The Regulation and Quality Improvement Authority

Inspection Report

Name of Service: Drumcoo Centre

Provider: Western Health and Social Care Trust

Date of Inspection: 30 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:	Ms Karen Hargan
Registered Manager:	Mrs Elizabeth McGuinness
Service Profile This is a day care setting that is registered to provide care and day time activities for up to 19 service users living within the Western Trust area. The service meets the needs of adults with physical complex disabilities and sensory impairment. The day care setting is open Monday to Friday.	

2.0 Inspection summary

An announced inspection took place on 30 July 2026, between 9.50 am and 12.35 pm. A care Inspector conducted the inspection. This inspection was undertaken at the proposed day care setting location at Erne Family Centre, 15 Elliott Place, Enniskillen.

The purpose of the inspection was to assess the application to vary the registration of Drumcoo Centre submitted to RQIA on 12 January 2026. The Western Health and Social Trust has made application to vary the registered address of the day care setting and the maximum approved places on a temporary basis.

The inspection examined the accommodation which had recently been converted and refurbished for use as a temporary day care setting.

During the inspection, the Service User Guide and Statement of Purpose were found to require minor amendments. These were submitted after the inspection and found to be satisfactory.

An area for improvement was identified in relation to the provision of privacy window blinds.

Full details, including the area for improvement identified, can be found in the main body of this report and in the quality improvement plan (QIP) in Section 4.

RQIA were satisfied that the premises' were suitable to meet the aims and objectives, as described in the Day Care Setting's Statement of Purpose.

The Inspector would like to thank the Head of Service and Senior Day Care Worker, for their support and co-operation during and after the 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.

3.2 Inspection findings

3.2.1 Environment

The environment was observed during a tour of the day care setting and was found to be warm and fresh smelling throughout. The review identified a number of environmental issues that require to be addressed. These included chipped and marked paintwork in a toilet and corridor, uneven concrete surfaces at the main entrance and two wood battens secured to corridor walls. Confirmation was provided following the inspection that these matters were addressed.

Review also identified the absence of privacy window blinds in the activity room and dining room. These rooms were overlooked by surrounding buildings. An area for improvement was identified.

There are a range of rooms available for different activities and a large dining room.

The day care setting is located in shared accommodation and the Inspector observed an open stairwell leading to the first floor where a suite of offices were located. Discussion with the Head of Service evidenced that a risk assessment was not in place. A risk assessment was submitted following the inspection and found to be satisfactory.

Documentation presented during and subsequent to the inspection confirmed that the premises, engineering services and equipment are installed and commissioned in line with relevant legislation, Approved Codes of Practice and Best Practice guidance.

The fire risk assessment and legionella risk assessment documents had been reviewed and action plan recommendations are being implemented.

3.3.2 Fire Safety

As the building was not occupied at the time of the inspection records of fire safety evacuation drills were not in place, once the building is occupied these must be recorded.

3.3.3 Statement of Purpose and Service Users Guide

The Statement of Purpose and Service User Guide were submitted to RQIA prior to the inspection and were further examined during the inspection. The documents required minor amendments and were resubmitted after the inspection. These were assessed as meeting regulations and standards.

4.0 Quality Improvement Plan/Areas for Improvement

An area for improvement has been identified where action is required to ensure compliance with Regulations.

	Regulations	Standards
Total number of Areas for Improvement	1	0

An area for improvement and details of the Quality Improvement Plan were discussed with the Head of Service and Senior Day Care Worker, as part of the inspection process. The timescales for completion commence from the date of inspection.

Quality Improvement Plan

Action required to ensure compliance with The Day Care Setting Regulations (Northern Ireland) 2007

Area for improvement 1 **Ref:** Regulation 13 8 (a) **Stated:** First time **To be completed by:** Immediate from the date of inspection	The Registered Person shall provide window privacy blinds in the activity room and dining room. Ref: 3.2.1
	Response by Registered Person detailing the actions taken: Regulation 13 8 (a) Ref: 3.2.1 Western Health and Social Care Trust can confirm that an order has been placed with a supplier, to supply and fit window privacy blinds for the activity room and dining room at the location of Erne Family Centre, 15 Elliott Place, Enniskillen.

Please ensure this document is completed in full and returned via the Web Portal

The Regulation and Quality Improvement Authority

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