

Inspection Report

Name of Service: Killadeas Day Centre

Provider: Western Health and Social Care Trust

Date of Inspection: 6 January 2026

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	Mr Neil Guckian
Registered Manager:	Miss Patricia Griffith
Service Profile This is a day care setting that provides care and day time activities for up to 20 service users with a learning disability. The day care setting is open Monday to Friday and is managed by the Western Health and Social Care Trust (WHSCT).	

2.0 Inspection summary

An unannounced inspection took place on 6 January 2026 between 10.15 am and 3.40 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 25 November 2025. The inspection also sought to determine if the day care setting is delivering safe, effective and compassionate care and if the service is well led.

As a result of this inspection the area for improvement identified during the previous inspection relating to monthly monitoring reports was assessed as met. This is discussed in more detail in section 4.7.

During this inspection, service users were observed to be engaging positively in the arranged activities in the day care setting.

Overall, the inspection established that care delivery was safe and that effective and compassionate care was delivered to service users. There were no areas for improvement identified as a result of this inspection. The findings of this inspection can be found in the main body of the report.

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 area for improvement issued, registration information and any other written or verbal information received from service users, relatives, staff or the commissioning Trust.

Throughout the inspection, inspectors will seek the views of those attending and working within the day care setting and review a sample of records to evidence how the day care setting is performing 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

Through active listening, RQIA aims to ensure that the lived experience is reflected in our inspection reports and quality improvement plans.

We spoke to a range of service users, relatives and staff to seek their views of the day care setting.

Service users attending the Killadeas Day Centre were observed to be engaging with staff at meal time and in the scheduled activities. A good rapport was noted between service users and staff.

Returned service user questionnaires indicated that services users enjoyed attending Killadeas Day Centre and partaking in a range of activities both within the centre and in the local community. Some surveys highlighted their appreciation for activities that aimed to boost self-esteem and opportunities to go shopping in the local community.

Relatives we spoke with indicated that they were happy with the care and support provided to their loved one and that they felt their loved one was safe when attending the day care setting.

Staff who spoke with the inspector said that the service users had a good experience when at the day centre and that they worked well together as a team with good morale and support from management. Staff said that the service was well-led.

We received several responses to the electronic staff survey. Respondents indicated that they were 'very satisfied' that care provided was safe, effective and compassionate and that the service was well led. Written comments included: "I feel that there is a good range of activities for our service users. Our environment is welcoming and safe." and "I find it a wonderful caring and compassionate service".

Health and Social Care (HSC) staff who provided feedback on the day centre said that the staff are very responsive to any interventions and recommendations that are provided and communication with the staff is very good with staff promptly notifying them of any concerns.

3.3 Inspection findings

3.3.1 Adult Safeguarding and Incident Reporting

The day care setting's provision for the welfare, care and protection of service users was reviewed. The organisation's policy and procedures reflected information contained within the Department of Health's (DoH) regional policy 'Adult Safeguarding Prevention and Protection in Partnership' July 2015 and clearly outlined the procedure for staff in reporting concerns. The organisation had an identified Adult Safeguarding Champion (ASC).

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 were required to complete adult safeguarding training during induction and every two years thereafter. Staff who spoke with the inspector had a clear understanding of their responsibility in identifying and reporting any actual or suspected incidences of abuse and the process for reporting concerns. They could also describe their role in relation to reporting poor practice and their understanding of the day care setting's policy and procedure with regard to whistleblowing.

The day care setting retained records of any referrals made to the HSC Trust in relation to adult safeguarding. A review of records confirmed that these had been managed appropriately. It was positive to note that all adult safeguarding concerns were recorded on a centralised recording system which had been developed to assist staff in checking that all actions had been completed as appropriate in line with the adult safeguarding policies and procedures. It was recommended that this record should also indicate if a protection plan was implemented and whether it required to be shared with staff. The manager welcomed this advice and confirmed all safeguarding concerns are reviewed regularly to help ensure that any trends arising can be identified in a timely way. The manager was aware that RQIA must be informed of any safeguarding incident that is reported to the Police Service of Northern Ireland (PSNI).

The day care setting's governance arrangements for the management of accidents/incidents was reviewed and confirmed that an effective incident/accident reporting policy and system was in place. A centralised record was maintained to keep track of incidents / accidents arising and to ensure appropriate management of same. It was positive to note that a record was also kept of any debriefs held with staff after

accident/incidents that occurred so any learning was promptly shared with staff. There were systems in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies appropriately.

3.3.2 Mental Capacity and Restrictive Practice

The Mental Capacity Act (Northern Ireland) 2016) (MCA) provides a legal framework for making decisions on behalf of service users who may lack the mental capacity to do so for themselves. The MCA requires that, as far as possible, service users make their own decisions and are helped to do so when needed. When service users lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

Staff had completed appropriate Deprivation of Liberty Safeguards (DoLS) training appropriate to their job roles. Staff who spoke with the inspector demonstrated their understanding of service user's rights as outlined in the MCA. There were arrangements in place to ensure that service users who required high levels of supervision or monitoring and restriction had had their capacity considered and, where appropriate, assessed. A register was in place to record all service users with DoLS in place. A review of the records confirmed that updated documentation was required in respect of a service user with emergency DoLS, however, there was evidence of efforts by the manager to arrange for a review of same in line with the requirements under the MCA. The manager confirmed that the DoLS register is reviewed regularly which ensures that any restrictions on liberty are proportionate and necessary for the safety and well-being of the individual in line with the legislation.

