



The Regulation and
Quality Improvement
Authority

**THE REGULATION AND QUALITY IMPROVEMENT
AUTHORITY**

9th floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501

ANNOUNCED ESTATES INSPECTION

Inspection No: IN020689
Establishment ID No: 11208
Name of Establishment: Millview Resource Centre, Bessbrook
Date of Inspection: 21 October 2014
Inspector's Name: K. Monaghan

1.0 GENERAL INFORMATION

Name of Day Care Centre:	Millview Resource Centre
Address:	College Square West Bessbrook BT35 7NA
Telephone Number:	028 30 830 347
Registered Responsible Person:	Mrs. Anne Mairead McAlinden, Chief Executive, Southern Health and Social Care (HSC) Trust
Registered Manager:	Ms. Carmel McGrath
Person in Charge of the Centre at the time of Inspection:	Ms. Sharon Huges Magill, Day Care Worker
Other person(s) present during inspection:	Ms. Sharon Huges Magill, Day Care Worker Mr. Alistair Farrell, Estates Operations Officer (Electrical) with the Southern HSC Trust
Categories of Care:	DCS-PH, DCS-SI
Conditions of Registration:	Registered to provide services on a routine basis to a maximum number of users with needs as specified in the statement of purpose and as confirmed in accompanying letter of registration (Ref:11208/210613)
Number of Registered Places:	30
Date of previous Estates Inspection:	18 July 2013
Date and time of inspection:	21 October 2014 (10:30am. – 11:40pm.)
Name of Inspector:	K. Monaghan

2.0 INTRODUCTION

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect Day Care Centres.

This is a report of an announced inspection to assess the quality of the premises and grounds in which the service is being provided including the upkeep of the building and engineering services and equipment. The report details the extent to which the standards measured during inspection were met.

3.0 PURPOSE OF INSPECTION

The purpose of this inspection was to consider whether the premises and grounds were safe, well maintained and remain suitable for their stated purpose in compliance with legislative requirements and the minimum standards. This was achieved through a process of evaluation of available evidence.

The Regulation and Quality Improvement Authority aims to use inspection to support providers in improving the quality of services, rather than only seeking compliance with regulations and standards.

The aims of the inspection were to examine the estates related policies, practices and monitoring arrangements for the provision of Day Care, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Day Care Settings Regulations (Northern Ireland) 2007
- Day Care Centre, Minimum Standards (DHSSPS) January 2012

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

4.0 METHODS/PROCESSES

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

- Discussions with Ms. Sharon Huges Magill, Day Care Worker and Mr. Alistair Farrell, Estates Operations Officer (Electrical) with the Southern HSC Trust
- Examination of records
- Inspection of the centre internally.
- Evaluation and feedback

Any other relevant information received by RQIA about this regulated establishment has also been considered by the Inspector in preparing for this inspection.

5.0 CONSULTATION PROCESS

During the course of the inspection, the Inspector spoke to Ms. Sharon Huges Magill, Day Care Worker and Mr. Alistair Farrell, Estates Operations Officer (Electrical) with the Southern HSC Trust.

6.0 INSPECTION FOCUS

The inspection sought to establish the level of compliance achieved with respect to the following DHSSPS Day Care Centre, Minimum Standards and to assess progress with the issues raised during and since the previous inspection:

Standards inspected:

- Standard 25 - Premises and grounds
- Standard 27 - Safe and healthy working practices
- Standard 28 - Fire Safety

This Estates inspection focused mainly on the issues that were included in the Quality Improvement Plan for the Estates inspection that was carried out on 18 July 2013.

7.0 PROFILE OF SERVICE

Millview Resource Centre is a statutory day care facility situated in the village of Bessbrook and is provided by the Southern Health and Social Care Trust. The centre operates Monday to Friday and has a designated number of places for each day.

