

# Unannounced Care Inspection Report 27 February 2020



## Maghera Day Centre

**Type of Service: Day Care Service**  
**Address: 26 Coleraine Road, Maghera, BT40 6AH**  
**Tel No: 028 7964 3360**  
**Inspector: Fionnuala Breslin**

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

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

**1.0 What we look for**



**2.0 Profile of service**

This is a day centre with up to 50 places. Service users may have assessed needs relating to disability, infirmity, dementia, leaning disability, illness or sensory impairment. Programmes are arranged throughout each week to meet the needs of people in their allocated groups.

**3.0 Service details**

<p><b>Organisation/Registered Provider:</b> Northern HSC Trust</p> <p><b>Responsible Individual:</b> Anthony Baxter Stevens</p>	<p><b>Registered Manager:</b> Nadine Ann Connery (pending)</p>
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<b>Person in charge at the time of inspection:</b> George Weir, Day Care Worker	<b>Date manager registered:</b> Nadine Ann Connery - application received - "registration pending".
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#### 4.0 Inspection summary

An unannounced inspection took place on 27 February 2020 from 10.00 hours to 13.30 hours. This inspection was underpinned by the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, the Day Care Setting Regulations (Northern Ireland) 2007, the Day Care Settings Minimum Standards, 2012. The Northern Ireland Social Care Council (Social Care Worker Prohibition) and Fitness of Workers (Amendment) Regulations (Northern Ireland) 2017.

As a public-sector body RQIA has a duty to respect, protect and fulfil the rights that people have under the Human Rights Act 1998 when carrying out our functions. In our inspections of day care services, we are committed to ensuring that the rights of people who receive services are protected. This means we will be seeking assurances from providers that they take all reasonable steps to promote people's rights. Users of day care services have the right to expect their dignity and privacy to be respected and to have their independence and autonomy promoted.

There were three areas for improvement made at the last inspection on 12 March 2019, and these have been addressed.

Evidence of good practice was found in relation to Access NI, staff registrations with the Northern Ireland Social Care Council (NISCC) and staff training.

Service users provided positive comments regarding the care and support they had received:

#### Service users' comments:

- "Yes I feel very safe here."
- "We have the freedom to go anywhere in the building."
- "The staff are very helpful and look after us all very well."
- "They (staff) do things very well here."
- "I go to my yearly review and take part."
- "Yes there is a meeting we go to and I feel listened to by the staff."
- "I enjoy the activities; we go the rec. (recreational centre)."
- "The staff are very caring."
- "Yes they treat me with respect."
- "I always speak my mind and the staff are helpful."
- "There is a meeting here for us and we can discuss things or any problems."
- "The place is run well."
- "I would go to Jimmy (day care worker) if I had a concern."

**Staff comments:**

- "Yes the care is very safe, I work with the more vulnerable service users and they are taken care of very well."
- "If I had a concern I would go to the manager or one of the day care workers."
- "Yes the care is very effective; we run a Friday evening group to support people with mental health issues."
- "I support service users to attend the local recreational centre to exercise."
- "Communication is very good here and the team works very well together."
- "Service users are respected and everyone is very friendly with each other."
- "There is a friendly, supportive atmosphere which helps service users to talk more freely and openly."
- "The manager is doing a good job."
- "Staff appraisals have been carried out recently."
- "I attend supervision frequently with the manager. I had one recently and found it very supportive."
- "There are staff meetings three monthly which help keep us up to date with any changes."

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

**4.1 Inspection outcome**

No areas for improvement were identified during the inspection. Findings of the inspection were discussed with the person in charge, as part of the inspection process.

Enforcement action did not result from the findings of this inspection.

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

**4.2 Action/enforcement taken following the most recent care inspection dated 12 March 2019**

Apart from the items on the QIP no further actions were required to be taken following the most recent inspection on 12 March 2019.

**5.0 How we inspect**

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

- The registration details of the day centre
- Previous report and QIP
- Information and correspondence received from the manager
- Incident notifications; seven incidents had been appropriately notified to RQIA since the previous inspection on 12 March 2019 these had been dealt with appropriately.

At the request of the inspector, the manager was asked to display a poster prominently within the day centre. The poster invited staff to give their views via electronic means to RQIA regarding the quality of service provision. There was no response to the staff survey. There were two responses to the ten questionnaires sent out to service users and their relatives at the time of this report, both indicated that they were satisfied and very satisfied with the quality of care received.

RQIA information leaflets 'How can I raise a concern about an independent health and social care service' were also provided to be displayed appropriately in the setting.

During the inspection the inspector met with seven service users and four staff.

The inspector would like to thank the person in charge, service users and staff for their support and co-operation throughout the inspection process.

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

## 6.0 The inspection

Areas of improvement from the last care inspection dated 12 March 2019		
Action required to ensure compliance with The Day Care Regulations (Northern Ireland) 2007		Validation of compliance
<b>Area for improvement 1</b> <b>Ref:</b> Standard 25.10 <b>Stated:</b> First time <b>To be completed by:</b> 9 April 2019	The registered person shall ensure that any change of use to the registered building is approved by RQIA. If this has not already been done a submission is required within the specified timescale.  <b>Ref:</b> 6.4	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> Inspector confirmed that submission was made to RQIA on the 4 April 2019.	
<b>Area for improvement 2</b> <b>Ref:</b> Standard 25 <b>Stated:</b> First time <b>To be completed by:</b> 1 May 2019	The registered person shall ensure that the pipework in the identified bathroom/storeroom is boxed in and does not pose a hazard.  <b>Ref:</b> 6.4	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> The inspector confirmed on inspection that the pipework in the bathroom/ storeroom was boxed in and does not pose a hazard to service users, staff and visitors.	
<b>Area for improvement 3</b> <b>Ref:</b> Standard 5.6	The registered person shall ensure that service users' care plans/support plans clearly reflect the service users current needs and have been signed and dated.	<b>Met</b>

<b>Stated:</b> First time  <b>To be completed by:</b> 1 May 2019	Ref: 6.5	
	<b>Action taken as confirmed during the inspection:</b> Inspector checked the care files of four service users and confirmed that the service users' care and support plans reflect current needs and have been signed and dated.	

## 6.1 Inspection findings

Three staff recruitment records relating to Access NI checks were reviewed and found to be satisfactory. There was also a system in place to ensure that staff members were registered with NISCC and this was monitored on a monthly basis. A spot check was completed by the manager and the inspector on six staff members, and they were confirmed as registered.

We also reviewed seven notifications received by RQIA since the last inspection on 12 March 2019 and noted that the manager had reported all incidents to the relevant Health and Social Care Trust (HSCT) professionals. The inspector reviewed records relating to accidents/incidents reported in the service.

We observed service users taking part in various activities and there was pleasant banter between staff and service users. Feedback from service users and staff indicated that there was involvement with the wider community in relation to attendance at a local recreational centre for exercise classes.

Four care files were viewed and found to reflect the needs of the service users and were signed by the relevant people including the service user. There was evidence of comprehensive assessment, care planning and review processes and regular recording of the service users' progress in line with day care setting regulations and standards. The inspector saw evidence of recent audit of care plans by the management team and any short fall had been followed up.

### Areas of good practice

Evidence of good practice was found in relation to Access NI checks and regular monitoring of NISCC registrations, care planning, review and audit of care plans, service user input in the form of meetings.

### Areas for improvement

There were no areas for improvement as a result of this inspection.

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

## 7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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