The Regulation and Quality Improvement Authority

# Inspection Report

**Name of Service:** **Millview Resource Centre**

**Provider:** **Southern HSC Trust**

**Date of Inspection:** **25 August 2026**

Information on legislation and standards underpinning inspections can be found on our website https://www.rqia.org.uk/

## 1.0 Service information

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| **Organisation/Registered Provider:** | Southern HSC Trust |
| **Responsible Person:** | Mr Steve Spoerry |
| **Registered Manager:** | Mrs Geraldine Carragher |
| **Service Profile –** Millview Resource Centre is a Day Care Setting that provides day care for adults aged 18-64 with a physical, sensory impairment or brain injury. | |

## 2.0 Inspection summary

An unannounced inspection took place on 25 August 2026, between 8.50 am and 2.50 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 area for improvement identified, by RQIA, during the last care inspection on 20 May 2025; and to determine if the day care 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.

There was evidence at inspection that the provider had taken necessary action in relation to the previously identified area for improvement. No new area for improvement was 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 the previous area 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 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, healthcare professionals and staff members.

Service users spoke positively about their experience of attending the day care setting. They said the manager and staff were good, that they were respected and their dignity maintained.

Relatives remarked on the great communication from the day care setting, the good care and that their life "would simply not work without the support of the day care setting".

Comments received from health care professionals included: "I have no concerns about this service, the staff are always looking for the best activities to suit each individual.
They are knowledgeable about each of the service users".

Staff spoke positively about care delivery and management support in the day care setting.

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 confirmed that no new staff members have been recruited since the last inspection.

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; dysphagia, Makaton, multiple sclerosis and stroke awareness, enteral feeding and epilepsy. 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. This document was a superb example of the good communication within this day care setting.

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. Observations of service users included a group involved in a music bingo. Examples of craft activities were on display in the day care setting, with many photographs of celebratory events enjoyed by service users viewed.

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 and appropriate staff trained in enteral feeding.

Staff were observed to be respectful in their interactions with service users, knowledgeable of their likes and dislikes and interested in the updates from the service users from their previous attendance at the day care setting.

### 3.3.3 Management of Care Records

The service users' care plans included details of the level of care and support they might require. Staff regularly recorded 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 and regularly reviewed.

Care reviews are being monitored and necessary action taken to ensure that these are had not 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 Geraldine Carragher continues to be the acting manager in this day care setting. The application for registration will be reviewed by RQIA. Staff and service users spoke positively about the manager.

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. The monitoring officer was present in the day care setting on the day of inspection.

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. All incidents that were reportable to RQIA had been shared in a timely manner.

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. No complaints were received since the last inspection.

Discussion took place at inspection in relation to the bus transport arrangements. The information shared evidenced a large piece of transport related work underway. This will be reviewed at future inspections.

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.

## 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 Geraldine Carragher, Manager, as part of the inspection process and can be found in the main body of the report.

The Regulation and Quality Improvement Authority

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