

Inspection Report

Name of Service:	Lakeland Community Care Ltd
Provider:	Lakeland Community Care Ltd
Date of Inspection:	6 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:	Lakeland Community Care Ltd
Responsible Individual:	Mr Patrick McGurn
Registered Manager:	Mr Patrick McGurn
Service Profile This is a day care setting that is registered to provide care and day time activities for up to 14 service users over the age of 65. The day care setting operates one day per week and is open on a Thursday. The service is commissioned by the Western Health and Social Care Trust (WHSCT).	

2.0 Inspection summary

An unannounced inspection took place on 6 November 2025, between 11.15 am and 2.50 pm. by a care Inspector.

The last care inspection of the day care setting was undertaken on 11 May 2023 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.

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 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, a relative and staff members.

Service users spoke positively about their experience of attending the day care setting. They said they liked attending and that staff were respectful and always took time to listen to their views. Service users' comments included: "I am happy coming here. The staff are very good and respectful. We can discuss things openly and the staff listen." and "The activities are very good and varied. We are asked at the service user meeting what activities we would like to do."

Comments received from a relative included: "The service is great. It is the only social outlet that my [relative] has to get out of the house. It is an opportunity to meet others and socialise. The staff are very nice."

Staff told us that they were satisfied that the care and support were safe, effective, compassionate, and well led. Staff spoke positively about the care delivery, training, and management support in the day care setting. Staff comments included, "The service is run very well and the manager is approachable," and "The training is very effective. I get enough training to do my job. The service users are given a choice of activities."

One questionnaire was returned. The respondent indicated that they were very satisfied with the care and support provided. The questionnaire response was shared with the manager following the inspection.

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.

A review of the day care setting'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.

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 registrations up to date.

This 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. It was positive to note that the day care setting provided training in regard to dementia awareness.

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. 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 also 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. The details of care plans were shared and signed by service users and/or their representatives as appropriate.

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. Mr Patrick McGurn has been the manager in this day care setting since 26 March 2009. Staff spoke positively about the management team.

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.

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 agency.

There was a system in place to ensure that complaints were managed in accordance with the day care settings policy and procedure. No complaints have been received since the last inspection.

The day care setting's fire safety precaution records were reviewed. Discussion with staff confirmed they were aware of the fire evacuation procedure. Fire exits were observed to be clear of clutter and obstruction. All staff had completed fire safety training and participated in an annual fire evacuation drill.

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 the person in charge, as part of the inspection process and can be found in the main body of the report.



The Regulation and
Quality Improvement
Authority

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James House
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA



Tel: 028 9536 1111



Email: info@rqia.org.uk



Web: www.rqia.org.uk



Twitter: @RQIANews