



The Regulation and
Quality Improvement
Authority

Edgumbe Training and Resource
Centre incorporating 'The Junction Club'
and 'Edging Out'
RQIA ID: 11095
Edgumbe View
Belfast
BT4 2EG

Inspector: Louise McCabe
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**Unannounced Care Inspection
of
Edgumbe Training and Resource Centre incorporating
'The Junction Club' and 'Edging Out'**

15, 16 and 17 September 2015

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
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1. Summary of Inspection

An unannounced care inspection took place on 15, 16 and 17 September 2015. On 15 September 2015 from 09.45 to 16.30 in Edgcumbe Training and Resource Centre (TRC); in the Junction Club and Edgcumbe TRC from 13.30 to 16.00 on 16 September 2015 and on 17 September 2015 from 11.30 to 12.30 in Edging Out satellite unit. Overall on the days of the inspection the Day Care Setting was found to be delivering 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 HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Day Care Settings Regulations (Northern Ireland) 2007, The Day Care Settings Minimum Standards 2012.

For the purposes of this report, service users attending Edgcumbe TRC like to be known as 'students'; service users in the Junction Club satellite unit prefer 'members' and service users in Edging Out prefer 'trainees.' These terms will be used throughout this report.

1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those actions 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
Total number of requirements and recommendations made at this inspection	0	3

The details of the QIP within this report were discussed with Mrs Irene Maguire, registered manager and three assistant managers as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Belfast HSC Trust/Mr Martin Joseph Dillon	Registered Manager: Ms Irene Maguire
Person in Charge of the Day Care Setting at the Time of Inspection: Mrs Irene Maguire	Date Manager Registered: 20 May 2009
Number of Service Users Accommodated on Day of Inspection: <u>On 15 September 2015:</u> <u>On 16 September 2015:</u> Edgcumbe TRC = 90 Edgcumbe TRC = 79 Junction Club = 10 Junction Club = 6 Edging Out = 8 Edging Out = 1 <u>On 17 September 2015</u> Edgcumbe TRC = 81 Junction Club = 13 Edging Out = 13	Number of Registered Places: 170 total Junction Club (maximum of 15 per day) Edging Out (maximum of 20 per day)

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 5: Care Plan - where appropriate service users receive individual continence promotion and support.

Standard 8: Service Users' Involvement - service users' views and comments shape the quality of services and facilities provided by the Day Care Setting

4. Methods/Process

Specific methods/processes were used in this inspection. Prior to the inspection, the following records were examined:

- the registration status of the service
- written and verbal communication received since the previous care inspection
- the returned quality improvement plan (QIP) from the previous care inspection and it's associated inspection report.

During the inspection, care delivery/care practices were observed by the inspector and a tour of Edgcumbe TRC's general environment took place. During the inspection process the inspector met with a total of 31 service users (15 students in Edgcumbe TRC, six members in the Junction Club and 10 trainees in Edging Out satellite units) and had discussions with nine staff (seven care staff in Edgcumbe TRC; one care staff in each of the two satellite units) and one carer.

The following records were examined during the inspection:

- Three complaints and four compliments
- Five accidents/untoward incidents
- Statement of Purpose
- Service user's guide
- Minutes of three service user's meetings
- Five service users care files
- Service users annual quality assurance report
- Policies and procedures regarding standards 5 and 8
- Three monthly monitoring reports.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the service was an announced care inspection dated 19 and 20 March 2015. The completed QIP was returned and approved by the care inspector.

5.2 Review of Requirements and Recommendations from the last Care Inspection

Previous Inspection Statutory Requirements		Validation of Compliance
Requirement 1 Ref: Regulation 13(1)(a)	<u>Transport</u> The registered person is required to make proper provision for the care and welfare of service users. In response to service user's complaints and the Trust's action plan entitled 'Improvement in Comfort of Buses during High Weather Temperature' (timescale for completion of works was supposed to be April 2014), the Trust must resolve the issue of increased temperatures on their transport on sunny warm days. The response in the returned quality improvement plan must state a reasonable timescale for fitting windows or appropriate air conditioning on the remaining three buses used by Edgcumbe Training and Resource Centre.	Met

