

Inspection Report

Name of Service: Lakeland Community Care

Provider: Lakeland Community Care Ltd

Date of Inspection: 6 May 2026

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1.0 Service information

Organisation/Registered Provider:	Lakeland Community Care Ltd
Responsible Individual/Responsible Person:	Mr Patrick McGurn
Registered Manager:	Mr Patrick McGurn
Service Profile: Lakeland Community Care is a day care setting that is registered to provide care and day time activities for up to 38 service users. The service meets the needs of adults over 65 and/or with a physical disability or living with mild dementia. The day care setting is open Wednesday and Friday and is managed by Lakeland Community Care Ltd.	

2.0 Inspection summary

An unannounced inspection took place on 6 May 2026, between 11 am and 5 pm. It was carried out 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 13 December 2024; and 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 previous areas for improvement were assessed as having been addressed by the provider and no new areas for improvement were identified. Details can be found in the main body of this report.

It was evident that the staff promoted the dignity and well-being of service users and that staff were knowledgeable and well 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 service 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 service. This included the previous areas 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 process inspectors will seek the views of those attending and working within 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

Service users spoke positively about their experience of attending the day care setting. They said they enjoyed attending and that "the staff are excellent and caring." One noted that they liked the company of like-minded people and appreciated being given a choice of activities.

Staff spoke positively about the management, training, and care delivery in the day care setting. They described the manager as "very approachable" and noted that they receive regular mandatory training and can request additional training if needed. One staff member mentioned that service users are given a choice of activities, such as bingo and playing boccia, which they enjoy.

The information provided indicated that those we spoke with did not have any concerns in relation to the care and support provided within the day 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.

There was evidence of robust systems in place to manage staffing. It was noted that there were enough staff on duty to meet the needs of the service users, and staff spoken with confirmed this. Observations indicated that staff responded to requests for assistance promptly and in a caring and compassionate manner.

The person in charge advised that there were no newly recruited staff in the day care setting and that the existing staff team had all worked there for several years. The person in charge confirmed that recruitment was managed in accordance with the regulations and minimum standards before staff members commenced employment and engaged directly 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.

Records of all staff training were retained and noted to be up to date. Staff confirmed that they received sufficient training for their roles and could request additional training if needed. It was positive to note that staff received training in dementia awareness.

Procedures were in place for appraising the staffs' performance and supervisions were undertaken in keeping with the agency's policy and procedures.

Regular staff meetings were held and minutes maintained of the meetings for staff, unable to attend, to read for information sharing.

3.3.2 Care Delivery

Staff interactions with service users were observed to be friendly and supportive. Staff were skilled in communicating with service users; they were respectful, understanding and sensitive to service users' needs.

A range of activities was offered to service users, tailored to their individual needs and preferences. Service users are supported in accessing activities of their choice. Activities provided for service users included both group and one-to-one sessions. Examples of activities included arts and crafts, bingo, boccia, music, and knitting.

Service users were greeted with tea and coffee in the morning, and a selection of menu options was provided for lunch in the afternoon. The food provided was observed to be well-presented, and service users spoke positively about their dining experience. One stated that the food is "fresh, delicious, and plentiful."

The day care setting had facilitated service user meetings on a regular basis. This enabled the service users to discuss what they wanted to achieve from attending the day care setting and any activities that they would like to become involved in.

3.3.3 Management of Care Records

Service users' needs were assessed when they were first referred to the day care setting and before care delivery commenced.

Following the initial assessment, care plans were developed to guide staff on how to meet the service users' needs, including any advice or recommendations made by other healthcare professionals. It is positive to note that, where a service user was at risk of falling, a falls risk assessment was conducted, and measures to reduce this risk were implemented. There were no service users requiring support from a Speech and Language Therapist (SALT). However, it is positive to note that staff were knowledgeable about the International Dysphagia Diet Standardisation Initiative (IDDSI) and had received training in dysphagia. The previous areas for improvement regarding care records has been addressed.

Care records were person centred, and regularly reviewed and updated to ensure they continued to meet the service users' needs. Service users, where possible, were involved in planning their own care. The details of care plans were shared and signed by service users and/or their representatives as appropriate.

Care reviews had been undertaken in keeping with the day care setting's policies and procedures. There was also evidence of regular contact with service users and their representatives, in line with the commissioning Trust's requirements.

3.3.4 Quality of Management Systems and the Environment

There has been no change in the management of the day care setting since the last inspection. Mr Patrick McGurn has been the registered manager in this day care setting since 14 April 2009.

Staff commented positively about the manager and described them as supportive, approachable and able to provide guidance.

There were monthly monitoring arrangements in place in compliance with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007. A review of the reports of the day care setting's monthly quality monitoring established that there was engagement with service users, service users' relatives, and 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 person in charge was aware of the requirement to notify the RQIA of any incidents in accordance with the regulations. No incidents had occurred since the last inspection. However, it was noted that if an incident occurs, it will be reviewed as part of the monthly monitoring process.

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. The manager / responsible individual was identified as the appointed ASC for the agency. It was established that effective 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.

There was a process in place to manage any complaints; none had been received since the last care inspection.

A fire risk assessment was completed, and there was evidence that fire safety checks were conducted as required. Staff completed training regarding fire safety and participated in a fire evacuation drill. Throughout the inspection, fire doors were observed to be unobstructed.

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

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



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