

Inspection Report

Name of Service: Creggan Day Centre

Provider: Western Health and Social Care Trust

Date of Inspection: 23 March 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 Terri Devine
Service Profile: Creggan Day Centre is a day care setting that provides care and day time activities to service users with enduring mental health needs and service users living with dementia. 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 23 March 2026, between 11.15 am and 4.40 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 areas for improvement identified, by RQIA, during the last care inspection on 11 March 2025; 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.

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

Service users said that the care and support provided by Creggan Day Centre was a good experience. Refer to Section 3.2 for more details.

It was evident that staff were knowledgeable and trained to deliver safe and effective care.

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 service users and staff members.

Service users spoke positively about their experience of attending the day care setting. They said they "loved" attending and that staff were "very good". Comments from service users included: "The staff are excellent, more than good to me. If there were any concerns, I would speak to the staff. The staff usually notice if there is anything wrong. There is always a choice of activities, and there is no obligation to engage with any activity. I enjoy the activities." Another service user stated, "The manager is lovely; she is approachable. All the staff are approachable. It is a great place. I feel safe here; it is like a small safe haven. Everything is confidential."

Staff informed us that they were satisfied with the care and support, which they found to be safe, effective, compassionate, and well-led. They spoke positively about the delivery of care and the management support in the day care setting. Staff comments included: "We have a really good staff team. We are very respectful of each other. The manager is very approachable and has an open-door policy. I have no concerns; if there were any, I would speak to the manager."

3.3 Inspection findings

3.3.1 Staffing Arrangements

Safe staffing begins at the point of recruitment and continues through staff induction, regular staff training, and ensuring that the number and skill level of staff on duty each day meet the needs of service users.

The manager advised that no new staff have been recruited in the day care setting since the last inspection. The manager confirmed that recruitment was managed in accordance with the regulations and minimum standards before staff members commence employment and engage directly with service users. A review of the recruitment records established that the area for improvement previously identified in relation to an AccessNI check had been addressed.

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.

The day care setting has maintained a record for each member of staff, documenting all training, including induction and professional development activities undertaken. A review of a sample of staff training records established that staff had received mandatory training relevant to their roles and responsibilities. It is positive to note that the day care setting offered training on Zero Suicide Awareness.

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.

There was evidence of effective systems in place to manage staffing. Staff stated they have "a really good team" and felt well supported in their roles by the manager. It was observed that staff responded to requests for assistance promptly and in a caring and compassionate manner. Staff demonstrated a good understanding of the needs, likes, and dislikes of individual service users. A review of the staff rota indicated that there were enough staff on duty to meet the needs of the service users. It was positive to note that the area for improvement previously identified in relation to staffing had been addressed.

3.3.2 Care Delivery

At the beginning of each shift, a morning huddle (handover) was conducted. This included information about any changes to the service users' care that staff needed to assist them in their roles. Staff were advised to sign to confirm their attendance at the huddle, ensuring that all staff received any necessary updated information about the service users' care.

A system was in place to ensure that the activities offered to service users were varied and tailored to their individual needs and preferences. Service users were supported in accessing activities of their own choice. Activities for service users included both group and one-to-one sessions. An activity planner was compiled with the involvement of the service users.

Observations of service users participating in activities on the day of inspection found that participation was enthusiastic.

It was positive to note that the day care setting held service users' meetings regularly, enabling the service users to discuss what they wanted from attending the day care setting and any activities they would like to become involved in.

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

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 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 with 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 accordance with the day care setting's policies and procedures.

Staff recorded regular evaluations about the care and support provided. A review of a sample of these records evidenced that they were legible, up-to-date, and signed by the person making the entry.

Service users' care records were held confidentially.

3.3.4 Quality of Management Systems

There has been a change in the management of the day care setting since the last inspection. Mrs Terri Devine has been the manager in this day care setting since 12 August 2025. Staff spoke positively about the management team.

Monitoring arrangements were in place in compliance with regulations and standards. A review of the day care setting's quality monitoring reports established 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, accidents/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. It was positive to note that these 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 is responsible for implementing the regional protocol and the day care setting's adult safeguarding policy. An ASC was appointed for the day care setting. It was established that effective systems and processes were in place to manage the safeguarding and protection of adults at risk of harm. It is positive to note that staff have completed adult safeguarding training, and those spoken with demonstrated a clear understanding of their responsibility in identifying and responding to any actual or suspected incidences of abuse, as well as the process for reporting concerns.

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. Additionally, there was a protocol to check the bus transport after every journey to and from the day care setting, ensuring 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 regarding 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.

There was evidence that the management team responded to any concerns raised with them or by their processes, and took measures to improve practice, the environment, and/or the quality of services provided by the day care setting.

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



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