Millview is a listed building which was originally built as a school in 1849. The centre operates from Monday to Friday 9.00 am - 4.30 pm with a maximum of thirty service users being accommodated on any given day. The centre provides day care for persons with a physical disability; sensory impairment or brain injury aged 18 to 64 years living within the geographical area of the Southern Health and Social Care Trust catchment area. A picture framing service is provided at the centre and is strongly supported by the community.

Referrals and allocation of days are in accordance with the Trust procedures with placements offered following an assessment of need. Service users can avail of a hot meal on a daily basis or they can bring a packed lunch.

The core purpose of the centre is to provide rehabilitation, maintenance and / or respite. The day care model uses a partnership approach with other disciplines which enable service users to access a wide range of opportunities geared towards maximising personal development.

8.0 SUMMARY

The premises being used for the purposes of Millview Resource Centre in Bessbrook were in generally in good order.

Following the Estates Inspection of this day care centre on 21 October 2014, some improvements are required to comply with the Day Care Settings Regulations (Northern Ireland) 2007 and the criteria outlined in the following minimum standards:

- Standard 25 - Premises and grounds
- Standard 27 - Safe and healthy working practices
- Standard 28 - Fire Safety

This resulted in five requirements. These are outlined in the quality improvement plan appended to this report. The Estates Inspector would like to acknowledge the assistance of Ms. Sharon Huges Magill, Day Care Worker and Mr. Alistair Farrell, Estates Operations Officer (Electrical) with the Southern HSC Trust, throughout the inspection process.

9.0 INSPECTION FINDINGS

9.1 Recommendations and requirements for the previous Estates inspection on 18 July 2013:

The previous Estates inspection to this Day Care Centre was carried out on 18 July 2013. The following issues should be noted with regard to the issues included in the Quality Improvement Plan for the previous Estates inspection that was carried out 18 July 2013:

Standard 27 – Premises and grounds			
Item	Regulation	Requirements	Action taken - As confirmed during this inspection
9.1.1	Regulation 26(2)(b)	Previous QIP Item 1 Further minor remedial works to the concrete gully outside the kitchen door should be carried out.	Further remedial works had not been carried out to the concrete gully outside the kitchen door as this was not part of the day care centre premises. Mr. Farrell advised that this concrete gully was part of the public road. The Trust is however liaising with the Department of Environment Roads Service in relation to the completion of these remedial works.
9.1.2	Regulations 13(7) 26(2)(k)	Previous QIP Item 2 The extract fan in the disabled toilet should be checked and repaired or replaced as required.	This issue had been addressed.

9.0 INSPECTION FINDINGS

9.1 Recommendations and requirements for the previous Estates inspection on 18 July 2013:

Standard 27 – Premises and grounds			
Item	Regulation	Requirements	Action taken - As confirmed during this inspection
9.1.3	Regulation 26(2)(a)	<p>Previous QIP Item 3</p> <p>The use of the switchgear room should be reviewed. The possibility of enclosing the switchgear to enable this room to be used as the cleaner's store should be considered in this review. The outcome of this review should be confirmed to RQIA. In the meantime a new key should be obtained for the door to this switchgear room so that it can be kept locked. The leak at the sink in this room should also be repaired.</p>	<p>It is good to report that the switchgear had been enclosed in lockable cupboards. This provided separation between the switchgear and the cleaner's store. The lock to one of the enclosure cupboards should be adjusted to ensure that this can be effectively locked. A new lock should also be fitted to the door of the cleaner's store and this door should also be kept locked. Reference should be made to item 1 in the Quality Improvement Plan.</p>
9.1.4	Regulation 26(2)(a)	<p>Previous QIP Item 4</p> <p>The purpose of the link door between one of the toilets and the shower room should be clarified. If this door is not required for operational reasons it should be permanently fixed shut.</p>	<p>Ms. Hughes Magill confirmed that this door was used to facilitate providing assistance to the service users.</p>

