



The Regulation and
Quality Improvement
Authority

North Belfast Day Centre incorporating
Whiterock Day Services
RQIA ID: 11189
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Belfast
BT14 7GB

Inspector: Louise McCabe
Inspection ID: IN23105

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**Unannounced Care Inspection
of
North Belfast Day Centre incorporating Whiterock Day
Services**

27 and 28 January 2016

The Regulation and Quality Improvement Authority
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1. Summary of Inspection

An unannounced care inspection took place on 27 and 28 January 2016 from 10.30 to 16.30 on 27 January and 10.00 to 16.00 on 28 January 2016. Overall on the day 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.

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	2	5

The details of the QIP within this report were discussed with Mr Jim Gray, registered manager as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: Belfast Health and Social Care Trust/Mr Martin Joseph Dillon	Registered Manager: Mr Jim Gray
Person in Charge of the Day Care Setting at the Time of Inspection: Mr Jim Gray	Date Manager Registered: 27 August 2010
Number of Service Users Accommodated on Day of Inspection: 24 and 15 in North Belfast Day Centre on 27 and 28 January 2016 respectively 16 in Whiterock Day Services on 28 January 2016	Number of Registered Places: 75

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 and theme 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

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) and it's report from the care inspection undertaken in the previous inspection year.

At the commencement of the inspection a poster was displayed informing services users and visitors that an RQIA inspection was taking place and inviting them to speak with the inspector to provide their views.

The following records were examined during the inspection:

- Complaints record (none recorded) and five compliments
- Accidents/untoward incident records (none recorded)
- Statement of Purpose
- Service user's guide
- Minutes of four service user's meetings
- Six service users care files
- Policies and procedures regarding standards 5 and 8
- Three monthly monitoring reports.

Following the inspection six staff questionnaires and ten service user questionnaires were received and analysed by us.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the day service was an announced care inspection dated 10 and 11 June 2014. 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 20.1.a & b	The registered person must ensure the staff numbers in this day care setting including Whiterock are reviewed following the staff redeployment across three day care settings. The returned QIP must report the staffing numbers in North Belfast and Whiterock settings and confirm compliance with regulation 20 (1) (a) & (b).	Met
	Action taken as confirmed during the inspection: Staffing numbers in both North Belfast Day Centre and Whiterock Day Services were reviewed following the redeployment of staff. The returned QIP from the announced inspection in June 2014 reflected the numbers and deployment of staff in both the main centre and the satellite unit. This QIP was approved by the care inspector.	
Requirement 2 Ref: Regulation 4 (1) & schedule 1	The registered manager must ensure the statement of purpose for North Belfast Day Centre and the satellite service Whiterock; only refers to those services and clearly details the statement of aims and objectives of the settings, details the statement of facilities and services for the settings and describes the matters as listed in schedule 1.	Met
	Action taken as confirmed during the inspection: The day service's statement of purpose was reviewed and reflects the information stated above.	

5.3 Standard 5: Care Plan - Where appropriate service users receive individual continence promotion and support

Is Care Safe?

The day service has corporate Trust policies and procedures pertaining to assessment, care planning and review. Discussions with staff concluded these are available and readily accessible on computers in the centre via the Trust's intranet system. There was also associated guidance and information available for staff.

With regards to continence promotion, discussions with care staff concluded there were an identified number of service users attending the centre assessed to need minimal staff support with their personal care. Discussions with service users concluded staff were discreet when approaching them to provide support and assistance and were sensitive and respectful.

Discussions with three care staff confirmed they were satisfied with arrangements for access to personal protective equipment, and that they possessed sufficient knowledge, skills and experience on how to assist service users with their personal needs. Staff stated they have not received information in continence management and said they would approach the manager if they had any training needs in this area.