	Action taken as confirmed during the inspection: Additional windows that open were fitted on all three of the identified buses.	
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Previous Inspection Recommendations		Validation of Compliance
Recommendation 1 Ref: Standard 14.10	<p><u>Complaints Record</u></p> <p>The registered manager must ensure:</p> <p>(a) Edgcumbe Centre's complaints record states a summary of the investigation into any areas of dissatisfaction, concern or complaints.</p> <p>(b) The manager must retrospectively amend and update the identified complaint so it reflects a referral was made to the designated team in the Trust.</p> <p>Action taken as confirmed during the inspection: Three complaints were reviewed in Edgcumbe TRC's complaints record during this inspection. The records reflected both (a) and (b) above and met minimum standard 14.10.</p>	Met
Recommendation 2 Ref: Standard 15.5	<p><u>Service User Annual Review records</u></p> <p>The registered manager must ensure service user's annual review preparation reports reflect if there has been any significant events/incidents in the previous year and contain all other relevant information specified in standard 15.5.</p> <p>Action taken as confirmed during the inspection: Five service users' care files were reviewed during this inspection. The annual review reports contained information specific to standard 15.5.</p>	Met

<p>Recommendation 3</p> <p>Ref: Standard 17.10</p>	<p><u>Monthly Monitoring Visits and Reports</u></p> <p>With regards to monthly monitoring visits and reports, the designated registered person should ensure systems are in place to obtain (where appropriate) the views and opinions of carers for example by telephone or email.</p> <p>Action taken as confirmed during the inspection: Three monthly monitoring reports were reviewed during this inspection. These contained the views and opinions of carers.</p>	<p>Met</p>
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5.3 Standard 5: Care Plan - Where appropriate service users receive individual continence promotion and support

The day service has corporate Trust policies and procedures pertaining to assessment, care planning and review. There are also associated guidance and information available for staff.

The day service's policies, procedures and guidelines regarding standard 5 were:

- Promotion of Continence policy
- Centre Guidelines on Continence Promotion and general risks associated with promoting students in all areas of continence
- Learning Disability Day Support Services, Edgumbe TRC Local Guidelines on Personal Care Tasks
- Infection Control Centre Guidelines
- Assessment and Belfast Health and Social Care Trust's Learning Disability Services 'Assessment About You'.

Staff, where appropriate and safe, encouraged and enabled students to make their own decisions and be as independent as possible. Students were discreetly supported by staff when this was needed. Discussions with staff reflected a person centred approach underpinned by strong core values is used with students.

With regards to continence promotion, discussions with seven care staff concluded there were an identified number of students attending Edgumbe TRC who need staff support and assistance with their personal care. Members and trainees attending the satellite units are independent with their personal care and as such do not need staff support or assistance.

Discussions with students concluded staff were discreet when approaching them to provide support and assistance; they were sensitive and respectful; they preserve their dignity and that they try their best to make them feel at ease and comfortable throughout the personal care process. Students stated care staff know them very well. No issues were raised.

It can be concluded care was safe in Edgumbe TRC.

Is Care Effective?

The care inspector reviewed five student's care plans and focused on the quality of information pertaining to continence promotion and support. Care plans were reviewed by staff with students on a systematic basis or when changes occur. The statement of purpose details an overview of the information that should be included in a student's care plan.

Staff recently participated in continence awareness raising session. Training documentation was qualitative was provided on how staff promote continence with service users. Discussions with care staff concluded the awareness raising session was both informative and beneficial in enhancing their knowledge base.

Discussions with seven care staff in Edgumbe TRC concluded staff were respectful, sensitive and diplomatic in the language used to support and assist students who have continence support needs and a cognitive impairment. Staff described how they ensured student's privacy and dignity were respected; were knowledgeable about the use of personal protective equipment and where continence products are stored. Staff explained some students only need staff support to orientate them to the bathroom and others require one staff member to assist them. Several students have a preference regarding the bathroom they use. Discussions with staff concluded they have a working knowledge of current best practice with regards to infection, prevention and control and have received training on this.