9.0 INSPECTION FINDINGS

9.1 Recommendations and requirements for the previous Estates inspection on 18 July 2013:

Standard 28 - Safe and healthy working practices			
Item	Regulation	Requirements	Action taken - As confirmed during this inspection
9.1.5	Regulation 26(2)(c)	Previous QIP Item 5 The reports for the thorough examinations of the patient lifting equipment that were completed on 14 January 2013 should include the Schedule 1 information as per the Lifting Operations and Lifting Equipment Regulations. The proposals in relation to the recommendation to replace one item of equipment should also be confirmed to RQIA.	The reports for the most recent thorough examinations of the lifting equipment that was carried out on 01 May 2014 were presented for review. These reports indicated that the equipment was satisfactory. A recommendation was made in the reports to mark the safe working load on the equipment and to provide load test certificates for each item of lifting equipment. These issues should be followed up. The item of lifting equipment had been removed. Reference should be made to item 3 in the Quality Improvement Plan.
9.1.6	Regulations 14(1)(a) 14(1)(c) 26(2)(l)	Previous QIP Item 6 Arrangements should be made to complete the re-inspection and re-testing of the fixed wiring installation.	Mr. Farrell confirmed that arrangements had been made for the re-inspection and re-testing of the fixed wiring installation for the week following this Estates inspection. The outcome of this inspection should be confirmed to RQIA. Reference should be made to item 4 in the Quality Improvement Plan.

9.0 INSPECTION FINDINGS

9.1 Recommendations and requirements for the previous Estates inspection on 18 July 2013:

Standard 28 - Safe and healthy working practices			
Item	Regulation	Requirements	Action taken - As confirmed during this inspection
9.1.7	Regulations 13(7) 14(1)(a) 14(1)(c) 26(2)(c)	Previous QIP Item 7 The information in relation to the ongoing maintenance of the thermostatic mixers should be available for inspection. A copy of the report for the most recent service of the thermostatic mixers should be forwarded to RQIA.	No information was presented for review in relation to the ongoing maintenance and service of the thermostatic mixers. Mr. Farrell agreed to follow up this information and email same to RQIA. Reference should be made to item 4 in the Quality Improvement Plan.
9.1.8	Regulations 14(1)(a) 14(1)(c) 26(2)(c)	Previous QIP Item 8 The compressor for the picture framing equipment should be inspected in accordance with the Pressure Systems Regulations. A copy of the report for this inspection should be forwarded to RQIA.	The compressor for the picture framing equipment was checked on 03 October 2014. The report for this work indicated that a new pump was required. Mr. Farrell confirmed that this new pump had been fitted.

9.0 INSPECTION FINDINGS

9.1 Recommendations and requirements for the previous Estates inspection on 18 July 2013:

Standard 28 - Safe and healthy working practices			
Item	Regulation	Requirements	Action taken - As confirmed during this inspection
9.1.9	Regulations 14(1)(a) 14(1)(c) 26(2)(b)	Previous QIP Item 9 The front steps should be reviewed and any interim remedial works required should be completed.	Remedial works had been carried out to the front steps.

9.0 INSPECTION FINDINGS

9.1 Recommendations and requirements for the previous Estates inspection on 18 July 2013:

Standard 28 - Fire Safety			
Item	Regulation	Requirements	Action taken - As confirmed during this inspection
9.1.10	Regulations 26(4)(b) 26(4)(d)(i) 26(4)(d)(iv)	Previous QIP Item 10 The drawing for the fire detection and alarm system should be upgraded. Monthly function checks should be carried out to the emergency lights.	A new fire alarm control panel had been installed in a more appropriate location. A new drawing had been provided adjacent to this new panel. This is to be commended. Mr. Farrell also confirmed that new emergency lights had been installed throughout the premises and arrangements had been made to complete monthly function checks to the emergency lights commencing from 05 November 2014.
9.1.11	Regulations 26(4)(b) 26(4)(c)	Previous QIP Item 11 A further review of the fastenings on the doors to the escape routes (internal and external) should be carried out with the Fire Safety Officer. The outcome of this review should be confirmed to RQIA.	The fastenings on the final exit doors had been reviewed by the Fire Officer and a number of new easy opening fastenings had been fitted.