Seven RQIA questionnaires were distributed to care staff in North Belfast Day Centre and Whiterock Day Services as part of the inspection process. Six completed staff questionnaires were received by RQIA. Two staff members in North Belfast Day Centre circled 'unsatisfied' as their responses to the following questions:

- "Are you satisfied staff have access to supplies of continence products?"
- "Are you satisfied staff have access to personal protective equipment e.g. gloves, aprons, towels?"

One staff member stated "I've never received training in continence management" and another circled 'unsatisfied' as their response to the following question:

- "Based on service user's care plan, are you satisfied you have sufficient knowledge, skills and experience of how to assist and support a service user with their personal care needs?"

RQIA shared the above information with the registered manager by email on 12 February 2016; requested that he respond and follow up on the matters raised and inform RQIA of the actions taken.

Observation and service users' feedback confirmed that sufficient numbers of staff were employed in the day care setting to meet the identified needs of those individuals who attend. There are also sufficient numbers of toilets and bathrooms.

On the day of inspection staff were observed to be confident in carrying out their duties. These duties were carried out in an organised unhurried manner. Discussions with staff confirmed that they were able to demonstrate an understanding of individual's assessed needs.

Service users reported that they felt safe in the day centre and were confident that staff had the skills and experience to assist them with their assessed needs. Staff, where appropriate, encouraged and enabled service users to make their own choices and decisions. Service users were discreetly supported by staff when this was needed. Discussions with staff reflected a person centred approach was used with service users.

On the day of this inspection, it can be concluded care was safe in North Belfast Day Centre incorporating Whiterock Day Services.

Is Care Effective?

A review of the environment confirmed a number of bathrooms were available to meet the assessed needs of the service users. Hand washing dispensers were available throughout the centre. Discussion with care staff concluded they have a working knowledge of current best practice with regards to infection, prevention and control and have received mandatory training on this. Discussions with care staff also concluded staff were respectful, sensitive and diplomatic in the language used to support and assist service users.

The inspector sought verbal permission to inspect care records during this inspection. A total of six service user's assessments and care plans were reviewed, four in North Belfast Day Centre and two in Whiterock Day Services. The Recovery Star mental health assessment template is completed with service users and information obtained from this is used to inform individual's care plans.

Assessments and care plans are reviewed by care staff with service users on a six monthly basis. The assessments were qualitative and informative as they detailed the service user's strengths and needs and specified what the individual needed support with in regards to their mental health, however the care plans only partially reflected the specifics of how staff support the service user. The care plans were brief and in general contained two aims and objectives. Improvements are needed to ensure care plans are individual, comprehensive and reflect all of the relevant points specified in minimum standard 5.2, for example:

- (a) Any personal outcomes sought by the service user.
- (b) How information about the service user's living arrangements and lifestyle is used to inform practice.
- (c) The daily care, support, opportunities, services and facilities provided to the service user.
- (d) How specific needs and preferences of the individual are to be met by the service, including any outreach activity and how it will be managed.
- (e) The service user's daily and weekly programme.
- (f) The management of any identified risks (including how any safeguarding concerns to or for the service user should be addressed).
- (g) Objectives and expected outcomes.
- (h) How staff support or assist the service user regarding continence promotion or personal care.
- (i) The care plan is signed and dated by the service user, the member of staff responsible for completing it and the registered manager.
- (j) Where the service user is unable or chooses not to sign any document, this should be recorded and the basis of his or her agreement to participate noted.

Four of the six care plans had been signed by the service user, the staff member completing it and the registered manager. Two identified care plans had not been signed by the registered

manager but by another senior care staff member. Should a service user's needs change, their respective assessment and care plan should be updated and re-signed by service user or their representative, the staff member reviewing it and the manager. This was discussed with care staff and the registered manager. Assurances were given to RQIA new signatures would be obtained when service user's care plans change.

Discussions with care staff concluded personal care and continence promotion can be a very sensitive topic for service users attending North Belfast Day Centre or Whiterock Day Services. Several care staff expressed their difficulty in broaching this subject with some individuals and sought guidance from RQIA regarding this. Care staff were advised to discuss this with the registered manager and/or deputy manager and to request information or training on continence promotion.

