



The Regulation and
Quality Improvement
Authority

**THE REGULATION AND QUALITY IMPROVEMENT
AUTHORITY**

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ANNOUNCED ESTATES INSPECTION

Inspection No:	INO16766
Establishment ID No:	10791
Name of Establishment:	Station Road Resource Centre
Date of Inspection:	12 February 2015
Inspector's Name:	Raymond Sayers

1.0 GENERAL INFORMATION

Name of Day Care Centre:	Station Road
Address:	Station Road Armagh BT61 7NP
Telephone Number:	028 37412 415
Registered Organisation/Provider:	Southern HSC Trust/ Ms. Anne Mairead McAlinden
Registered Manager:	Ms. Margaret McShane
Person in Charge of the centre at the time of Inspection:	Ms. Leeanne Cornett
Other person(s) consulted during inspection:	N/A
Type of establishment:	Day Care Centre
Date and time of inspection:	12 February 2015 from 1.30pm – 3.30pm
Date of previous inspection:	18 July 2011
Name of Inspector:	Raymond Sayers

2.0 INTRODUCTION

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect Day Care Settings.

This is a report of an announced inspection to assess the quality of the premises and grounds in which the service is being provided including the upkeep of the building and engineering services and equipment. The report details the extent to which the standards measured during inspection were met.

3.0 PURPOSE OF THE INSPECTION

The purpose of this inspection was to consider whether the premises and grounds were safe, well maintained and remain suitable for their stated purpose in compliance with legislative requirements and current minimum standards. This was achieved through a process of evaluation of available evidence.

The Regulation and Quality Improvement Authority aims to use inspection to support providers in improving the quality of services, rather than only seeking compliance with regulations and standards.

The aims of the inspection were to examine the estates related policies, practices and monitoring arrangements for the provision of Day Care Settings, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003;
- The Day Care Settings Regulations (Northern Ireland) 2007;
- The Day Care Settings Minimum Standards (DHSSPS, 2012).

Other published standards which guide best practice may also be referenced during the Inspection process.

4.0 METHODS/PROCESS

Specific methods/processes used in this inspection include the following:

- Discussion with the person in charge;
- Examination of records;
- Inspection of the centre, internally and externally;
- Evaluation and feedback.

Any other information received by RQIA about this regulated establishment has also been considered by the Inspector in preparing for this inspection.

5.0 CONSULTATION PROCESS

During the course of the inspection, the Inspector spoke to Ms. Leeanne Cornett, Assistant Manager.

6.0 INSPECTION FOCUS

The inspection sought to establish the level of compliance achieved with respect to the following DHSSPS Day Care Centres Minimum Standards and to assess progress with the issues raised during and since the previous inspection:

Standards inspected:

- Standard 25 - Premises and grounds;
- Standard 27 - Safe and healthy working practices;
- Standard 28 - Fire safety.

7.0 PROFILE OF SERVICE

Station Road Resource Centre is located within Station Road Industrial Site which is close to the centre of Armagh. There are adequate car parking spaces, including disabled and emergency, at the front of the building.

The centre provides day care from Monday to Friday each week between 9.00am and 4.00pm. In total the centre can facilitate a maximum number of 30 service users per day, though recently the trend has been to support lower numbers of people who have a greater complexity of needs. The centre closes on public holidays and for five staff training days each year.

The facility provides a wide range of therapeutic activity areas, including computer suite, rest/clinical room, picture framing workshop area and a large games and leisure area. Other facilities include bathrooms / toilets, kitchen, dining room, storage and administrative offices.

8.0 SUMMARY

Following the Estates Inspection of Station Road on 12 February 2015, improvements are required to comply with the Day Care Settings Regulations (Northern Ireland) 2007 and the criteria outlined in the following minimum standards:

- Standard 25 - Premises and grounds;
- Standard 27 - Safe and healthy working practices.