Review of five student's care plans showed these to be person centred, comprehensive and reflective of the individual's needs. Positive comments were shared with the manager and staff regarding the 'My Continence Promotion Plan' contained within the individual's main care plan. The language used was respectful and person centred. Care plans (where relevant) reflected:

- How the student is approached
- The language used by staff
- If a preferred bathroom is used
- The name and size of continence product used and where this is stored
- The name and type of equipment used and the type and size of sling
- The number of staff needed to provide assistance
- The level of staff support and assistance needed
- If a change of clothes is available and where these are located.

It can be concluded care was effective in Edgumbe TRC and it's two satellite units.

Is Care Compassionate?

Discreet observations of care practices found that students were treated with sensitivity, friendliness, care and respect. Where appropriate students were encouraged to make their own decisions, be independent and were supported by staff when this was needed. Staff presented as knowledgeable, experienced and compassionate.

The inspector met with a total of 31 service users; 15 students in Edgumbe TRC, 6 members in the Junction Club and 10 trainees in Edging Out satellite units. Discussions took place mostly in small numbers around tables in group rooms and individually with others in various areas in the centre and satellite units. Observations of interactions between service users and care staff reflected they were treated with respect and kindness.

Discussions with students in Edgumbe TRC concluded staff were sensitive and respectful and encouraged them to be as independent as possible.

It can be concluded care was compassionate in Edgumbe TRC and its two satellite units.

RQIA Questionnaires

As part of the inspection process RQIA questionnaires were issued to staff, students in Edgumbe TRC, members in the Junction Club and trainees in Edging Out satellite units.

Questionnaire's issued to	Number issued	Number returned
Staff	7	4
Service Users	11	8

Review of completed questionnaires evidenced all of the students, members and trainees were either very satisfied or satisfied regarding the care and support they receive; staff respond to their needs and that they feel safe and secure in the centre.

Three out of four completed staff RQIA stated they were either very satisfied or satisfied with the training or information provided regarding:

- core values;
- communication methods;
- mental health including dementia;
- continence management;
- access to continence products;
- personal protective equipment (PPE);
- how to assist and support a student with their personal care needs.

One staff member stated he/she was unsatisfied with the training and information provided by the Trust about mental health including dementia and communication methods. This information was shared with the registered manager on 7 October 2015 and assurances were given by her that she would follow up on these areas.

The overall assessment of this standard shows the quality of care to be compassionate, safe and effective.

Areas for Improvement

One area was identified for improvement as a result of standard 5. This concerned the registered manager being advised to follow up of issues of dissatisfaction recorded in completed RQIA questionnaires.

Number of Requirements:	0	Number of Recommendations:	1
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5.4 Standard 8: Service Users' Involvement - Service users' views and comments shape the quality of services and facilities provided by the Day Care setting

Is Care Safe?

The day service has corporate Trust policies and procedures pertaining to service user involvement; communication and complaints. There are also associated guidance and information available for staff.

The following policies, procedures and local guidelines were in place:

- Policy and procedure for the Management of Complaints and Compliments
- Belfast HSC Trust's Promotion of Continence Policy
- Local guidelines on service user involvement, students committee, group meetings in an easy read version
- Listening and Responding to Service Users' Views in an easy read version
- Planning Meeting process in an easy read version
- Service User Involvement in Activities and Events
- Communications with Carers and Representatives
- Local guidelines on Complaints in an easy read version.

Discussions with a total of 31 students, members and trainees in Edgumbe TRC, the Junction Club and Edging Out satellite units, nine staff, one carer and the manager reflected how service users were involved in the running of the service. Examples were given about how staff and management have responded to their suggestions, views and opinions.

Review of the minutes of service users meetings and discreet observations of staff interactions with students, members and trainees concluded safe care was delivered in Edgumbe TRC and its two satellite units.

Is Care Effective?

Discussions with the manager, a total of 31 service users in Edgumbe TRC and the two satellite units; nine staff; one carer and review of documentation show management and staff actively encouraged service user involvement in all aspects of their work.

Examples were given by students, members and trainees of how staff ensured their involvement, for example: the suggestion box; informal discussions with staff, service user meetings; annual quality assurance surveys and their annual review of their day care placement.