On this occasion there was evidence to confirm that care in North Belfast Day Centre incorporating Whiterock Day Services was effective. However improvements are needed regarding the quality of information contained in service user's care plans.

Is Care Compassionate?

Staff interaction with service users was observed throughout the inspection as polite, friendly, warm and supportive. Where appropriate service users 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.

Discussions took place with a total of 23 service users, mostly in small groups around tables in the dining room and individually with five others in a designated office. Service users said staff in both North Belfast Day Centre and Whiterock Day Services were supportive, patient and respectful and encourage them to be as independent as possible.

On this occasion there was evidence to confirm that care in the centre was compassionate.

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	5 to North Belfast Day Centre 2 to Whiterock Day Services	4 from North Belfast Day Centre 2 from Whiterock Day Services
Service Users	5 to North Belfast Day Centre 5 to Whiterock Day Services	5 from North Belfast Day Centre 5 from Whiterock Day Services

Review of completed questionnaires evidenced nine of the ten service users were either very satisfied or satisfied regarding the care and support they receive; that staff respond to their needs and that they feel safe and secure in the centre. The following qualitative comment or was recorded by a service user attending North Belfast Day Centre:

- “The day centre gives me support and help.”

The following qualitative comment was recorded by a service user attending Whiterock Day Services:

- “I have always found the staff very approachable and helpful. Their professionalism shines through.”

One anonymous service user attending Whiterock Day Services had circled ‘very unsatisfied’ as his/her responses to the following questions:

- “How satisfied were you with the care and support you receive?”
- “How satisfied are you that your views and opinions are sought about the quality of the service?”
- “How satisfied are you that staff know how to care for you?”
- “How satisfied are you that staff respond to your needs?”
- “How satisfied are you that you feel safe and secure here?”

The same service user had circled ‘unsatisfied’ as his/her response to the following question:

- “How satisfied are you that staffing levels are appropriate at all times?”

There were no additional comments made by this service user in the questionnaire.

Most of the completed staff RQIA questionnaires stated they were either very satisfied or satisfied with:

- the training received by the Trust in core values; communication methods; mental health including dementia;
- personal protective equipment (PPE);
- how to assist and support a service user with their personal care needs.

A staff member stated: “I have concerns at present that management have not been keeping us informed about the proposals to change day services. This is creating anxiety for staff and service users.”

RQIA shared the above information with the registered manager by email on 12 February 2016; requested that he respond and follow up on the matters raised and inform RQIA of the actions taken.

The registered manager emailed RQIA on 19 February 2016 with his response and specified the following action will be taken:

- Whiterock has three members of staff on duty on the days it is open and feels this meets the assessed needs of the service users.
- Staff will meet with each service user on an individual basis within the next two weeks to ascertain if they are satisfied with the quality of the service.
- A quality assurance questionnaire will be distributed to all service users in North Belfast Day Centre and Whiterock Day Services.
- There will be a designated shelf in stores containing gloves, aprons, towels etc.

- The Trust's Incontinence Nurse will be contacted to request an information / training session to staff.
- Senior managers in the Trust have agreed to meet with all day-care staff across Belfast to give us an update on what is happening regarding the current review of it's mental health day services.

The following qualitative comments were made by two staff members working in North Belfast Day Centre:

- "The centre works in a person centred approach and all staff display this in their daily work."
- "All mandatory training fully covered opportunities to progress professionally."
- "Centre is fully refurbished in accordance with health and safety."

On the day of this inspection, the overall assessment of this standard showed the quality of care to be compassionate, safe and effective North Belfast Day Centre and Whiterock Day Services.

Areas for Improvement

There was one identified area for improvement regarding RQIA's review of standard 5. This matter concerned the review of service user's care plans to ensure they are individual, comprehensive and meet all of the relevant information specified in minimum standard 5.2.

