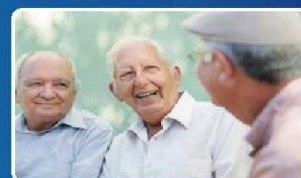




# Unannounced Enforcement Care Inspection Report 3 July 2018



## SCA Montague Centre Broadway

Day Care Setting  
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Tel No: 02890235350

Inspector: Suzanne Cunningham and Priscilla Clayton

[www.rqia.org.uk](http://www.rqia.org.uk)

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Assurance, Challenge and Improvement in Health and Social Care

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service provider from their responsibility for maintaining compliance with legislation, standards and best practice.

## 1.0 What we look for



## 2.0 Profile of service

This is a day care setting with 25 day care places that provides care, support and day time activities for persons over the age of 65 years.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Springfield Charitable Association  <b>Responsible Individual:</b> Gerard O'Neill	<b>Registered Manager:</b> Jacqueline McNeill
<b>Person in charge at the time of inspection:</b> Jacqueline McNeill	<b>Date manager registered:</b> 18 January 2018
	<b>Number of registered places:</b> 25

### 4.0 Inspection summary

An unannounced inspection took place on 3 July 2018 from 10.00 to 13.45 hours.

This inspection was underpinned by The Day Care Setting Regulations (Northern Ireland) 2007 and the Department of Health Day Care Settings Minimum Standards January 2012,

The inspection sought to assess the level of compliance achieved in relation to two Failures to Comply (FTC) Notices. The areas identified for improvement and compliance with the regulation were in relation to Regulation 14 (1) (a) (b) and Regulation 28 (3) (4) of the Day Care Setting Regulations (Northern Ireland) 2007. The date of compliance with the notices was 03 July 2018.

The following FTC Notices were issued by RQIA:

FTC ref: FTC000003 issued on 5 June 2018

FTC ref: FTC000004 issued on 5 June 2018

#### With reference to FTC000003 and FTC000004 issued on 5 June 2018:

Evidence was available to validate compliance with the Failure to Comply Notices issued.

The findings of this report will provide the day care setting with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

### 4.1 Inspection outcome

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

Ongoing enforcement action did not result from the findings of this inspection.

The enforcement policies and procedures are available on the RQIA website.

[https://www.rqia.org.uk/who-we-are/corporate-documents-\(1\)/rqia-policies-and-procedures/](https://www.rqia.org.uk/who-we-are/corporate-documents-(1)/rqia-policies-and-procedures/)

Enforcement notices for registered establishments and agencies are published on RQIA's website at <https://www.rqia.org.uk/inspections/enforcement-activity/current-enforcement-activity> with the exception of children's services.

## 5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- weekly monitoring reports
- action plan submitted to RQIA
- written and verbal communication received since the previous care inspection
- two Failure to Comply Notices

The following records were examined during this inspection included:

- staff training
- accidents/incidents
- complaints
- environmental cleaning schedules/monitoring
- environmental infection/protection measures/audit

The areas for improvement from the last care inspection conducted on 30 May 2018 were not reviewed as part of the inspection and are carried forward to the next care inspection.

The findings of the inspection were provided to the registered provider, Gerard O'Neill and the registered manager, Jacqueline McNeill at the conclusion of the inspection.

## 6.0 The inspection

The most recent inspection of the day care setting was an unannounced care inspection.

### 6.1 Review of areas for improvement from the last care inspection dated 30 May 2018.

This inspection focused solely on the actions contained within the two Failures to Comply Notices issued on 5 June 2018. The nine areas for improvement from the last care inspection conducted on 30 May 2018 were not reviewed as part of this inspection and are carried forward to the next scheduled care inspection.

## 6.3 Inspection findings

The purpose of this inspection was to assess the compliance of the service in meeting the following failure to comply notices:

**FTC Ref: FTC000003**

### **Notice of failure to comply with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007**

#### **Regulation 28.**

*(3) Visits under paragraph (1) or (2) shall take place at least once a month or as agreed with the Regulation and Improvement Authority and may be unannounced.*

*(4) The person carrying out the visit shall:*

*(a) interview, with their consent and in private, such of the service users and their representatives and persons employed in the day care setting as appears necessary in order to form an opinion of the standard of care provided in the day care setting;*

*(b) inspect the premises of the day care setting, its record of events and records of any complaints; and*

*(c) prepare a written report on the conduct of the day care setting.*

#### **In relation to this notice the following actions were required to comply with this regulation:**

The registered person must ensure that visits are undertaken at least once a week from the date of this notice. The visits must consist of announced and unannounced visits.

