



The Regulation and  
Quality Improvement  
Authority

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**Announced Estates Inspection  
of  
Lakeland Community Care**

**19 January 2016**

The Regulation and Quality Improvement Authority  
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Tel: 028 9051 7500 Fax: 028 9051 7501 Web: [www.rqia.org.uk](http://www.rqia.org.uk)

## 1. Summary of Inspection

An announced estates inspection took place on 19 January 2016 from 10.00am to 11.30am. On the day of the inspection the premises supported the delivery of safe, effective and compassionate care. Areas for improvement were identified and are set out in the Quality Improvement Plan (QIP) appended to this report. This inspection was underpinned by the;

- 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)

### 1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those items detailed in the previous QIP there were no further actions required to be taken following the last inspection.

### 1.2 Actions/Enforcement Resulting from this Inspection

Enforcement action did not result from the findings of this inspection.

### 1.3 Inspection Outcome

	Requirements	Recommendations
<b>Total number of requirements and recommendations made at this inspection</b>	0	4

The details of the QIP within this report were discussed with Mr Pat McGurn, Manager as part of the inspection process. The timescales for completion commence from the date of inspection.

## 2. Service Details

<b>Registered Organisation/Registered Person:</b> Lakeland Community Care/Mr Patrick McGurn	<b>Registered Manager:</b> Mr Patrick McGurn
<b>Person in Charge of the Premises at the Time of Inspection:</b> Ms Carol Connor	<b>Date Manager Registered:</b> 08 April 2009
<b>Categories of Care:</b> DCS-MP, DCS-MP(E)	<b>Number of Registered Places:</b> 16
<b>Number of Service Users Accommodated on Day of Inspection:</b> 8	<b>Weekly Tariff at Time of Inspection:</b> Trust rates

### 3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following standards have been met:

**Standard 25: Premises and Grounds**

**Standard 27: Safe and Healthy working Practices**

**Standard 28: Fire safety**

### 4. Methods/Process

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

Prior to inspection the following records were analysed: Previous estates inspection report & statutory notifications over the past 12 months period.

During the inspection the inspector met with Ms Carol Connor, Day Care Worker.

The following records were examined during the inspection: Copies of maintenance service records, building & engineering services user inspection log books, legionellae and fire risk assessments.

### 5. The Inspection

#### 5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the service was an announced care inspection, IN020137 dated 22 July 2014. The completed QIP was returned, and approved by the care inspector on 18 September 2014.

#### 5.2 Review of Requirements from *the last* Estates Inspection IN008724 completed on 2 December 2011.

Previous Inspection Statutory Requirements		Validation of Compliance
<b>Requirement 1</b> <b>Ref:</b> Regulation 14.(1)	Confirm that a periodic inspection of the electrical installation is completed in compliance with the Electricity at Work regulations. Submit a copy of BS7671 report to the RQIA estates inspector.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> Submitted with QIP return.	

<b>Requirement 2</b>  Ref: Regulation 26.(4)(d)	Verify that the fire detection and alarm installation is maintained and tested by a competent person in compliance with BS5839.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> Submitted and verified with QIP return	

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

**Is Care Safe? (Quality of Life)**

A range of documents related to the maintenance of the premises was presented for review during this Estates inspection. This documentation included inspection and test reports for various elements of the engineering services and risk assessments. This supports the delivery of safe care.

[A number of issues were identified for attention during this Estates inspection, and are detailed in the 'areas for improvement' section below.]

**Is Care Effective? (Quality of Management)**

A range of accommodation, facilities and support services is provided in the premises. This supports the delivery of effective care.

[There were no issues identified for attention during this Estates inspection.]

**Is Care Compassionate? (Quality of Care)**

The accommodation reviewed during this Estates inspection was well presented, clean and free from malodours, this supports the delivery of compassionate care.

[There were no issues identified for attention during this Estates inspection.]

**Areas for Improvement**

1. A currently valid BS7671 periodic inspection report for the electrical installation was not available for examination. Refer to Quality Improvement Plan Recommendation 1.
2. The oil boiler maintenance service inspection report was not available for examination. Refer to Quality Improvement Plan Recommendation 2.
3. The shower head in the shower room and the hairdresser sink was sterilized periodically by the building user; however legionella control risk assessment document was available for examination. Refer to Quality Improvement Plan Recommendation 3.

<b>Number of Requirements</b>	<b>0</b>	<b>Number of Recommendations:</b>	<b>3</b>
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**5.4 Standard 27: Safe and healthy working practices** - *The Centre is maintained in a safe manner, and safe and healthy working practices are promoted in all aspects of its work.*

**Is Care Safe? (Quality of Life)**

A range of documents related to the safe operation of the premises, installations and engineering services was presented for review during this Estates inspection. This supports the delivery of safe care.

[There were no issues identified for attention during this Estates inspection.]

**Is Care Effective? (Quality of Management)**

The dependencies and needs of the residents are considered as part of the risk assessment processes and this is reflected in the management of the premises. This supports the delivery of effective care.

[There were no issues identified for attention during this Estates inspection.]