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?

A range of policies were available to promote service users involvement in the day centre and each policy sets out the principles for involving service users to ensure they have an active role in the service delivery.

Six care plans inspected provided evidence that service users were encouraged to be involved in the planning of their care and, where possible actively participate in their annual care reviews.

Discussions with 23 service users and 18 care staff 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 service users concluded safe care was delivered in North Belfast Day Centre and Whiterock Day Services during the inspection.

Is Care Effective?

Discussions with the manager, 23 service users and review of documentation show management and staff actively encouraged service user involvement in all aspects of their work.

Discussions with service users and care staff concluded service users' meetings are usually held on a monthly basis. The minutes of two service users meetings which had taken place in North Belfast Day Centre in September and November 2015 and the minutes of one meeting in Whiterock Day Services in November 2015 were examined. These were qualitative, contained an agenda, who attended and a summary of discussions.

In accordance with day care regulations, day services are involved in the annual reviews of service user's day care placements. Review of six service user's annual review reports (four from service users attending North Belfast Day Centre and two attending Whiterock Day Services) took place during this inspection. None of the six annual review reports contained the service user's or their representative's views and opinions of the day service. This is not in accordance with minimum standard 15.5. Improvements are needed in this area.

The culture in the centre also supports the wellbeing of service users, enabling them to feel valued and promoting and supporting their engagement and participation in the running of the service. Service users confirmed that they were involved in discussions about what took place in the centre. All comments received from service users about the quality of day service in North Belfast Day Centre and Whiterock Day Services were very positive.

Standard 8.4 states service user's views and opinions about the running and quality of the service are sought on a yearly basis. The registered manager informed RQIA quality assurance surveys have not been distributed to service users in either of the centres in the previous year because the Trust is currently in the process of reviewing its mental health day services. A discussion took place with the registered manager about standard 8.4 and 8.5 and assurances given that a quality assurance survey would be distributed to service users in both North Belfast Day Centre and Whiterock Day Services.

Complaints

Service users in North Belfast Day Centre confirmed that they felt comfortable to raise any issues of concern with the registered manager or staff. Six service users attending Whiterock Day Services satellite unit stated they would approach care staff if they had any concerns or complaints.

Service users in both North Belfast Day Centre and Whiterock Day Services expressed their concern on waiting to hear from the Belfast HSC Trust about the outcome of the current review of mental health day services (consultation dates were from 3 September – 26 November 2015). Service user's stated they did not want either North Belfast Day Centre or Whiterock Day Services to close because they "rely on the service and it helps them maintain good mental health." A letter was written and forwarded to the Chief Executive on 18 November 2015 with attached letters, comments and statements from service users and others about how they feel about the quality of the day service and how the two centres help them.

There had been no complaints recorded in the North Belfast Day Centre complaints record since the previous care inspection in June 2014. There was no complaints record in Whiterock Day Services. Discussions with identified service users concluded they were dissatisfied about the delay in receiving communication from senior line management in the Trust regarding their current review of mental health day services. Several service users informed RQIA they felt in 'limbo' and 'need to know what is happening.' Minimum standard 14.10 was discussed with the registered manager and care staff as records must be kept of all areas of

dissatisfaction/concerns/complaints. These records are to include details of all communications with complainants, the results of any investigations and the action taken. This is an identified area for improvement in both North Belfast Day Centre and Whiterock Day Services. Assurances were given to RQIA from the registered manager that these would be recorded.

Compliments

Five compliments were randomly examined since the centre's previous inspection. These were in the form of thank you cards or positive comments made by students who had a placement in either North Belfast Day Centre or Whiterock Day Services.

Monthly Monitoring Reports

Three monthly monitoring reports (September, October and November 2015) were reviewed during this inspection. The registered manager informed RQIA there was no December 2015 monthly monitoring visit due to the designated registered person being on sick leave.