The person carrying out the visits must form an opinion regarding the standard of care provided and the conduct of the day care setting by;

- Inspecting a sample of the day care setting records that are described in schedule 4 and 5 of The Day Care Setting Regulations (Northern Ireland) 2007, including the record of events and the record of complaints.
- Submitting to RQIA the written report of the visits and ensure the report provides evidence of compliance with The Day Care Settings Regulations (Northern Ireland) 2007.

#### **Inspection findings**

The registered person submitted weekly monitoring visit reports to RQIA as requested. The reports were reviewed prior to the inspection and discussed with the registered provider and registered manager during the inspection.

Reports reviewed evidenced the monitoring process information was in accordance with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007, minimum standards and the day setting's procedures. Information included; interviews conducted and commentary made by service users, representatives and employed staff about the quality of the service provided; review of accidents/incidents/events/complaints/selected care records and inspection of the premises of the day care setting. Recommendations and agreed improvement actions from the visit; by whom and timescale for completion were recorded.

Visits undertaken consisted of announced and unannounced visits. The registered person acknowledged that reports must be retained within the day care setting and be available on request to RQIA; registered manager; service users and a representative from the commissioning trust.

The registered person confirmed that the increased monitoring visits and compiling of the monitoring reports provided a greater feel for what was actually going on in the setting and had enhanced their overall governance arrangements.

The registered manager advised that staff were fully informed of the issue of the Failure to Comply Notices and felt they were committed to meeting minimum standards and aware that continual improvement would provide fulfilling life opportunities, best care and support and the agreed outcomes for service users.

Weekly monitoring meetings arranged by the registered person were attended by the registered manager and senior care assistant. The aim of the meetings was to provide feedback and discuss action required to address issues arising. The registered person advised that monitoring meetings would continue to ensure the service was in compliance with regulations and minimum standards.

Visits conducted and the review of the reports of these visits, along with discussion with the registered persons provided evidence of compliance with Regulation 28 of The Day Care Setting Regulations (Northern Ireland) 2007.

**FTC Ref: FTC000004**

**Notice of failure to comply with Regulation 14 of The Day Care Setting Regulations (Northern Ireland) 2007.**

**Regulation 14**

- (1) The registered person shall ensure as reasonably practicable that –*
- (a) all parts of the day care setting to which service users have access are free from hazards to their safety;*
  - (b) Unnecessary risks to the health and safety of service users are identified and so as far as possible eliminated;*

**In relation to this notice the following actions were required to comply with this regulation:**

- A deep clean of the day care setting is completed.
- An effective cleaning schedule and progress is in place that ensures the day care setting is kept clean and in good state of repair.
- An audit of the settings infection prevention and control measures must be undertaken and recommendations from this must be actioned.
- Staff working in the day care setting must attend and update to their infection prevention and control training.
- Robust systems must be put in place that monitor and evaluate the day care setting environment to ensure it is free from hazards to service users safety; and any risk identified must be identified must be recorded and a plan put in place to eliminate them without delay.

**Inspection findings:**

Discussion with the registered persons and examination of records retained evidenced that deep cleaning of the premises of the day care setting was undertaken and completed on 4 June 2018. This work was undertaken by staff during a two day shutdown of the setting. Action taken was referenced within the action plan, dated 4 June 2018, which was submitted to RQIA.

Examination of the daily environmental cleaning schedule and discussion with the registered persons and staff evidenced that an effective daily cleaning was undertaken. Following departure of service users each day delegated staff undertake specific cleaning duties and sign the schedule to confirm the work has been completed. This record is subsequently monitored by the designated senior care assistant on a daily basis. Confirmation of the daily checks, including comments, were recorded and signed within the daily check list developed by the registered manager.

A detailed list of specific environmental actions was developed for an employed handyman to ensure the setting was kept maintained in a good state of repair. This included decluttering of inappropriately stored items to keep the setting tidy and organised. The registered provider advised that ongoing discussions and monitoring of the setting was taking place with records retained. Weekly progress meetings with the registered provider, registered manager and senior care assistant were held to ensure compliance with the devised action plan and further improvement work as deemed necessary. The registered provider advised that the acceptance and storage of donated items for the charity shop had ceased.

Discussion with the registered manager and examination of records evidenced that audit of infection prevention and control measures within the day care setting had commenced and remains a work in progress. Recommendations identified for improvement had been implemented. Inspection of the setting provided the inspectors with evidenced that appropriate measures, including necessary resources to minimise the risk of cross contamination of infection were in place. The registered manager explained that audit of the setting in regard to infection prevention and control would continue to ensure that a safe standard is maintained. Monitoring records were completed dated and signed.

Discussion and examination of staff training records in infection prevention and control evidenced that training had been provided on 27 June 2018. This was confirmed by staff who spoke with the inspectors.