There was a policy for the use of restrictive interventions. The manager advised that there were no other restrictive practices in use within the day centre.

3.3.3 Staffing Arrangements (recruitment and selection and induction)

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.

Observation of the delivery of care evidenced that service users' needs were met by the number and skills of the staff on duty. Staff said they felt well supported in their role.

A review of the day care setting's staff recruitment records of employees recruited since the last inspection evidenced that enhanced AccessNI checks had been completed for staff prior to commencing direct work 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 the monitoring of professional registrations by the manager. Staff who spoke with the inspector confirmed that they were aware of their responsibilities to keep their registrations up to date.

There was evidence that all newly appointed staff had completed a structured orientation and induction, having regard to NISCC's Induction Standards for new workers in social care, to ensure they were competent to carry out the duties of their job in line with the day care setting's policies and procedures. There was evidence that the induction programme for all new staff included shadowing of a more experienced staff member. Written records were retained regarding the person's capability and competency in relation to their job role.

3.3.4 Staff Training

Staff were provided with training appropriate to the requirements of their role, which was recorded on a colour-coded matrix. A review of the training matrix confirmed that staff had completed training appropriate to their roles including Adult Safeguarding, manual handling medicines management, dysphagia, basic life support, DoLS, infection control and safety intervention. Staff who spoke with the inspector said that they felt the training provided was useful and helped them to carry out care tasks as required in line with their roles and responsibilities.

The day care setting's mandatory training programme included training in the use of specialised equipment for those requiring equipment to assist with mobilising. A review of a sample of care records identified that moving and handling risk assessments and care plans were up to date.

All day care staff had been provided with training in relation to medicines management and a competency assessment is undertaken for those identified staff who are required to assist with medication to ensure they are proficient to carry out this task. The manager advised that competency assessments are refreshed yearly for all staff who assist with medication to ensure they are competent in assisting with this task.

3.3.5 Management of Dysphagia and Recommendations for Eating, Drinking and Swallowing Documents (REDS)

A number of service users had been assessed by a Speech and Language Therapist (SALT) with recommendations in place regarding the consistency of their food and fluids. Staff had completed training in dysphagia and were familiar with how food and fluids should be modified and had completed training in Dysphagia and in relation to how to respond to choking incidents. Staff followed a clear programme for each service user with SALT requirements at meal times to ensure the care received in the setting was safe and effective.

3.3.6 Care Records and Service User Input

Discussions with staff and review of service users' care records reflected the multi-disciplinary input and the collaborative working undertaken to ensure service users' health and social care needs were met within the day care setting.

A review of service users' care records identified that each service user had a detailed, person centred support plan, available in easy read format, to enable them to follow and participate in all aspects of their care. Care records evidenced multi-disciplinary working and regular communication with relevant professionals from the commencement of the day care placement. Care plans contained details about their likes and dislikes and the level of support they may require. These plans are kept under regular review and service users and / or their relatives participate, where appropriate, in the review of the care provided on an annual basis, or when changes occur, in keeping with the day care setting's policies and procedures. There was evidence of regular contact with service users and their representatives, in line with the commissioning Trust's requirements.

The day care setting had service user meetings on a regular basis however it was identified that meetings took place without service users being physically present. The manager welcomed advice in relation to finding ways of best supporting service users to participate in their day centre counsel meetings in line with person centred thinking. This will be reviewed at a future inspection.

3.3.7 Quality and Management of the Environment

The day care setting was observed to be clean, tidy and suitably furnished, decorated, warm and comfortable. A sensory room which provides a quiet and relaxing space for service users had recently received a new water bed to enhance the experience for service users within the centre.

All hazardous substances were noted to be stored appropriately in accordance with Control of Substances Hazardous to Health (COSHH) guidance.

A review of the most recent fire risk assessment indicated that all actions had been completed. There was evidence that fire safety checks had been completed as required and that staff had participated in a fire evacuation drill. Throughout the inspection fire doors were observed to be unobstructed.

3.3.8 Governance and Managerial Oversight

An area for improvement identified during the last inspection related to the monthly monitoring reports, two of which had not been completed in the preceding year. On review of the monthly monitoring arrangements it was established that a rota was in place and reports had been completed each month in compliance with the regulations and standards. Further examination of the contents of the reports confirmed that accident/incidents; safeguarding matters and complaints were reviewed and there was engagement with service users, service users' relatives, staff and HSC Trust representatives. On this basis the area for improvement identified was deemed to have been addressed by the provider.

No incidents had occurred that required investigation under the Serious Adverse Incidents (SAI) procedure.

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.

The Annual Quality Report was reviewed and was satisfactory.

The day care setting's registration certificate was up to date and displayed appropriately.

The day care setting had a system in place for recording attendance and departures from the service and for managing unexpected non-attendance. The transport system for the day care setting has been established and this process ensures that all service disembark as expected.

5.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. The findings were discussed with Mrs Patricia Griffith, Manager, following the inspection and can be found in the main body of the report.



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