The monthly monitoring reports referred to the Trust's ongoing consultation process regarding it's current review of day services. None of the monthly monitoring reports stated if any service users or staff were interviewed in either North Belfast Day Centre or Whiterock Day Services; nor did the reports include the views and opinions of any service users or staff. This is not in accordance with Regulation 28 which states: "The person carrying out the visit shall interview, with their consent and in private...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".

Monthly monitoring reports should state if the monthly monitoring visit was announced or unannounced, the time of the visit and a summary of the outcome/s of an inspection of the premises. Each of the three reports examined contained similar statements specifying the "front entrance area had been refurbished... and this has enhanced the building and service". There was no information regarding the condition of the environment with regards to safety, heating, cleanliness, tidiness, décor etc. Monthly monitoring visits and their subsequent reports are an identified area for improvement.

Improvements are needed regarding the governance arrangements and quality assurance of service users' views and opinions (as specified above). Action taken on these identified areas will ensure the quality of day care service is effective.

Is Care Compassionate?

Discreet observations of care practices found that service users' were treated with respect, kindness and care.

Discussions with a total of 23 service users, individually or in groups of four or five around tables in the dining room at tea break and after lunch. It can be concluded the quality of their lives has improved significantly as a result of their attendance at North Belfast Day Centre. Service users informed the inspector staff frequently ask them for their views and opinions about different aspects of the day service.

A sample of the comments made by service users in North Belfast Day Centre about the day service included:

- “This centre is my lifeline and I’m very grateful to the staff for all their support. I was very unwell prior to coming here and have come a long way thanks to this place. Words can’t express how much coming here means to me”.
- “This is a great centre and I’m so glad I found out about it. It’s really helped me to come to terms with my mental illness and I feel that my confidence has grown since coming here”.
- “I love coming here and have made a great friend. We support each other and everyone is so kind and friendly. I’m glad they have days for younger people with mental health needs”.
- “I never really had any proper friends before I came here and I’m very lucky and thankful to have made a few good ones here. We care about each other and we support one another. The staff go over and above the call of duty and are brilliant”.
- “This is a great place, I love it and it’s helped me to stay well”.
- “There’s a good atmosphere in the centre and the staff are great, they are very supportive”.
- “There’s a stigma attached to people who have mental health needs, more people in the community need to know what goes on in this centre – I love coming here and it’s helped me so much”.
- “We are doing all we can to keep this centre open. So many of us would be lost without it and I’m worried if it closes my mental health will go down and I’ll end up back in hospital”.
- “This place keeps me well and gets me out of my bed in the morning. It gives me a purpose and I enjoy the different classes. Coming here stops me from dwelling on things at home”.
- “If it wasn’t for here, I’d be stuck at home and wouldn’t want to get out of bed. I’d be looking at four walls. I love coming here and would be lost without it”.
- “There’s been a lot of talk about the Trust closing the centre and we’re hoping it doesn’t close. There aren’t enough places like this in Belfast and this centre is really helping to keep people out of hospital. It’s improved the quality of our lives. We are all fed up with all this waiting, we need to know what is happening. Living with this uncertainty is awful, it’s very stressful, it’s like limbo”.

A sample of the comments made by service users in Whiterock Day Services about the day service included:

- “I call this place the ‘Rescue Centre’, if it wasn’t for here, I wouldn’t leave the house or see anybody. I enjoy coming here and look forward to it”.

- “Coming here gives me a reason to get out of the house. I get great support from coming here. I’ve made really good friends”.
- “It helps me a lot coming to Whiterock. I feel so much better about myself. The staff are here for us and they listen. I’d be lost without it”.
- “I’ve been coming here for years and it’s helped me a lot. I feel supported and enjoy meeting up with friends that I’ve made here”.
- “We help each other in this centre. The staff are very good, they listen to us”.
- “The staff are brilliant, we all enjoy coming here. If we didn’t, we wouldn’t come”.

