Manager:	Ms Kyra Crawford
Service Profile: Beragh Day Centre is a day care setting that is registered to provide care and day time activities for up to 20 service users who are over 65; service users may also have a physical disability and may be experiencing early signs of memory loss. The day centre is managed by the Western Health and Social Care Trust (WHSCCT).	

2.0 Inspection summary

An unannounced inspection took place on 9 December 2025, between 11.30 am and 4.30 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 area for improvement identified, by RQIA, during the last care inspection on 23 April 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 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.

As a result of this inspection the previous area for improvement was assessed as having been addressed by the provider and no new areas for improvement were identified.

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 Quality Improvement Plan 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 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 positively about their experience of attending the day care setting. They said they enjoyed attending and that the staff were good. Service users' comments included: "I enjoy coming here; the staff are good and look after me well; I have no concerns."

Staff told us that they were satisfied that the care and support were safe, effective, compassionate, and well led. Staff spoke positively about the management support in the day care setting and the training provided. Staff comments included, "The manager is good, she is approachable; the training is good" and "The service users are given a choice of activities."

The information provided indicates that there were no concerns regarding the day care setting.

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.

The manager advised that there were no newly recruited staff to the day care setting and that the staff team had all worked in the day care setting for a number of years. The manager confirmed that recruitment was managed in accordance with the regulations and minimum standards, before staff members commence 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). 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 registration up to date.

There was evidence of effective systems in place to manage staffing.

This day care setting has maintained a record for each member of staff of all training, including induction and professional development activities undertaken. A review of the training matrix evidenced that staff training was up to date. It was positive to note that the day care setting provided training in regard to dementia awareness.

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.

3.3.2 Care Delivery

There was a 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. 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 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.

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.

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. Ms Kyra Crawford has been the manager in this day care setting since 21 December 2022. Staff spoke positively about the manager.

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 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.

Review of incident records identified that they were managed appropriately. There was evidence that incidents were audited on a regular basis, to establish any patterns/trends. Incidents were reviewed in detail as part of the monthly quality monitoring process.

The annual quality report was reviewed and noted to include stakeholder feedback.

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 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 settings policy and procedure. Where complaints were received since the last inspection, these were appropriately managed and were reviewed as part of the day setting's quality monitoring process.

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 Ms Kyra Crawford, Registered Manager, as part of the inspection process and can be found in the main body of the report.



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