

Inspection Report

Name of Service: Sevenoaks Day Centre

Provider: Radius Housing Association

Date of Inspection: 4 November 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:	Radius Housing Association
Responsible Individual/Responsible Person:	Mrs Fiona McAnespie
Registered Manager:	Ms Thelma Moore
Service Profile: Sevenoaks Day Centre is a day care setting that is registered to provide care and daytime activities for up to 15 persons living with dementia. The day care setting is managed by Radius Housing Association and is located within the Western Health and Social Care Trust (WH SCT) area.	

2.0 Inspection summary

An unannounced inspection was conducted on 4 November 2025, between 10.20 a.m. and 2.50 p.m. by a care Inspector.

The last care inspection of day care setting was undertaken on 13 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.

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.

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 Sevenoaks Day Centre was a good experience.

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 Sevenoaks Day Centre 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 attending, working in, and visiting the day care setting; and 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.

In the morning, a group of service users located around a large table were observed enjoying tea and snacks whilst flicking through local newspapers. They explained that upon arriving they were provided a choice of food items, given the opportunity to get comfortable and catch up with their peers. The service users explained they often reviewed newspapers and discussed its contents, highlighting any upcoming events that may be of interest.

Those service users consulted advised that staff ask what they would like to do on any given day, "the staff listen to us and always ask what we would like to do". Service users present told us that they really enjoyed the varied activities facilitated by the day care setting. It was fantastic to hear service users engaging in singing in the evening and sharing laughter as they told each other jokes.

Service users explained how the day care setting provided them with opportunity to socialise with others and how important this was to them. One said that they "enjoy being with lots of people", whilst another told us that Sevenoaks Day Centre is a "very good service that helps me meet other people with dementia". Another service user told us, "everybody is so friendly and we have really good fun. I don't know what I'd do if I hadn't got the day centre to go to".

Service users were very complimentary of the Manager and staff, telling us that the "staff are nice". One service user told us that they have "no worries about coming to day care" and that they "feel safe to talk to staff about any concerns". Another said, "the care I get makes me feel safe". Several service users stated that they "always feel listened to" and that the staff ensured they answered any questions or queries that they had.

When asked about suggestions to improve the service provided by Sevenoaks Day Centre one service user advised the staff to “keep doing what you are doing. I love going to the centre”. Another summarised their feeling by stating it is a “brilliant service and I really enjoy it”.

Service user representatives were complimentary of Sevenoaks Day Centre, both with regards to the quality of care provided to their loved ones as well as the staff delivering the service. One service user representative told us that the “staff provide an excellent service to all the people that attend the day centre; they are always smiling and make you feel very welcomed and relaxed”. Another service user representative said, “I know my wife is in safe hands and staff are always smiling and very attentive towards everybody”.

Feedback received from service user representatives consulted advised that their loved ones were “happy and content” with one service user representative explaining that their relative “comes back with a big smile on her face and she sings all the way home”. One service user representative also advised that “we as a family are well supported”. Sevenoaks Day Centre was described as a “great service” where service user representatives felt their loved ones were “safe and well looked after”.

One service user representative whose Father attends Sevenoaks Day Centre undertook fundraising, completing a 50-mile cycling challenge to raise money for the day care settings client comfort fund. This service user representative advised that they were grateful for the great service provision, dedication and all the hard work that staff provide on a day to day basis, not only for their Dad but also for all the other service users who attend the day care setting.

In speaking with staff, they advised that they had a “brilliant team”. They told us how they worked well together and that each staff member’s main focus was the service users.

A new member of staff spoke positively about their experience of induction and stated that the Manager and their colleagues had been very helpful. Staff advised they felt the training received was good. Staff told us that they were encouraged to enhance their skills and knowledge with the organisation investing in them to obtain additional qualifications.

Staff described the Manager as “excellent” and someone who is very much “part of the team and helps out in whatever way she can”. The staff consulted felt that the Manager was knowledgeable and approachable, with their commitment to the service described as “admirable”. Staff said that they “love” the work that they do.