Discussions with Visiting Professionals

RQIA met and had discussions with two visiting professionals, one in private with a senior occupational therapist in North Belfast Day Centre and the other with a general practitioner in the office in Whiterock Day Services (two staff members were also present). Both visiting professionals spoke positively about the quality of day service in the main centre and it’s satellite unit. They said staff are welcoming, friendly and professional in any liaisons and communication is effective, no concerns were raised.

It can be concluded the quality of day care provision in North Belfast Day Centre incorporating Whiterock Day Services was safe and compassionate, however improvements have been identified regarding governance and service user quality assurance.

Areas for Improvement

Four areas for improvement were identified as a result of examination of this standard. These regarded:

1. Monthly monitoring visits and their respective reports.
2. Complaints record.
3. Service users annual review reports.
4. Annual quality assurance of service users views and opinions and it’s respective evaluation report.

Number of Requirements:	1	Number of Recommendations:	3
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5.5 Additional Areas Examined

5.5.1 Accidents and Untoward Incidents

RQIA has not received any notification of accidents or untoward incidents from North Belfast Day Centre incorporating Whiterock Day Services since the previous care inspection in June 2014. Regulation 29 was discussed with the registered manager. Mr Gray stated an untoward incident had occurred in Whiterock Day Services in March 2015 which RQIA had not been

informed about. Notifications of accidents and untoward incidents and the availability of information pertaining to these are identified areas for improvement.

The registered manager informed RQIA North Belfast Day Centre and Whiterock Day Service's accidents and untoward incident records are typed and saved on computer via the Trust's 'Datix' system and a hard copy is retained in the respective service user's care file. Copies are not currently filed/retained for inspection purposes. The registered manager was advised to establish an accident and incident recording system made available for inspection purposes that would reflect a summary of any accidents and untoward incidents that had occurred from one care inspection to another. The inspector can then request to view specific accidents and untoward incidents on the datix computer system or (with consent) review this information in the respective service user's care file.

5.5.2 Environment

As part of the inspection process an accompanied tour of North Belfast Day Centre and Whiterock Day Services took place. The general décor and furnishings were fit for purpose and there were displays of service user's photographs, art work and pictures on walls and notice boards around the centre.

With regards to North Belfast Day Centre, an identified toilet was in need of cleaning and with the exception of the stage in the main hall, the centre was observed to be clean, tidy and well maintained.

Unused furniture and equipment were noted to be on the stage in the main hall and the rear of the stage was generally untidy and contained some waste. The staff member explained other outside agencies use the main hall and stage and had not cleared up after themselves. Assurances were given to RQIA monitoring systems would be put in place.

An identified number of fabric covered chairs were observed in some rooms in North Belfast Day Centre to be very worn, ripped or torn in places. With regards to infection control, these chairs should immediately be removed and arrangements made to recover or replace them. A discussion took place with the registered manager that systems should be in place to:

- Review all fabric covered chairs
- Removal all unwanted furniture or unused equipment from the stage in the main hall in North Belfast Day Centre
- Monitor the cleanliness of toilets and bathrooms in the centre and have a recording system for same
- Monitor the condition of the rear of the stage and ensure this is always tidy and clean.

These are identified areas for improvement.

5.5.3 Areas for Improvement

Two areas for improvement were identified as a result of the examination of additional areas. These concerned:

1. Accident and Untoward Incident records and notifications to RQIA.
2. Environment.

Number of Requirements:	1	Number of Recommendations:	1
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6. Quality Improvement Plan

The issues identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Mr Jim Gray, Registered Manager and several care staff 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 home/agency/service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained in this report do not absolve the registered provider/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 provider/manager with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the home.

