



The Regulation and
Quality Improvement
Authority

**THE REGULATION AND QUALITY IMPROVEMENT
AUTHORITY**

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ANNOUNCED ESTATES INSPECTION

Inspection No: 18066
Establishment ID No: 11058
Name of Establishment: Palms Day Care Centre, Lurgan
Date of Inspection: 13 June 2014
Inspector's Name: K. Monaghan

GENERAL INFORMATION

Name of Centre:	Palms Day Care Centre
Address:	The Jethro Centre Flush Place Lurgan BT66 7DT
Telephone Number:	028 38 325 673
Registered Responsible Person:	Mr. Andrew Norman George Dunlop, Centre Manager, Shankill Parish Association
Registered Manager:	Mrs. Mary Boyce
Person in Charge of the Centre at the time of Inspection:	Mrs. Mary Boyce, Registered Manager
Other person(s) present during inspection:	Mr. Paul Richardson, The Jethro Centre Care Taker
Categories of Care:	DCS-I, DCS-DE, DCS-MP (E)
Conditions of Registration:	Registered to provide services on a routine basis to a maximum number of users with needs as specified in the statement of purpose and as confirmed in accompanying letter of registration (ref. 11058/311013).
Number of Registered Places:	16
Date of previous Estates Inspection:	23 August 2011
Date and time of inspection:	13 June 2014 (10:30am. – 12:00pm.)
Name of Inspector:	K. Monaghan

1.0 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 Centres.

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 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 the 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, 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
- Day Care Centre, Minimum Standards (DHSSPS) January 2012

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

4.0 METHODS/PROCESSES

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

- Discussions with Mrs. Boyce, Registered Manager, Mr. Dunlop, Registered Responsible Person and Mr. Richardson, The Jethro Centre Care Taker
- Examination of records
- Inspection of the centre internally.
- Evaluation and feedback

Any other relevant 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 Mrs. Boyce, Registered Manager, Mr. Dunlop, Registered Responsible Person and Mr. Richardson, The Jethro Centre Care Taker.

6.0 INSPECTION FOCUS

The inspection sought to establish the level of compliance achieved with respect to the following DHSSPS Day Care Centre, 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

A day care service was established by this organisation in 1993. This service was relocated to the Jethro Centre in 2005.

The day care centre provides a varied programme of activities which contributes to the maintenance of service user's physical, psychological and social needs. Activities which include craft, music, reading, quizzes and gardening commence at approximately 10:00am and continue to approximately 3:30pm.

Refreshments and lunch are provided for service users at a minimal cost.

Palms Day Care Centre is an attractive purpose built premises and is located in the Jethro Centre. Facilities include the following:

Day Room
Dining Room
Assisted Shower room with Toilet
Assisted Toilet
Office

The day centre provides facilities and services to sixteen service users on three days each week (Wednesday, Thursday and Friday).

The service includes transport and service users are collected and returned to their homes.

8.0 SUMMARY

The premises being used for the purposes of Palms Day Care Centre in Lurgan were in good order. This is to be commended.

Following the Estates Inspection of this day care centre on 13 June 2014, some 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
- Standard 28 - Fire Safety

This resulted in four requirements and one recommendation. These are outlined in the quality improvement plan appended to this report. The Estates Inspector would like to acknowledge the assistance of Mrs. Boyce, Registered Manager, Mr. Dunlop, Registered Responsible Person and Mr. Richardson, The Jethro Centre Care Taker, throughout the inspection process.

9.0 INSPECTION FINDINGS

9.1 Recommendations and requirements from previous inspection 23 August 2011

9.1.1 The following issues should be noted in relation to the issues included in the Quality Improvement Plan for the previous Estates inspection on 25 August 2011:

9.1.2 The temperature of the hot water in the plumbing system was being checked and recorded each week. All water outlets that were not in use were also being flushed on a weekly basis. In addition to these control measures the following control measures should also be in place with regard to the prevention or control of legionella bacteria in the water systems:

- A current risk assessment and completed action plan signed off by the Registered Manager
- Monthly temperature checks at the sentinel unblended hot water and cold water outlets in the premises
- Quarterly disinfection of the showers
- Regular inspections of the water systems

Reference should be made to the guidance contained in the 'APPROVED CODE OF PRACTICE AND GUIDANCE L8 Legionnaires disease the control of legionella bacteria in water systems' available free of charge from the Health and Safety Executive. Reference should be made to item 1 in the Quality Improvement Plan.

9.0 INSPECTION FINDINGS CONTINUED

9.1 Recommendations and requirements from previous inspection 23 August 2011 continued

9.1.3 The fire risk assessment presented for review during this Estates inspection was completed in 2008. A new fire risk assessment should be carried out for the premises. As part of this new fire risk assessment the action plan in the report for the previous fire risk assessment should be reviewed and signed off. Reference should be made to item 4 in the Quality Improvement Plan.

9.1.4 The above issues have been restated where appropriate in the relevant sections of the attached Quality Improvement Plan.

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 It is good to report that the premises being used for the purposes of Palms Day Care Centre in Lurgan were in very good order, clean and offered comfortable facilities for the service users. It is good to report that no issues were identified for attention in relation to this standard during this Estates inspection. This is to be commended.