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

Staff said there was good teamwork, that they felt well supported in their role, and that they were satisfied with the staffing levels. Observation of staff practice illustrated compassion and understanding as to the needs of the service users attending the day care setting, with staff walking at the pace of service users as they went to support them with personal care tasks.

Service users appeared comfortable with staff, engaging in discussions, seeking help when needed and seen smiling and laughing along with peers and staff alike.

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.

There was evidence that all newly appointed staff had completed a structured orientation and induction to ensure new staff were competent to carry out the duties of their job in line with the agency's policies and procedures. There was a robust, structured, induction programme, which also included training elements reviewed by nursing staff as well as three days shadowing a more experienced staff member. Written records were retained by the agency of the person's capability and competency in relation to their job role.

Records of all staff training were retained and were noted to be up to date. Staff confirmed that they had received sufficient training for their roles. Service user specific training had also been provided to staff, with the day care setting having a trained dementia champion.

Medicines Competency assessments were completed for any staff who administered medicines and there was evidence that this was regularly reviewed. There was evidence that competency assessments were undertaken on all staff to ensure that they were competent in their roles and responsibilities. These also sought to ensure the safe and effective running of the day care setting in the absence of the Manager, with competency reviewed in relation to rota management, fire safety and accident/incident reporting etc.

There was evidence that staff regularly received supervision. Procedures were also in place for appraising staff performance and staff confirmed that appraisals had taken place. Staff told us they felt supported and involved in discussions about their personal development. Records evidenced staff appraisals had been completed on an annual basis.

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. Effective communication was also aided by regular staff meetings, minutes reviewed evidenced regular discussion of service user issues, staff matters including duties and responsibilities, training and maintaining registration as well as activity and event planning to name a few agenda items. Minutes of staff meetings were held for staff, unable to attend, to read for information sharing.

There was a system in place to ensure that the activities offered to service users were varied and geared towards their individual needs and preferences. The manager reviewed activity records on a regular basis. Service users' needs were met through a range of individual and group activities such as bingo, board games, arts and crafts, quizzes, light gardening, reading, discussions on current affairs, listening music and sing-alongs.

An area of good practice was noted in relation to the day care setting's design and bi-annual distribution of an information leaflet they called "hot gossip". The most recent copy shared with service users and their representatives included descriptions and photographs of Christmas event for which a service user undertook the role of Santa, Happy Hooves an animal experience and learning opportunity who attended at Easter and service user's engagement in Peace Plus

Residential Care Programme. As well as containing an update as to what attendees had been doing at the day care setting, the leaflet also contained activities such as word searches, colour by numbers and spot the difference.

Service users were well informed of the activities planned and of their opportunity to be involved. Review of service user meeting minutes also evidenced that their opinions were sought regarding what activities should be incorporated in upcoming activity programmes.

It was observed that staff respected service users' privacy by their actions such as knocking on doors before entering, discussing service users' care in a confidential manner, and by offering personal care to service users discreetly. Staff were also observed offering service users choice in how they spent their day or how they wanted to engage socially with others.

Staff interactions with service users were observed to be respectful, friendly and supportive. Staff were observed to be prompt in recognising service users' needs and promoted participation and engagement. Staff were skilled in communicating with service users; they were understanding and sensitive to service users' needs for example observation of support provided to a service user who became confused.

Where a service user was at risk of falling, measures to reduce this risk were put in place. For example, falls risk assessments were evident in service user's plans and copies moving and handling risk assessments were available which clearly denoted the level of support needed. Discussion with staff members confirmed that the risk of falling and falls were well managed and referrals were made to other healthcare professionals as needed.

Good nutrition and a positive dining experience are important to the health and social wellbeing of service users. Service users may need a range of support with meals; this may include simple encouragement through to full assistance from staff and their diet modified. Review of records and discussion with service users, staff and the manager indicated that there were robust systems in place to manage service users' nutrition and mealtime experience. Service user's plans included food preferences and detailed dietary needs clearly and concisely.

3.3.3 Management of Care Records

Service users care records were held confidentially in line with data protection regulations.

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.