9.0 INSPECTION FINDINGS

9.1 Recommendations and requirements for the previous Estates inspection on 18 July 2013:

Standard 28 - Fire Safety			
Item	Regulation	Requirements	Action taken - As confirmed during this inspection
9.1.12	Regulations 26(4)(a) 26(4)(b)	Previous QIP Item 12 The proposals to address the issues identified for attention by fire risk assessment which was completed on 16 July 2013 including the relocation of the fire alarm control panel should be confirmed to RQIA.	A new fully addressable fire detection and alarm system had been installed throughout the premises. This included a new control panel in a more appropriate location. In addition the other issues identified for attention in the report for the fire risk assessment which was completed on 16 July 2013 had also been addressed.
9.1.13	Regulation 26(4)(f)	Previous QIP Item 13 Further fire training sessions should be provided to ensure that all staff attend this training. The method of recording the times for the fire drills should be reviewed to ensure that the actual evacuation time for the premises is also recorded.	Fire safety training had been provided in September 2014 and a fire drill was being arranged for the 24 October 2014 to facilitate three new service users. Arrangements had also been made for one member of staff who had not attended the September 2014 fire safety training to attend fire safety training on 24 November 2014. The time for the previous fire drill exercise that was completed on 18 November 2013 was recorded.

9.0 INSPECTION FINDINGS

9.1 Recommendations and requirements for the previous Estates inspection on 18 July 2013:

Standard 28 - Fire Safety			
Item	Regulation	Requirements	Action taken - As confirmed during this inspection
9.1.14	Regulation 26(4)(b)	Previous QIP Item 14 The arrangements for smoking should be reviewed with a particular emphasis on the provision of firefighting equipment in the location that is used for smoking. In this regard the need for a fire blanket in this location should be considered. Reference should be made to paragraph 9.4.4 in the report.	Ms. Huges Magill confirmed that a fire blanket had been provided in the area used for smoking. Ms. Hughes Magill also agreed to review the arrangements for smoking to ensure that these also include individual risk assessments. Reference should be made to item 5 in the Quality Improvement Plan.

9.0 INSPECTION FINDINGS CONTINUED

9.2 Standard 25 - Premises and grounds

The premises and grounds are safe, well maintained and remain suitable for their stated purpose

9.2.1 One additional issue was identified for attention in relation to this standard during this Estates inspection as follows.

9.2.2 The lighting in the computer activity room was not very bright. The lighting in the activity rooms should be reviewed and improved as required. In particular new artificial lighting should be provided in the computer activity room. Reference should be made to item 2 in the attached Quality Improvement Plan.

9.2.3 The above issue is detailed in the section of the attached quality improvement plan entitled 'Standard 25 - Premises and grounds'.

9.3 Standard 27 - Safe and healthy working practices

The day care setting is maintained in a safe manner

9.3.1 No additional issues were identified for attention in relation to this standard during this Estates inspection. This is to be commended.

9.4 Standard 28: Fire safety

Fire safety precautions are in place that reduce the risk of fire and protect service users, staff and visitors in the event of fire.

9.4.1 One additional issue was identified for attention in relation to this standard during this Estates inspection as follows:

9.4.2 The need for hold open devices linked to the fire detection and alarm system for the doors between the kitchen and the dining room had been identified. This device should be installed. In the meantime it was stressed that this door should not be wedged or propped open. Reference should be made to item 5 in the attached Quality Improvement Plan.

9.4.3 The above issue is detailed in the section of the attached quality improvement plan entitled 'Standard 28 - Fire safety'.