Quality Improvement Plan

Statutory Requirements

<p>Requirement 1</p> <p>Ref: Regulation 29</p> <p>Stated: First time</p> <p>To be Completed from: 28 January 2016 and ongoing</p>	<p>The Registered Manager must:</p> <p>(a) Ensure RQIA is notified of accidents and untoward incidents in accordance with regulation 29 and minimum standard 17.14.</p> <p>Response by Registered Person(s) Detailing the Actions Taken: All accidents and untoward incidents are currently recorded on Trust Datix Incident reporting system as per Trust Policy. The Registered Manager will ensure that all accidents or untoward incidents are also reported to RQIA as per Regulation 29 and Minimum Standard 17.14. A paper file will be created by the Registered Manager containing a hard copy of all incidents for ease of viewing should the need arise during future inspections. As per current practice, accidents and incidents will continue to be highlighted and discussed with all staff at monthly staff meetings to ensure learning and safe practice is maintained.</p>
<p>Requirement 2</p> <p>Ref: Regulation 28</p> <p>Stated: First time</p> <p>To be Completed from: 28 January 2016 and ongoing</p>	<p>The registered person must ensure monthly monitoring visits take place in North Belfast Day Centre and Whiterock Day Services. The designated person undertaking each monthly monitoring visit must:</p> <p>(a) Interview service users (with their consent and in private) in both the main centre and it's satellite unit.</p> <p>(b) Interview staff employed in both the main centre and it's satellite unit.</p> <p>(c) The monthly monitoring report must state the numbers of service users and staff interviewed and reflect their qualitative views and opinions.</p> <p>(d) Record whether or not the visit is announced or unannounced and the time of the visit.</p> <p>(e) Contain qualitative information regarding the outcome/s of an inspection of the premises/environment.</p> <p>Response by Registered Person(s) Detailing the Actions Taken: Registered monthly monitoring visits do already occur and these will continue. The designated person will continue to interview service users (when available) and staff as recommended and complete the monthly monitoring report to contain the above information as per the inspector's recommendation.</p>

Recommendations	
<p>Recommendation 1</p> <p>Ref: Standard 5.2</p> <p>Stated: First time</p> <p>To be Completed by: 30 April 2016 and ongoing</p>	<p>The registered manager should ensure service user's care plans are individual, comprehensive, based on the assessment of the individual's needs and include (where relevant):</p> <ul style="list-style-type: none"> (a) Any personal outcomes sought by the service user. (b) How information about the service user's living arrangements and lifestyle is used to inform practice. (c) The daily care, support, opportunities, services and facilities provided to the service user. (d) How specific needs and preferences of the individual are to be met by the service, including any outreach activity and how it will be managed. (e) The service user's daily and weekly programme. (f) The management of any identified risks (including how any safeguarding concerns to or for the service user should be addressed). (g) Objectives and expected outcomes. (h) How staff support or assist the service user regarding continence promotion or personal care. (i) The care plan is signed and dated by the service user, the member of staff responsible for completing it and the registered manager. (j) Where the service user is unable or chooses not to sign any document, this should be recorded and the basis of his or her agreement to participate noted. <p>Response by Registered Person(s) Detailing the Actions Taken:</p> <p>The Service's current Recovery Star Review Form does in the main cover most of the above points. The Registered Manager will amend the form to ensure that it reflects all of the points listed above. Risk will be continue to be managed in line with the regional Promoting Quality Care - Guidance on the Assessment and Management of Risk, DHSSPS, May 2012. The Registered Manager will ensure that a Risk Assessment under this guidance is completed for every Service User attending the Day Centres.</p> <p>The Registered Manager has approached the Trust's Incontinence Trainer regarding dates for the provision of training for staff; this training should be completed by June 2016. Continence packs will now be kept in both Day Centres.</p>
<p>Recommendation 2</p> <p>Ref: Standard 8.4 and 8.5</p>	<p>The registered manager should ensure:</p> <ul style="list-style-type: none"> (a) an annual survey is undertaken of service users' views and opinions of the quality of the North Belfast Day Centre and Whiterock Day