Inspection of the day care setting evidenced marked improvement in the overall standard of cleanliness, general organisation and disposal of waste. All areas were appropriately ventilated, clean, tidy, organised and fresh smelling. There was no evidence of clutter or inappropriate storage of waste internally or externally or visual risks to the health and safety and wellbeing of service users. The registered manager advised that the observed bags of paper items stored within the staff office on the first floor was due for removal and would be stored within an appropriate secure archiving area.

Adequate provision of clean wash hand basins, pedal operated disposal bins, liquid hand soap, disposable aprons, gloves and hand towels were observed to be available. Seven steps wash hand notices were displayed. Staff were observed washing their hands following provision of practical personal assistance with service users.



Discussions with the registered persons, staff and review of the cleaning schedules, daily cleaning check lists, audits conducted to date and review of action plans reflected evidenced that the registered persons were committed to ongoing improvement to ensure the day care setting was a safe place where the risk to the health safety and wellbeing of service users is minimised by way of the development of safe systems and processes.

## 6.4 Conclusion

Evidence was available to validate compliance with the two Failure to Comply Notices issued on 5 June 2018.

## 7.0 Quality improvement plan

There were no new areas for improvement identified from this inspection. The attached QIP contains areas for improvement carried forward from the last care inspection conducted on 30 May 2018.

### **This inspection focused only on the actions contained within the Failure to Comply Notices issued on 5 July 2018.**

The registered provider/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all areas for improvement identified 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 the day care setting. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises RQIA would apply standards current at the time of that application.

## 7.1 Areas for improvement

Areas for improvement have been identified where action is required to ensure compliance with the Day Care Setting Regulations (Northern Ireland) 2007 and the Day Care Settings Minimum Standards, 2012.

## 7.2 Actions to be taken by the service

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP via Web Portal for assessment by the inspector.



## Quality Improvement Plan carried forward from inspection dated 30 May 2018

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

<p><b>Area for improvement 1</b></p> <p><b>Ref:</b> Regulation 7</p> <p><b>Stated:</b> Second time</p> <p><b>To be completed by:</b> 25 July 2018</p>	<p>The registered person shall review the setting's Statement of Purpose to ensure it clearly describes the range of needs the setting is intended to meet, the admission criteria and is consistent with the lay out of the setting and environment, the settings resources, the training staff receive and the skills of the manager.</p> <p>A copy of the revised SOP should be submitted to RQIA with the returned QIP.</p> <p>Ref: 6.2 &amp; 6.8</p>
	<p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
<p><b>Area for improvement 2</b></p> <p><b>Ref:</b> Regulation 16</p> <p><b>Stated:</b> Second time</p> <p><b>To be completed by:</b> 30 November 2018</p>	<p>The registered person shall review and update the care plans for all service users in this setting to ensure they contain the information staff need to know to meet service users' needs in the setting.</p> <p>Ref: 6.2 &amp; 6.4</p>
	<p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
<p><b>Area for improvement 3</b></p> <p><b>Ref:</b> Regulation 20</p> <p><b>Stated:</b> Second time</p> <p><b>To be completed by:</b> 25 July 2018</p>	<p>The registered person shall improve the training and staffing arrangements in the setting, they must be adequate to ensure staff are competent to safely and effectively meet the needs of the service users who attend this day care setting.</p> <p>Ref: 6.2 &amp; 6.4</p>
	<p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>

<p><b>Area for improvement 4</b></p> <p><b>Ref:</b> Regulation 28</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 3 July 2018</p>	<p>The registered person shall improve the monthly monitoring visit and reporting to ensure:</p> <ul style="list-style-type: none"> <li>visits are undertaken at least once a week from the date of this notice</li> <li>the visits must consist of announced and unannounced visits</li> </ul> <p>The person carrying out the visits must form an opinion regarding the standard of care provided and the conduct of the day care setting by:</p> <ul style="list-style-type: none"> <li>Inspecting a sample of the day care setting records that are described in schedule 4 and 5 of The Day Care Setting Regulations (Northern Ireland) 2007, including the record of events and the record of complaints.</li> </ul> <p>The written report of the visits reports must be submitted to RQIA until further notice</p> <p>Ref: 6.2 &amp; 6.8</p>
<p><b>Area for improvement 5</b></p> <p><b>Ref:</b> Regulation 21</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 25 July 2018</p>	<p>Response by registered person detailing the actions taken:</p> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
<p><b>Area for improvement 6</b></p> <p><b>Ref:</b> Regulation 14 (1)</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 3 July 2018</p>	<p>The registered provider must ensure that;</p> <ul style="list-style-type: none"> <li>A deep clean of the day care setting is completed.</li> <li>An effective cleaning schedule and process is in place that ensures the day care setting is kept clean and in a good state of repair.</li> <li>An audit of the settings infection prevention and control measures must be undertaken and recommendations from this must be actioned.</li> <li>Staff working in the day care setting must attend an update to</li> </ul>