Review of records identified that service users consent was sought in relation to the staff contacting/requesting information from other healthcare professionals on their behalf. Service users were given the choice as to whether or not they wanted a family member or friend to attend review meetings.

Care records were person centred, well maintained, regularly reviewed and updated to ensure they continued to meet the service users' needs. Records reviewed demonstrated active engagement and participation of service users and/or their representatives in the development and review of the care plans.

Documentation was adjusted to meet the needs of service users with larger text, alternative fonts and use of pictorials used when needed. Records illustrated 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. Service users and/or their representatives had signed plans.

Care plans were reviewed on a regular basis, and following a change in service users' needs. Notes were found to be legible, up to date and signed by the person making the entry. It was also positive to find that service user plans and notes were audited as part of the quality monitoring visits.

There were arrangements in place to ensure that service users who required high levels of supervision or monitoring and restriction had their capacity considered and, where appropriate, assessed. Where a service user was experiencing a deprivation of liberty, the care records contained details of assessments completed and agreed outcomes developed in conjunction with the HSC Trust representative. Any service user subject to authorised Deprivation of Liberty Safeguards (DoLS) had their care plan reviewed by an HSC professional annually to ensure that they were not used disproportionately or for longer than is necessary. Any changes to the DoLS were communicated to the manager and updated documents shared and stored within the service users care records. A central register was in place to enable tracking of any DoLS due for review.

A central tracker was also in place regarding the day care settings use of restrictive interventions, which were reviewed regularly. Any restrictive practices were reviewed alongside the support plan, care review and subject to multidisciplinary review.

3.3.4 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.

The day care setting was dementia friendly with good lighting evident throughout and signage evident for different areas. It was lovely to learn that a sign for the garden had been made by a previous service user. The garden itself was spacious and secure, containing seating areas for service users to utilise, weather permitting.

There was a smaller, separate area that service users could use if they did not wish to engage in group activities or if they needed time to themselves. There was high backed armchairs and a collection of movies or music for them to avail of. Within the main area of the day care setting there were high backed armchairs and sofas with crocheted blankets available, which had either been made by service users themselves or donated by those in the local community. The space gave the impression of a cosy living room and the manner for which the seating was arranged promoted interaction.

In terms of cleanliness feedback evident in responses to the service user service advised that Sevenoaks Day Centre "is kept very clean, tidy and you can smell the freshness when you walk in". Whilst another service user stated that, the day care setting is "so clean you could eat your dinner off these tables and floors".

A fire risk assessment had been completed on 12 June 2025 and the action plan produced was actively being progressed and monitored by the Manager. There was evidence that fire safety checks were being completed on a regular basis.

3.3.5 Quality of Management Systems

There has been no change in the management of the day care setting since the last inspection. Ms Thelma Moore has been the Manager in this day care setting since 16 November 2009.

Those staff consulted with commented positively about the manager describing her as “an excellent Manager” who was supportive, approachable and service user focused.

There was a process in place to manage any complaints received. It was positive to note that the day care setting recorded compliments received from service users, their representatives and commissioners. There was evidence that feedback received was regularly reviewed and information shared with commissioners.

There was a protocol in place for staff to follow where service users did not attend as planned. Staff at the day care setting were aware as to individual’s transport arrangements and provided encouragement and support with transitions to ensure service user’s safety when getting in and out of vehicles as required.

There was policies and procedures in place ensuring the appropriate management of incidents. Additional review of incidents also occurred as part of the monthly quality monitoring process, ensuring identification of any developing patterns and/or trends. Discussion with staff illustrated awareness as to expectations surrounding notification procedures following any incidents/accidents. They also were able to evidence that service user plans had been updated following any incident/accident were necessary.

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. It was established that good systems and processes were in place to manage the safeguarding and protection of adults at risk of harm. The annual safeguarding position report had been completed.

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 and found to drive quality improvement.

The annual quality report was reviewed and was found to be user friendly, with an appealing layout and accessible formatting, as well as photographs, evident throughout.

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 Thelma Moore, Manager, as part of the inspection process and can be found in the main body of the report.



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