

Inspection Report

Name of Service: Thackeray Day Centre

Provider: Western Health and Social Care Trust

Date of Inspection: 9 July 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/Responsible Person:	Mrs Karen Hargan
Registered Manager:	Mrs Fiona Shortt
Service Profile: Thackeray Day Centre is a Day Care Setting providing care and day time activities for people who are elderly and those who are living with dementia. The centre 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 9 July 2026, between 11.00am and 5.00 pm by a care Inspector.

The last care inspection of the day care setting was undertaken on 6 May 2026 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 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.

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.

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

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 service users, their representatives, and those working in the day care setting, and review/examine a sample of records to provide evidence of 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, relatives, and staff members.

Service users spoke positively about the management, staff, and their experience of attending the day care setting. They said the manager and staff were excellent, that they enjoyed attending, and felt welcomed. Service users' comments included: "The staff are fantastic. The staff on today are very good, and I have no complaints about them. I enjoy the activities. They care for me well. I have no issues or concerns. I feel safe coming here. The food is very good. I love my fish and chips, which they serve me on Fridays. I'm happy." and "I really enjoy attending; it feels like a home away from home. You are always welcomed. The staff are good, and every one of them is very kind. They treat everyone equally. We are offered a range of activities, and I enjoy the company. The manager and staff are excellent, and the manager is very approachable.

Comments received from relatives included: "This is the best place. Communication is good, and I have no issues. The manager stays up to date with what is happening, and the staff communicate any changes regarding my family member. The staff are outstanding; you couldn't ask for better."

Staff spoke positively about care delivery and management support in the day care setting. Comments included: "Management is approachable and listens to you. We have a morning huddle to receive updates on the service users. The team is excellent, and service users are provided with a choice of activities and menu options." and "The staff team is brilliant, and the service is very person centred. All the staff act in the best interests of the service users; I have

no concerns about the service and always look forward to coming here. I feel like a valued member of the staff team."

Information provided indicates that those who engage with us have no concerns in relation to 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 skills of staff on duty each day meet the needs of service users. There was evidence of effective systems in place to manage staffing.

Staff spoke positively about the staff team and the manager. 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.

A review of the staff recruitment records held on AMIQUUS, an electronic system, confirmed that pre employment checks, including criminal record checks (AccessNI), had been completed and verified 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.

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 was positive to note that the day care setting provided training in falls 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.

Competency assessments were completed for staff expected to take the lead in the manager's absence, ensuring they were proficient in their roles and responsibilities.

3.3.2 Care Delivery

There was a morning huddle at the beginning of each shift, which included information about any changes to the service users' care that the staff needed to assist them in their roles.

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 are supported to access activities of their own choice. Activities for service users were provided, involving both group

and one to one activity. Observations of service users taking part in a group activity, Family Fortunes, on the day of inspection found that participation was enthusiastic.

Good nutrition and a positive dining experience are important to the health and social wellbeing of service users. Service users may need a range of support with meals; this may include simple encouragement through to full assistance from staff, and their diet may be modified. A review of records and discussion with the person in charge evidenced that systems were in place to manage service users' nutrition and mealtime experience. It was positive that the menu considered service user preferences. It was also positive to note that all staff had received training in dysphagia.

3.3.3 Management of Care Records

The service users' care plans were reviewed on an electronic system called Encompass. They included details of the level of care and support they might require. Care staff regularly recorded electronic evaluations of the delivery of care and support provided to the service users. Care records demonstrated that service users, where possible, were involved in planning their own care, and efforts were made to determine service users' preferences and choices regarding how their support was provided.

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.

Service users' care records were held confidentially.

3.3.4 Quality of Management Systems

There has been no change in the management of the day care setting since the last inspection. Mrs Fiona Shortt has been the manager in this day care setting since 26 July 2023. Staff spoke positively about the management team.

There were monitoring arrangements 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.

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.

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 setting's policy and procedure.

Service users' attendance at the day care setting was recorded electronically on Encompass, and 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 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 regarding fire safety and had participated in a fire evacuation drill. Throughout the inspection, fire doors were observed to be unobstructed.

The environment was observed during a tour of the day care setting, and it was identified that hazardous substances were 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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