The inspection resulted in three requirements and one recommendation, listed in the quality improvement plan appended to this report.

The interior decorative condition is good and the facility appears well maintained; however, verification certificates are required for several building services to establish control procedures implemented are appropriate.

The Estates Inspector would like to acknowledge the assistance of Ms. Leeanne Cornett during the inspection process.

9.0 INSPECTOR'S FINDINGS

9.1 Recommendations and requirements from previous inspection

The requirement raised in the report of the previous estates inspection on 18 July 2011 has been addressed.

No	Regulation Ref.	Requirements	Action taken - as confirmed during this inspection	Inspector's Comments
1	Regulation 26.(4)(a)	Complete a review of the fire safety risk assessment and insert recommended improvements/control measures in a works action for implementation .	Completed on 18 August 2011	Compliant

9.2 Standard 25 - Premises and grounds - *The premises and grounds are safe, well maintained and remain suitable for their stated purpose*

9.2.1 The building fabric and finishes were maintained to a very good condition, however some minor defects were noted and require attention in order to comply with this standard. The issues are detailed in the report paragraphs 9.2.2-9.2.3 and in the section of the attached quality improvement plan of the attached quality improvement plan titled '**Standard 25 - Premises and grounds**'.

9.2.2 A minor movement crack was evident on the training kitchen wall and ceiling finish. Will be repaired during next scheduled redecoration.

9.2.3 Surface cracking has occurred on the kitchen wall surface at the hot water calorifier cupboard, at approximately 1.8m above finished floor level.
(Reference: Quality Improvement Plan Item 1)

9.3 Standard 27 - Safe and healthy working practices - *The centre is maintained in a safe manner*

9.3.1 Safe and healthy working practices are evident in the day care centre in accordance with this standard. Some issues, however have been identified for attention by the care provider are detailed in paragraphs 9.3.2 – 9.3.5 and the section of the attached quality improvement plan titled '**Standard 27 - Safe and healthy working practices**'.

9.3.2 The existing two mobile hoists have been listed for disposal and are no longer utilized by the day care centre; one new mobile hoist has been procured and the assistant manager states that another new mobile hoist is yet to be delivered. Received e-mail confirming delivery of new Carina mobile hoist 20 Feb. 2015.

9.3.3 There was no Lifting Operations & Lifting Equipment Regulations (LOLER) Regulation 9 thorough examination certificate available for examination for the "Wispa 200LT" tracked hoist installed in the shower/wc room.

A label displayed on the equipment indicated a service had been completed on 29 January 2015.

(Reference: Quality Improvement Plan Item 2)

9.3.4 There was no service certificate available to verify that the suction pump medical device had received an annual service.

(Reference: Quality Improvement Plan Item 3)

9.3.5 A BS7671 Periodic Inspection Report for the electrical installation was submitted by email for RQIA Estates inspector examination on 13 February 2015. The 7 January 2015 inspection report reference 024407 listed one C1 and 26 C2 remedial recommendations.

The Southern HSC Trust estates maintenance officer has indicated that the recommendations will be implemented before April 2015.
(Reference: Quality Improvement Plan Item 4)

9.4 Standard 28: Fire safety - *Fire safety precautions are in place that reduce the risk of fire and protect service users staff and visitors in the event of fire.*

9.4.1 Fire Safety procedures are compliant with this standard. Records inspected demonstrate satisfactory attention to fire safety precautions. A fire risk assessment audit was completed on 26 January 2015.

There are no issues assessed as requiring corrective/improvement action with regard to this Standard.

10.0 QUALITY IMPROVEMENT PLAN

The details of the Quality Improvement plan appended to this report were discussed with Ms. Leeanne Cornett as part of the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Day Care Settings Regulations (Northern Ireland) 2007 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the centre to improve the quality of life experienced by residents.

The registered provider is required to record comments on the quality improvement plan.