9.3 Standard 27 - Safe and healthy working practices

The day care setting is maintained in a safe manner

9.3.1 Two issues were identified for attention in relation to this standard as follows:

9.3.2 It is good to report that the portable electrical equipment was inspected and tested in October 2013. The fixed wiring installation was also inspected and tested on 30 January 2014. The report for the inspection and test to the fixed wiring installation confirmed that the installation was in an overall satisfactory condition. This report also identified a small number of issues for attention. These issues were categorised as recommendations for improvement in the context of current standards. It is recommended that these issues should be reviewed with the inspecting engineers to establish what action should be taken in relation to same. The outcome of this review should be confirmed to RQIA. Reference should be made to item 3 in the Quality Improvement Plan.

9.0 INSPECTION FINDINGS CONTINUED

9.3 Standard 27 - Safe and healthy working practices continued

- 9.3.3 The service requirements for the thermostatic mixers should also be clarified. The thermostatic mixers should be checked on a regular basis to ensure that the blended hot water at the shower and wash basins is maintained at 41°C maximum. Reference should be made to item 2 in the Quality Improvement Plan.
- 9.3.4 The above issues are detailed in the section of the attached quality improvement plan entitled 'Standard 27 - Safe and healthy working practices'.

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 The following issues were identified for attention in relation to this standard during this Estates inspection as follows:
- 9.4.2 A fire drill for the complete premises was carried out on 14 May 2014. Practical fire safety training in the use of first aid firefighting equipment was also provided for all staff in the centre on 08 August 2013. The next fire training session for staff should now be provided. Reference should be made to item 5 in the Quality Improvement Plan.
- 9.4.3 The door to the office was wedged open. Fire doors should not be wedged open. Consideration should be given to the installation of an appropriate hold open device linked to the fire detection and alarm system at this door. Reference should be made to item 5 in the Quality Improvement Plan.
- 9.4.4 The door to the kitchen should be adjusted to latch fully with the self-closer. Reference should be made to item 5 in the Quality Improvement Plan.
- 9.4.5 The above issues are detailed in the section of the attached quality improvement plan entitled 'Standard 28: Fire safety'

10.0 QUALITY IMPROVEMENT PLAN

The details of the Quality Improvement plan appended to this report were discussed with Mrs. Boyce, Registered Manager, Mr. Dunlop, Registered Responsible Person and Mr. Richardson, The Jethro Centre Care Taker, 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 day care centre to improve the quality of life experienced by service users.

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:

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



Quality Improvement Plan Sign Off Sheet for Estates Inspectors

Name of Home	Palms Day Care Centre, Lurgan RQIA ID 11058
Date of Inspection	13 June 2014
Estates Inspector	Kieran Monaghan

QIP Position Based on Comments from Registered Persons			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.	–	–	–	–	–
C.	Clarification or follow up required on some items.	√	–	√	K. Monaghan	16 October 2014

Estates Inspection – QIP sign off sheet

Informing and Improving Health and Social Care

NOTES:

The details of the quality improvement plan were discussed with of Mrs. Boyce, Registered Manager, Mr. Dunlop, Registered Responsible Person and Mr. Richardson, The Jethro Centre Care Taker, 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 day care centre to improve the quality of life experienced by service users.

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

The quality improvement plan is to be signed below 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	
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP	

Standard 27 - Safe and healthy working practices

The following requirement 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)
1.	Regulations 13(7) 14(1)(a) 14(1)(c) 26(2)(c) 26(2)(l)	<p>The following controls should be in place in relation to the prevention or control of legionella bacteria in the water systems:</p> <ul style="list-style-type: none"> • A risk assessment and completed action plan signed off by the Registered Manager • Monthly temperature checks at the sentinel unblended hot water and cold water outlets in the premises • Quarterly disinfection of the showers • Regular inspections of the water systems <p>Reference should be made to the guidance contained in the 'APPROVED CODE OF PRACTICE AND GUIDANCE L8 Legionnaires disease the control of legionella bacteria in water systems' available free of charge from the Health and Safety Executive. Reference should be made to paragraph 9.1.2 in the report.</p>	1 Month & Ongoing	

Standard 27 - Safe and healthy working practices

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

Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
2.	Regulations 26(2)(c)	The service requirements for the thermostatic mixers should also be clarified. The thermostatic mixers should be checked on a regular basis to ensure that the blended hot water at the shower and wash basins is maintained at 41°C maximum. Reference should be made to paragraph 9.3.3 in the report.	1 Month	
Item	Regulation Reference	Recommendations	Timescale	Details Of Action Taken By Registered Person (S)
3.	Standard 27.1	It is recommended that the issues identified for attention in the report for the inspection and test to the fixed wiring installation on 30 January 2014 should be reviewed with the inspecting engineers to establish what action should be taken in relation to same. The outcome of this review should be confirmed to RQIA. Reference should be made to paragraph 9.3.2 in the report.	1 Month	

Standard 28 - Fire Safety

The following requirement 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)
4.	Regulation 26(4)(a)	A new fire risk assessment should be carried out for the premises. As part of this new fire risk assessment the action plan in the report for the previous fire risk assessment should be reviewed and signed off. Reference should be made to paragraph 9.1.3 in the report.	1 Month	
Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
5.	Regulations 26(4)(b) 26(4)(c) 26(4)(d)(iv) 26(4)(e)	The next fire training session for staff should now be provided. The door to the kitchen should be adjusted to latch fully with the self-closer. The door to the office was wedged open. Fire doors should not be wedged open. Consideration should be given to the installation of an appropriate hold open device linked to the fire detection and alarm system at this door. Reference should be made to paragraphs 9.4.2, 9.4.3 and 9.4.4 in the report.	1 Month & Ongoing	

Announced Estates Inspection to Palms Day Care Centre, Lurgan RQIA ID 11058 on 13 June 2014 (K. Monaghan)

Assurance, Challenge, Improvement in Health and Social Care