<p>Stated: First time</p> <p>To be Completed by: 31 March 2016</p>	<p>Services. This should encompass all aspects of the day service e.g. the quality of care; programmes and activities; environment, lunch, transport etc.</p> <p>(b) An evaluation report is completed regarding (a) which identifies the methods used to obtain the views and opinions of service users which incorporates any qualitative comments made; if any issues were raised and any actions to be taken in response to these.</p> <p>(c) A copy of this report is made available to service users and forwarded to RQIA. Records should be made of when this was shared with service users in both day services this took place.</p> <p>Response by Registered Person(s) Detailing the Actions Taken: A Service User questionnaire is currently being developed; once finalised this will be shared with the Inspector prior to being issued. An evaluation report will then be completed following roll out of the Survey.</p> <p>Consultation on the provision of Day Services within Belfast has taken place over the past six months and is ongoing; there has been extensive engagement with Service Users, Carers and staff as part of this. An outcome report will be developed once this Consultation has been completed. The Registered Manager will build on the engagement framework in place as a result of this consultation.</p>
<p>Recommendation 3</p> <p>Ref: Standard 14.10</p> <p>Stated: First time</p> <p>To be Completed from: 28 January 2016 and ongoing</p>	<p>The registered manager should ensure:</p> <p>(a) there is a complaints record established in Whiterock Day Services.</p> <p>(b) All areas of dissatisfaction, concern or complaints are recorded in both North Belfast Day Centre and Whiterock Day Services. These include details of all communications with complainants, the results of any investigations and the action taken.</p> <p>Response by Registered Person(s) Detailing the Actions Taken: A Trust complaint/compliment form is available to Service Users in both Day Centres; a copy of this (including outcomes) is filed in both Centres. The Registered Manager will ensure that a Complaints Log is set up in Whiterock Day Centre.</p> <p>The Registered Manager will also ensure that all Service Users are aware of the Belfast Trust Complaints Procedure from Admission Panel stage and are aware of how to access this. Staff will provide assistance for Service Users to make complaints when needed.</p>
<p>Recommendation 4</p> <p>Ref: Standard 15.5</p>	<p>The registered manager should ensure service user's annual review reports include their views and opinions about the quality of the day service and support they receive.</p>

<p>Stated: First time</p> <p>To be Completed from: 28 January 2016 and ongoing</p>	<p>Response by Registered Person(s) Detailing the Actions Taken:</p> <p>A Service User questionnaire is currently being developed. An evaluation report will then be completed following roll out of the Survey.</p>		
<p>Recommendation 5</p> <p>Ref: Standard 25</p> <p>Stated: First time</p> <p>To be Completed by: 29 January 2016 for (a) 31 March 2016 for (b) and (c)</p>	<p>With regards to the North Belfast Day Centre environment, the registered manager should ensure:</p> <p>(a) The waste observed at the rear of the stage in the main hall is removed and the area kept clean and tidy.</p> <p>(b) All unwanted furniture and unused items are removed from the stage in the main hall.</p> <p>(c) In relation to infection, prevention and control, a review is undertaken of all fabric chairs that are torn or ripped. These should be recovered or replaced.</p> <p>Response by Registered Person(s) Detailing the Actions Taken:</p> <p>All waste at the rear of the stage has now been removed and the area is clean and tidy.</p> <p>All unwanted furniture and unused items on the stage has now been cleared.</p> <p>All chairs ripped or torn or deemed unsuitable have now been removed.</p> <p>REC 5 Ref: Standard 25 now fully met.</p>		
<p>Registered Manager Completing QIP</p>	<p>JIM GRAY</p>	<p>Date Completed</p>	<p>08.03.2016</p>
<p>Registered Person Approving QIP</p>	<p>Martin Dillon</p>	<p>Date Approved</p>	<p>23/03/2016</p>
<p>RQIA Inspector Assessing Response</p>	<p>Louise McCabe</p>	<p>Date Approved</p>	<p>06.04.16</p> <p>Further information is needed from the registered manager regarding recommendation 4. Email sent on 06.04.16.</p>

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