Discussions with students, members and trainees and review of records showed service users' meetings take place in each group on a weekly basis and there were monthly student committee meetings. The Junction Club satellite unit is registered as a charity and as such have their own established 'Members' Committee', they meet monthly. The minutes of one of their meetings were reviewed during this inspection, these were qualitative and informative. They contained an agenda, the names of the service users who attended, a summary of discussions and details of who would be taking action. There was evidence that members views and opinions were sought and form the basis of all discussions.

The minutes of two meetings held in Edgumbe TRC were reviewed during this inspection. These were also qualitative and informative.

In accordance with day care regulations, day services are involved in the annual reviews of service user's day care placements. These reviews were known by students' as 'My Planning Meeting'; a checklist was in place as guidance for care staff in the yearly review process. Review of five student's annual review reports took place during this inspection. All five review reports contained either the student's or where appropriate their representative's views and opinions of the day service. The documentation was user friendly, pictorial and in an easy read format. Positive comments were shared with management and staff about this.

Standard 8.4 states service user's views and opinions about the running and quality of the service are sought on a yearly basis. Each student in Edgumbe TRC is supported to complete 'My Opinion Sheet' as preparation for their 'planning meeting.' The most recent annual service user survey was distributed to service users in March 2015 entitled 'Please Tell Us'. A total of 150 'Please Tell Us' surveys were given out to students and trainees in Edgumbe TRC and the Edging Out satellite unit, 33 were completed and returned. The surveys contained questions on the quality of care provision; transport and lunch meals. An easy read and pictorial evaluation report had been completed and there was evidence the outcomes of the 'Please Tell Us' surveys were shared with students and trainees at group meetings.

Complaints

An easy read and pictorial complaints procedure with a complaints form were in place. Three complaints were recorded in Edgumbe TRC's complaints record since the day service's previous care inspection. The complaints record was being maintained in accordance with standard 14.10.

Discussions with students, members and trainees able to articulate their views and opinions concluded they are aware of the day service's complaints process. Students, members and trainees said they would have no difficulty raising any areas of dissatisfaction, concern or complaint with staff or the manager.

Compliments

Numerous compliments had been recorded in the centre since the previous care inspection. Four of these were randomly sampled during this inspection and were very positive and complimentary about staff in the centre and satellite units.

Monthly Monitoring Reports

Three monthly monitoring reports from June – August 2015 inclusive were reviewed during this inspection. These were qualitative, informative and reflected the views and opinions of between five and ten students, members or trainees and one carer each month. The designated registered person ensures regular monitoring visits are undertaken in both the Junction Club and Edging Out satellite units.

It was concluded the quality of care provision in Edgumbe TRC and its two satellite units was effective.

Is Care Compassionate?

Discreet observations of care practices found that students', members' and trainees' were treated with respect, kindness and care. The inspector met with a total of 31 service users, mostly in small groups in the different rooms in the centre and two satellite units.

Discussions with students, members and trainees concluded they enjoy attending the centre, their work and meeting up with their friends and said staff frequently ask them for their views and opinions about different aspects of the service.

A sample of the comments made by students in Edgumbe TRC included:

- *"I love it here, it's good for me."*
- *"The staff are good to us, I love meeting my friends here."*
- *"It's great here, I like to torture the staff and keep them going, they are fun. I have a laugh here and it's really good."*
- *"The best thing about Edgumbe is all the things we do, we had a sports day last week. I loved 'toss the chicken' game the best."*
- *"We had an 'awards ceremony' after our sports day. There were lots of prizes and medals. I felt very important and special because I won a prize."*
- *"I like the staff, they are kind and listen to me. They help me a lot."*

One student in Edging Out raised an area of dissatisfaction. This was discussed with the staff member who was advised to share this with the manager. The student said he/she 'loves' attending Edging Out satellite unit and enjoys the work there. This matter was discussed with management in Edgumbe TRC who agreed to meet with the student. No other concerns were raised.