**Is Care Compassionate? (Quality of Care)**

There are health & safety procedures and control measures in place which support the delivery of compassionate care.

[There were no issues identified for attention during this Estates inspection.]

**Areas for Improvement**

None listed

<b>Number of Requirements</b>	<b>0</b>	<b>Number Recommendations:</b>	<b>0</b>
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**5.5 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.*

**Is Care Safe? (Quality of Life)**

A range of fire protection measures are in place for the premises, this includes: a fire detection and alarm system, emergency lighting, first aid fire-fighting equipment, structural fire separation and protection to the means of escape. This supports the delivery of safe care.

[An issue was identified for attention during this Estates inspection, and is detailed in the 'areas for improvement' section below.]

### Is Care Effective? (Quality of Management)

The standard used by the registered person to determine the level of fire safety within the premises takes account of: the interaction between the physical fire precautions, the fire hazards, the number of residents, the management policies and the availability of adequately trained staff. This standard has been referenced in the fire risk assessment and supports the delivery of effective care.

[There were no issues identified for attention during this Estates inspection.]

### Is Care Compassionate? (Quality of Care)

The standard used by the registered persons to determine the extent of fire safety protection measures that are appropriate for the premises recognises the need to maintain a homely, non-institutionalised environment. This supports the delivery of compassionate care.

[There were no issues identified for attention during this Estates inspection.]

### Areas for Improvement

1. The fire detection and alarm BS5839 maintenance engineer inspection report was not available for examination. Refer to Quality Improvement Plan Recommendation 4.

<b>Number of Requirements</b>	<b>0</b>	<b>Number of Recommendations:</b>	<b>1</b>
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### 5.6 Additional Areas Examined

The Fire risk assessor deemed the fire safety risk to be tolerable.

### 6. Quality Improvement Plan

The issue(s) identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Ms Carol Connor as part of the inspection process. The timescales commence from the date of inspection.

The registered person/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered person/manager to ensure that all requirements and recommendations contained within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

## 6.1 Statutory Requirements

This section outlines the actions which must be taken so that the registered person/s meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, and The Day Care Settings Regulations (Northern Ireland) 2007

## 6.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and The Day Care Settings Minimum Standards (DHSSPS, 2012). They promote current good practice and if adopted by the registered person may enhance service, quality and delivery.

## 6.3 Actions Taken by the Registered Manager/Registered Person

The QIP should be completed by the registered manager to detail the actions taken to meet the legislative requirements stated. The registered person will review and approve the QIP to confirm that these actions have been completed by the registered manager. Once fully completed, the QIP will be returned to [Estates.Mailbox@rqia.org.uk](mailto:Estates.Mailbox@rqia.org.uk) and assessed by the inspector.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations. It is expected that the requirements and recommendations set out in this report will provide the registered person/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the service.

## Quality Improvement Plan

### Recommendations

<p><b>Recommendation 1</b></p> <p>Ref: Standards 25.7 &amp; 25.8</p> <p>Stated: First time</p> <p>To be Completed by: 15 March 2016</p>	<p>Verify that the BS7671 periodic inspection report for the electrical installation is currently valid and compliant with the Electricity at work Regulations.</p> <p><b>Response by Registered Manager Detailing the Actions Taken:</b> Completed 3/02/16. Copy sent</p>
<p><b>Recommendation 2</b></p> <p>Ref: Standards 25.7 &amp; 25.8</p> <p>Stated: First time</p> <p>To be Completed by: 15 March 2016</p>	<p>Complete a periodic maintenance service of the oil boiler in compliance with manufacturer`s guidelines.</p> <p><b>Response by Registered Manager Detailing the Actions Taken:</b> Completed 13/06/14. Copy sent</p>
<p><b>Recommendation 3</b></p> <p>Ref: Standard 27.5</p> <p>Stated: First time</p> <p>To be Completed by: 15 March 2016</p>	<p>Complete a legionella control written risk assessment to confirm that current controls are deemed effective.</p> <p><b>Response by Registered Manager Detailing the Actions Taken:</b> As per our letter, Development Association carry out the necessary checks.</p>
<p><b>Recommendation 4</b></p> <p>Ref: Standard 28.2</p> <p>Stated: First time</p> <p>To be Completed by: 15 March 2016</p>	<p>Verify that the fire detection and alarm system is maintained by a competent person, in compliance with BS5839.</p> <p><b>Response by Registered Manager Detailing the Actions Taken:</b> Completed 03/02/16. Copy sent</p>



<b>Registered Manager Completing QIP</b>	Pat Mc Gurn	<b>Date Completed</b>	12/02/16
<b>Registered Person Approving QIP</b>	Pat Mc Gurn	<b>Date Approved</b>	12/02/16
<b>RQIA Inspector Assessing Response</b>	Raymond Sayers	<b># Date Approved</b>	04/04/2016

# Approved subject to verification of details submitted

*\*Please ensure the QIP is completed in full and returned to [Estates.Mailbox@rqia.org.uk](mailto:Estates.Mailbox@rqia.org.uk) from the authorised email address\**