

Inspection Report

Name of Service: Shankill Day Centre

Provider: Belfast Health and Social Care Trust

Date of Inspection: 22 June 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:	Belfast Health and Social Care Trust (BHSCT)
Responsible Individual/Responsible Person:	Ms. Jennifer Welsh
Registered Manager:	Mr. Jason McIlvenna
Service Profile – Shankill Day Centre is a Day Care Setting located in Belfast which provides care and support for a maximum of 30 adult service users daily. A programme of day care and day time activities is delivered Monday to Friday for adults who are over 65 years and may have a diagnosis of dementia or may have needs arising from a mental health diagnosis and/or a physical disability.	

2.0 Inspection summary

An unannounced inspection took place on 22 June 2026, between 10.15 am and 3.00 pm. It was carried out by a care Inspector.

The last care inspection of the day care setting was undertaken on 13 November 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 established 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.

Service users said that the care and support provided by Shankill Day Centre was a positive experience.

It was evident that 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 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, attending and visiting 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

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.

Service users expressed that they really enjoyed attending the day care setting and told us that 'everything is good'.

A relative described that the day care setting as 'a wonderful place' and how highly they valued the respite it offers.

Staff told us that they loved their jobs.

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.

A review of a sample of recruitment records indicated that pre-employment checks had been completed before staff commenced employment.

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 a robust, structured, three day induction programme which also included shadowing of a more experienced staff member.

Checks were made to ensure that staff were appropriately registered with the Northern Ireland Social Care Council (NISCC) or any other relevant regulatory body; there was a system in place for professional registrations to be monitored by the manager.

A robust system was in place to ensure that all staff were compliant with pre-determined mandatory training requirements. Where any staff training was due to expire, new dates had been booked.

3.3.2 Care Delivery

There was a daily huddle at the beginning of each day, which included information about any changes to the service users' care that the staff needed to assist them in their roles. All matters discussed were recorded in detail and available for staff to reference throughout each day.

Regular staff meetings were held, with minutes recorded and circulated to ensure staff unable to attend remained informed.

Staff interactions with service users were observed to be friendly and supportive.

Service users' needs were met through a range of individual and group activities; these included quizzes, crystal art, old time dancing, quoits, knitting, crochet, films and gardening. It was positive to note that service users had individual activity boxes that provided safe storage for their ongoing projects. Service users were well informed of the activities planned for the week and of their opportunity to be involved and looked forward to attending the planned events.

Good nutrition and a positive dining experience are important to the health and social wellbeing of service users. Service users had good access to food and fluids throughout the day. Service users commended the food on offer and told us that it was 'excellent'.

Service users and a relative fed back that the transport provided by the day care setting was punctual and that the drivers were 'very good'. Several service users raised issues with one of the buses that is currently allocated to the day care setting. Discussions are ongoing between the manager and the Transport Department in this regard.

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.

3.3.3 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 this initial assessment care plans were developed to direct staff on how to meet service users' needs and included any advice or recommendations made by other healthcare professionals.

A service user agreement was in place for each service user in keeping with the minimum standards.

Service users care records were held confidentially.

Care records were person centred, well maintained and regularly reviewed and updated to ensure they continued to meet the service users' needs. A review of a sample of 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 around how their support was provided. The details of care plans were shared and signed by service users and/or their representatives as appropriate.

Service users care records were regularly audited by the manager and any identified actions promptly carried out.

3.3.4 Quality of Management Systems

There has been no change in the management of the day care setting since the last inspection. Staff spoken with told us that they were well supported by the manager.

Review of the staffing rota identified that the manager's presence in the day care setting was clearly recorded. In the absence of the manager there was a nominated person-in-charge (PIC) to provide guidance and leadership. The PIC was clearly identified on the duty rota.

It was noted that the current staffing structure in the day care setting did not include team leaders or senior day care workers. The manager was responsible for all the day to day operations of the service and the direct supervision of all day care worker staff. This current staffing model limits the opportunity for career progression and may have a negative impact on staff retention. One staff member told us 'I would love a Senior post'.

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 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 was satisfactory.

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. A specific individual was identified as the day care setting's ASC.

It was established that effective systems and processes were in place to manage the safeguarding and protection of adults at risk of harm. 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.

RQIA had been notified appropriately of any incidents that had been reported to the Police Service of Northern Ireland (PSNI) in keeping with the regulations. A 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 good to note that these were reviewed in detail as part of the monthly quality monitoring process.

There was a system in place to ensure that complaints were managed in accordance with the day care setting's policy and procedure.

There was evidence that the manager 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 within the day care setting.

3.3.5 Quality and Management of the Environment

The day care setting was observed to be clean and tidy, suitably furnished, warm and comfortable and free of clutter.

Externally the day care setting was well maintained. There was a garden area at the front of the day care setting where service users could sit outside.

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

Personal protective equipment and hand hygiene facilities were readily available throughout the day care setting

Records examined identified that a number of safety checks and audits had been undertaken including fire alarm tests. It was noted that the last full evacuation drill was undertaken on 18 June 2026. Fire risk assessments for the day care setting were available for the inspection and had been completed on 20 October 2025. All staff had completed fire training and a proportion of staff were designated fire wardens. During the inspection fire exits were observed to be clear of clutter and obstructions.

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 manager as part of the inspection process and can be found in the main body of the report.



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