A sample of comments made by trainees in the Edging Out satellite unit included:

- *"It's great coming here, I like all the work I do and the staff are great."*
- *"I love working here, we do a lot of work and I only need help from the staff sometimes."*
- *"I get to meet my friends here and I love it. It's better here than the centre."*
- *"I like it better here in Edging Out than the centre, we do lots of things and I've lots of friends here."*

A sample of comments from members in the Junction Club included:

- *"I like getting out and about and meeting people. I like joining in all the activities and having my own independence. We have our own say and rights in the community. I like being treated as an individual."*

- *“It’s good here, it gets you out in the community. I like to go out for lunch with my friends.”*
- *“It’s really good. The staff are all good workers. We can play games like the X Box and bingo here.”*
- *“There’s always different activities. I’ve learned to cook more healthy eating meals.”*
- *“I like the Friday group because it’s a more relaxed group and we go out for coffee.”*
- *“The staff are fantastic, we can talk to staff and they listen.”*
- *“We love our days out. We’ve been to Lisburn, Ballymena, Holywood, Bangor and the Folk and Transport Museum.”*

One concern was raised by a member in the Junction Club regarding RQIA’s inspection reports. The member said these were not ‘user friendly’ or ‘easy to read’. The individual’s comments were shared with senior management in RQIA’s Regulation directorate. It is acknowledged RQIA needs to improve in this area.

RQIA Questionnaires

As part of the inspection process RQIA questionnaires were issued to staff and service users.

Questionnaire’s issued to	Number issued	Number returned
Staff	7	4
Service Users	11	8

Review of completed questionnaires evidenced all of the service users were very satisfied regarding the areas of ‘is care safe, effective and compassionate’ which related to the quality of care provision and that their views and opinions were sought. Students and members recorded the following comments from:

Edgumbe Training and Resource Centre:

- *“Very friendly.”*
- *“I’m happy enough.”*
- *“Staff are very busy in the room.”*
- *“I am happy.”*

Junction Club satellite unit:

- *“The staff and members of Junction are very kind and helpful all the time.”*
- *“We would like the RQIA inspection report in an easy read so that members can understand it.”*

With regards to the question 'How satisfied are you that staffing levels are appropriate at all times?', two students in Edgcombe TRC replied 'unsatisfied' and 'very unsatisfied'. No additional comments about staffing levels were made in the questionnaires. The students replies were shared with the registered manager on 7 October 2015 who agreed to respond to them.

It can be concluded the quality of care provision in Edgcombe TRC and it's two satellite units was safe, effective and compassionate.

Areas for Improvement

One area for improvement was identified regarding standard 8. This concerns the registered manager's follow up on the areas of dissatisfaction recorded in completed staff and service user RQIA questionnaires.

Number of Requirements	0	Number Recommendations:	1
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5.5 Additional Areas Examined

5.5.1. Accidents and Untoward Incidents

Five accident and untoward incident forms recorded since the previous care inspection of Edgcombe TRC were randomly sampled during this inspection. A discussion took place with the manager and assistant managers regarding one identified incident that occurred in August 2015. A notification form was retrospectively completed regarding this and forwarded to RQIA's incidents team. The service's accident and untoward incident records were being maintained in accordance with regulation 29.

5.5.2. RQIA Staff Questionnaires

Four completed RQIA questionnaires were returned. With the exception of the responses to four of the 22 questions, staff had stated they were either very satisfied or satisfied.

One staff member stated they were unsatisfied in their response regarding the following questions:

- Are you satisfied you have time to listen and talk to service users?
- Are you satisfied equipment is obtained in a timely manner to meet assessed need?
- How satisfied are you with the training in communication methods?
- How satisfied are you with the training in mental health/illness e.g. dementia etc?

The following comments were made in the staff questionnaires:

- *"Staffing levels are inappropriate at times."*
- *"At times it is difficult to get support from community nurses due to staff shortages."*

These matters were discussed with the registered manager on 7 October 2015 and assurances were given to RQIA that the manager would follow up and address these.

5.5.3. Statement of Purpose and Service Users Guide

Edgumbe TRC's statement of purpose and service users guide were last reviewed in January 2015. Both documents need to be updated to reflect the following information:

- Registered person's qualifications and experience
- The current maximum daily number of service users per day in Edgumbe TRC
- Maximum daily numbers of service users in each of the two satellite units
- Room sizes
- Recent staff changes
- Temporary staff members.

Review of these documents are an identified area for improvement.