	<p>their infection prevention and control training.</p> <ul style="list-style-type: none"> <li>• Robust systems must be put in place that monitor and evaluate the day care setting environment to ensure it is free from hazards to service users safety; and any risk identified must be recorded and a plan put in place to eliminate them without delay</li> <li>• The day care setting environment must be kept free from clutter, and fire risks, free from slip and trip hazards, assessments and plans should ensure service users can exit safely if there is a fire, hazardous substances must not be left out and infection prevention and control practices must in place and embedded in practice.</li> </ul> <p>Ref: 6.4</p>
	<p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
<p><b>Area for improvement 7</b></p> <p><b>Ref:</b> Regulation 15</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 25 July 2018</p>	<p>The registered person shall improve the arrangements in place to assess service users' individual needs. The assessment information in place must incorporate referral information; ongoing assessment information and needs discussed in service users individual review meetings.</p> <p>Ref: 6.5</p>
	<p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>
<p><b>Area for improvement 8</b></p> <p><b>Ref:</b> Regulation 14 (3)</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 25 July 2018</p>	<p>The registered person shall ensure there are robust arrangements in place to assure any visitors invited into the setting during day care setting hours can safely undertake their role in a day care setting with the service user group and, if necessary, have the right qualifications.</p> <p>Ref: 6.7 &amp; 6.8</p>
	<p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.</p>

<b>Area for improvement 9</b> <b>Ref:</b> Regulation 13 (2) <b>Stated:</b> First time <b>To be completed by:</b> 25 July 2018	The registered person shall improve the setting's communication with service users and relatives to ensure arrangements in place support individual service users and their relatives to give their views, influence and inform the care the service users receive.  Ref: 6.7
	Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.

<b>Action required to ensure compliance with the Day Care Settings Minimum Standards, 2012</b>	
<b>Area for improvement 1</b> <b>Ref:</b> Standard 7.7 <b>Stated:</b> Second time <b>To be completed by:</b> 25 July 2018	The registered person shall improve the processes for ensuring all service users' records are accurate and up to date at all times.  Ref: 6.2
	<b>Response by registered person detailing the actions taken:</b> Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.
<b>Area for improvement 2</b> <b>Ref:</b> Standard 4.4 <b>Stated:</b> Second time <b>To be completed by:</b> 25 July 2018	The registered person shall improve the arrangements in place for the continual review of assessments including the procedure for communication with the trust and care providers for each service user  Ref: 6.2
	<b>Response by registered person detailing the actions taken:</b> Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.
<b>Area for improvement 3</b> <b>Ref:</b> Standard 23.3 & 23.7 <b>Stated:</b> First time <b>To be completed by:</b> 25 July 2018	The registered person shall ensure at all times there is a competent and capable person in charge of the day care setting, this is recorded in the record of staff working each day/staff rota and includes the capacity in which they worked.  Ref: 6.2
	<b>Response by registered person detailing the actions taken:</b> Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.
<b>Area for improvement 4</b> <b>Ref:</b> Standard 23.8 <b>Stated:</b> First time	The registered person shall improve the arrangements in place for staff meetings to ensure the minute recorded of the meeting includes actions agreed with time frames and who is responsible for the completion of actions agreed.

<b>To be completed by:</b> 25 July 2018	Ref: 6.8
	<b>Response by registered person detailing the actions taken:</b> Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.
<b>Area for improvement 5</b>  <b>Ref:</b> Standard 17.10 & 24  <b>Stated:</b> First time  <b>To be completed by:</b> 25 July 2018	The registered person shall improve the settings compliance with the volunteer's policy and procedure. Records must be improved to show there are safe recruitment practices, induction and evidence of support for volunteers is in place.  Ref: 6.8
	<b>Response by registered person detailing the actions taken:</b> Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.
<b>Area for improvement 6</b>  <b>Ref:</b> Standard 14  <b>Stated:</b> First time  <b>To be completed by:</b> 25 July 2018	The registered person shall improve the complaints record to ensure the outcome of the complaint is recorded, what action has been taken to resolve the complaint and if the complainant was satisfied with the outcome.  Ref: 6.8
	<b>Response by registered person detailing the actions taken:</b> Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.
<b>Area for improvement 7</b>  <b>Ref:</b> Standard 17.9  <b>Stated:</b> First time  <b>To be completed by:</b> 30 August 2018	The registered person shall implement robust arrangements to systematically audit working practices. Audits should ensure practices are consistent with the day care settings documented policies and procedures.  Where action is identified as necessary to improve compliance and consistency an action plan should be put in place and outcomes monitored.  Ref: 6.8
	<b>Response by registered person detailing the actions taken:</b> Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this will be carried forward to the next care inspection.



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