11.0 Enquiries

Enquiries relating to this report should be addressed to:

**Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
BELFAST
BT1 3BT**



The Regulation and
Quality Improvement
Authority

Quality Improvement Plan

Announced Estates Inspection

Station Road Day Care Centre; ID 10791

12 February 2015

QIP Position Based on Comments from Registered Persons (for RQIA use only)			QIP Closed		Estates Officer	Date
			Yes	No		
A.	All items confirmed as addressed.					
B.	All items either confirmed as addressed or arrangements confirmed to address within stated timescales.	X	X		R. Sayers	17 April 2015
C.	Clarification or follow up required on some items.					

NOTES:

The details of the quality improvement plan were discussed with Ms. Leeanne Cornett of the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Day Care Settings Regulations (Northern Ireland) 2007 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the centre to improve the quality of life experienced by clients.

The registered provider is required to record comments on the quality improvement plan.

The quality improvement plan is to be completed by the registered provider and registered manager and returned to **estates@rqia.org.uk**.

Please complete the following table to demonstrate that this Quality Improvement Plan has been completed by the registered manager and approved by the responsible person / identified responsible person:

NAME OF REGISTERED MANAGER COMPLETING QIP	Margaret McShane
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP	Micéal Crilly

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Assurance, Challenge and Improvement in Health and Social Care

Standard 25 - Premises and grounds

The following requirements and recommendations should be noted for action in relation to Standard 25 - Premises and grounds

Item	Regulation Reference	Restated Requirements	Timescale	Details Of Action Taken By Registered Person (S)
		N/A		
Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
		N/A		
Item	Standard Reference	Recommendations	Timescale	Details Of Action Taken By Registered Person (S)
1	Standard 25.1	Investigate and resolve kitchen wall cracking defect; repair wall surface. (Reference: Report section 9.2.3)	Twelve weeks	Cracking in wall resolved and wall surface repaired. Work completed 23/2/15

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Assurance, Challenge and Improvement in Health and Social Care

Standard 27 - Safe and healthy working practices

The following requirements and recommendations should be noted for action in relation to Standard 27 - Safe and healthy working practices

Item	Regulation Reference	Restated Requirements	Timescale	Details Of Action Taken By Registered Person (S)
		N/A		
Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
2.	Regulations 14.(1)(a),(b) &(c)	Verify that the "Wispa LT-200" tracked hoist Lifting Operations and Lifting Equipment Regulations (LOLER) "thorough examination" has been completed; submit a copy of LOLER thorough examination report to RQIA estates inspector. (Reference: Report section 9.3.3)	Eight weeks	We are awaiting verification from Bureau Veritas and verification reports will be scanned when we receive these and we will forward reports to RQIA.
3.	Regulations 14.(1)(a),(b) &(c)	Submit verification that the suction pump medical device has received annual inspection service by a competent person. (Reference: Report section 9.3.4)	Eight weeks	Arrangements had been made to have this progressed and unfortunately this did not occur. we are arranging to have this completed to-day. Verification will be forwarded to RQIA when received
4.	Regulations 14.(1)(a),(b) &(c)	Implement BS7671 periodic inspection report code 1 and code 2 recommended remedial/improvement works actions in compliance with the Electricity at Work Regulations. (Reference: Report section 9.3.5)	Eight weeks	We have been advised that the Electrical Contractor will be completing this work by the end of April 2015.

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Item	Standard Reference	Recommendations	Timescale	Details Of Action Taken By Registered Person (S)
		N/A		

Standard 28 - Fire Safety The following requirements and recommendations should be noted for action in relation to Standard 28 - Fire Safety				
Item	Regulation Reference	Restated Requirements	Timescale	Details Of Action Taken By Registered Person (S)
		N/A		
Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
		N/A		
Item	Standard Reference	Recommendations	Timescale	Details Of Action Taken By Registered Person (S)
		N/A		

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Assurance, Challenge and Improvement in Health and Social Care