

Inspection Report

Name of Service: Foyleville Day Centre

Provider: Western Health and Social Care Trust

Date of Inspection: 26 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:	Mrs Valerie O'Connell
Service Profile: Foyleville Day Centre is a day care setting that provides care and day time activities for services users who are 65 and over. The centre is open from Monday to Friday and is managed by the Western Health and Social Care Trust (WHSCCT).	

2.0 Inspection summary

An unannounced inspection took place on 26 January 2026, between 11.00 am and 4.30 pm by a care Inspector.

The last care inspection of the day care setting was undertaken on 2 July 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.

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, the inspector spoke with service users, relatives, a health professional, and staff members.

Service users spoke positively about their experience of attending the day care setting. They said they enjoyed attending and that staff were very good. Service users' comments included: "I enjoy the activities; there is a good variety. The bus picks me up and I enjoy the bus journey." and "The food is good and I enjoy the company."

Comments received from a relative included: "The day care is fantastic; it is brilliant, and we have good communication with the staff. It is very good; I have no concerns about the service."

Staff reported that they were satisfied that the care and support was safe, effective, compassionate, and well-led. Staff spoke positively about the care delivery and management support in the day care setting. Staff comments included, "We provide a 100 percent person-centred service," and "The manager is absolutely fantastic ... I have a great rapport with the manager; this makes for a great atmosphere within the day centre for service users and all staff."

Information provided indicates that those who engaged with the inspector had no concerns in relation to the 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 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.

A record was maintained for each member of staff of all training, including induction and professional development activities undertaken. It was positive to note that the day care setting provided training regarding promoting positive behaviour, which included dementia awareness.

Staff consulted spoke positively about the training they received and confirmed that they had received sufficient training to enable them to fulfil the duties and responsibilities of their role.

There was evidence of effective systems in place to monitor and review staffing arrangements. Staff said there was good teamwork and they felt well supported by the manager in their role. 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 ensured that any changes in service users' needs were communicated effectively, enabling staff to provide appropriate care and support.

A system was in place to ensure that the activities offered to service users were varied and tailored towards their individual needs and preferences. Service users were 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.

The inspector observed staff demonstrating kindness, patience and respect, and service users were given time to express themselves fully.

It was also positive to note that the day care setting held service users' meetings on a regular basis, providing opportunities for service users to discuss what they wished to gain from attending the day care setting and the activities they would like to take part 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 users' preferences and choices regarding 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 and service users' care records were held confidentially.

3.3.4 Quality of Management Systems

There had been a change in the management of the day care setting since the last inspection. Mrs Valerie O'Connell has been the manager in this day care setting since 27 May 2025. Staff spoke positively about the management team.

Monitoring arrangements were 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 is responsible for implementing the regional protocol and the day care setting's adult safeguarding policy. There was an appointed ASC for the day care setting. It was established that good systems and processes were in place to manage the safeguarding and protection of adults at risk of harm.

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.

There was a protocol in place for staff to follow when service users did not attend as planned. In addition, there was a protocol in place to check the bus transport after every journey to and from the day care setting, to ensure that every service user had safely exited the bus.

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 Mrs Valerie O'Connell, Manager, as part of the inspection process and can be found in the main body of the report.



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