10.0 QUALITY IMPROVEMENT PLAN

The details of the Quality Improvement plan appended to this report were discussed with Ms. Sharon Huges Magill, Day Care Worker and Mr. Alistair Farrell, Estates Operations Officer (Electrical) with the Southern HSC Trust, as part of the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Day Care Settings Regulations (Northern Ireland) 2007 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the day care centre to improve the quality of life experienced by service users.

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

11.0 ENQUIRIES

Enquiries relating to this report should be addressed to:

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



The Regulation and
Quality Improvement
Authority

QUALITY IMPROVEMENT PLAN

IN020689 - ANNOUNCED ESTATES INSPECTION

MILLBROOK RESOURCE CENTRE, BESSBROOK RQIA ID 11208

21 OCTOBER 2014

QIP Position Based on Comments from Registered Persons			QIP Closed		Estates Officer	Date
			Yes	No		
A.	All items confirmed as addressed.					
B.	All items either confirmed as addressed or arrangements confirmed to address within stated timescales.					
C.	Clarification or follow up required on some items.					

NOTES:

The details of the quality improvement plan were discussed with of Ms. Sharon Huges Magill, Day Care Worker and Mr. Alistair Farrell, Estates Operations Officer (Electrical) with the Southern HSC Trust, as part of the inspection process.

The timescales commence from the date of inspection.

Requirements are based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Day Care Settings Regulations (Northern Ireland) 2007 and must be met.

Recommendations are based on the Department of Health, Social Services and Public Safety's minimum standards for registration and inspection, promote current good practice and should be considered by the management of the day care centre to improve the quality of life experienced by service users.

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

The quality improvement plan is to be signed below by the registered provider and registered manager and returned to estates@rqia.org.uk.

Please complete the following table to demonstrate that this Quality Improvement Plan has been completed by the registered manager and approved by the responsible person / identified responsible person:

NAME OF REGISTERED MANAGER COMPLETING QIP	
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP	

Standard 25 - Premises and grounds

The following requirement should be noted for action in relation to Standard 25 - Premises and grounds :

Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
1.	Regulations 14(1)(a) 14(1)(c)	The lock to one of the switchgear enclosure cupboards should be adjusted to ensure that this can be effectively locked. A new lock should also be fitted to the door of the cleaner's store and this door should also be kept locked. Reference should be made to paragraph 9.1.3 in the report.	Ongoing	
2.	Regulations 26(2)(k)	The lighting in the activity rooms should be reviewed and improved as required. In particular new artificial lighting should be provided in the computer activity room. Reference should be made to paragraph 9.2.2 in the report	3 Months	

Standard 27 - Safe and healthy working practices

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

Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
3.	Regulation 26(2)(c)	The safe working load should be marked on each item of lifting equipment. Load test certificates should also be followed up and retained on the premises for the attention of the engineers completing the future thorough examinations. Reference should be made to paragraph 9.1.5 in the report.	Ongoing	
4.	Regulations 14(1)(a) 14(1)(c) 26(2)(c) 26(2)(l)	The outcome of the planned inspection and testing of the fixed wiring installation should be confirmed to RQIA. The information in relation to the ongoing maintenance and service of the thermostatic mixer should be forwarded to RQIA. Reference should be made to paragraphs 9.1.6 and 9.1.7 in the report.	2 Months	

Standard 28 - Fire Safety

The following requirement should be noted for action in relation to Standard 28 - Fire Safety:

Item	Regulation Reference	Requirements	Timescale	Details Of Action Taken By Registered Person (S)
5.	Regulations 26(4)(b) 26(4)(c) 26(4)(d)(i)	Hold open devices linked to the fire detection and alarm system should be fitted to the doors between the kitchen and the dining room. In the meantime these doors should not be wedged or propped open. The arrangements for smoking should be reviewed to ensure that these also include individual risk assessments. Reference should be made to paragraphs 9.1.14 and 9.4.2 in the report.	3 Months & Ongoing	



A completed Quality Improvement Plan from the inspection of this service has not yet been returned.

If you have any further enquiries regarding this report please contact RQIA through the e-mail address info@rqia.org.uk