5.5.4. Environment

The inspector undertook a tour of Edgumbe TRC and its two satellite units, Junction Club and Edging Out. The general décor and furnishings were fit for purpose and there were displays of student's photographs, art and craft work and reminiscence pictures on walls and notice boards around the main centre. The centre was observed to be clean, tidy and well maintained. There were also displays of members and trainees work in both of the satellite units.

Positive comments were shared with management, staff and students as Edgumbe TRC won the 'Best Kept Day Care Facility Award'. Two students and a staff member collected the award and plaque on the first day of the inspection. There were colourful hanging baskets, window boxes; shrubs and flower arrangements around the centre's gardens and at the front and rear of the building. Members in the Junction Club had made numerous mosaic wall murals of flowers, butterflies, snails and hearts as a thank you to Edgumbe TRC for their support to the satellite unit. These were erected in the Edgumbe's sensory garden. The official presentation of the mosaic murals took place on 24 August 2015.

During a tour of the environment rust was noted on parts of the radiator cover in the female toilet near the laundry room. This was discussed with the manager and in the interests of infection, prevention and control she was asked to undertake a review of all radiator covers in the centre. The rusted areas should be made good or the radiator cover/s replaced.

Areas for Improvement

Three areas for improvement were identified as a result of the inspector's examination of additional areas. These concerned:

1. A review of radiator covers in Edgumbe TRC.
2. Review of Edgumbe TRC's Statement of Purpose and Service Users Guide.
3. The registered manager to follow up on the areas of dissatisfaction in completed staff RQIA questionnaires.

Number of Requirements	0	Number Recommendations:	3
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6. Quality Improvement Plan

The issue(s) identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Mrs Irene Maguire, registered manager and three assistant managers 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 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 person/registered manager and 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. Once fully completed, the QIP will be returned to day.care@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>Recommendation 1</p> <p>Ref: Standard 17.6 and 17.8</p> <p>Stated: First time</p> <p>To be Completed by: 30 October 2015</p>	<p>The registered manager should ensure Edgcumbe Training and Resource Centre's Statement of Purpose and Service Users Guide are updated and reviewed to reflect all of the matters specified in Schedule 1 and standard 1.2. The documents should contain information on:</p> <ul style="list-style-type: none"> • Registered person's qualifications and experience • The current maximum daily number of service users per day in Edgcumbe TRC • Maximum daily numbers of service users in each of the two satellite units • Room sizes • Recent staff changes • Temporary staff members.
	<p>Response by Registered Person(s) Detailing the Actions Taken: In response to this inspection we have reviewed and updated the resource Centres Statement of Purpose and Service users Guide and they both now contain the information recommended.</p>
<p>Recommendation 2</p> <p>Ref: Standard 27.3</p> <p>Stated: First time</p> <p>To be Completed by: 30 October 2015</p>	<p>With regards to infection prevention and control on rusted sections of the identified radiator cover; the registered manager should ensure a review takes place of all radiator covers. The rusted areas should be made good or the radiator cover/s replaced.</p>
	<p>Response by Registered Person(s) Detailing the Actions Taken: In response to this inspection a review of all radiator covers has taken place (22.09.15). A job request (No. C582174) has been submitted (23.09.15) to replace identified radiator covers within the Centre. This work is being taken forward by the Trusts Estates Department. The estates department are in the process of replacing the radiator covers .</p>
<p>Recommendation 3</p> <p>Ref: Standard 17.11</p> <p>Stated: First time</p> <p>To be Completed by: Immediate and ongoing</p>	<p>The registered manager is advised to follow up and address the areas of dissatisfaction:</p> <ul style="list-style-type: none"> • from completed RQIA service user and staff questionnaires • concerns raised by one student.
	<p>Response by Registered Person(s) Detailing the Actions Taken: In response to this inspection the Registered Manager has followed up and addressed the areas of dissatisfaction with the relevant Service Users and Staff. This recommendation is complete.</p>

Registered Manager Completing QIP	Irene Maguire	Date Completed	9 th November 2015
Registered Person Approving QIP	Martin Dillon	Date Approved	9th November 2015
RQIA Inspector Assessing Response	Louise McCabe	Date Approved	17 December 2015

Please ensure the QIP is completed in full and returned to day.care@rqia.org.uk from the authorised email address