

# Unannounced Care Inspection Report 5 March 2020



## Bryansford Road

**Type of Service: Day care**  
**Address: 61 Bryansford Road, Newcastle, BT33 0LD**  
**Tel No: 028 4372 3714**  
**Inspector: Corrie Visser**

[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**

Bryansford Road is a day care setting with a maximum of 20 places that provides care and day time activities for adults with autism spectrum condition and associated conditions such as learning disability, behaviours which challenge, physical disability and sensory needs. The day service also provides support to individuals not diagnosed with autism but in need of the expertise which the service can provide based on assessed need. Services are commissioned by the South Eastern Health and Social Care Trust (SEHSCT).

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Autism Initiatives NI  <b>Responsible Individual(s):</b> Dr Eamonn James Edward Slevin	<b>Registered Manager:</b> Mrs Patricia McKeaveney
<b>Person in charge at the time of inspection:</b> Mrs Patricia McKeaveney	<b>Date manager registered:</b> 13 July 2017

### 4.0 Inspection summary

An unannounced inspection took place on 5 March 2020 from 11.00 to 15.30 hours.

This inspection was underpinned by The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, Day Care Setting Regulations (Northern Ireland) 2007 and the Day Care Settings Minimum Standards, 2012.

The inspection assessed progress with any areas for improvement identified during and since the last care inspection and to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

All service users, relatives and staff spoken with stated they were very happy with the care and support provided.

No areas requiring improvement were identified during the inspection.

Evidence of good practice was found in relation to the service users' written agreements contained in their records, the process for completing Access NI checks and managing staff registrations with the Northern Ireland Social Care Council (NISCC).

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

### 4.1 Inspection outcome

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

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mrs Patricia McKeaveney, registered manager, as part of the inspection process and can be found in the main body of the report.

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

## 4.2 Action/enforcement taken following the most recent care inspection dated 7 February 2019

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 7 February 2019.

## 5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA about this day care service. This included the previous inspection report, the returned QIP, notifiable events, and written and verbal communication received since the previous care inspection.

During our inspection we focused on contacting the service users, their relatives and staff to find out their views on the service.

We ensured that the appropriate staff checks were in place before staff work with service users.

- Recruitment records specifically relating to Access NI and NISCC registration.

Ten questionnaires were provided to give service users and those who visit them the opportunity to contact us after the inspection with their views; three responses were returned; analysis and comments are included within the report.

A poster was provided for staff detailing how they could complete an electronic questionnaire. No responses were received for inclusion within this report.

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 16 service users, three staff and three service users' relatives.

Areas for improvement identified at the last care inspection were reviewed and assessment of compliance recorded as met.

The inspector would like to thank the registered manager, service users, service user's relatives and staff for their support and co-operation throughout the inspection process.

## 6.0 The inspection

Action required to ensure compliance with the Day Care Settings Minimum Standards, 2012		Validation of compliance
<b>Area for improvement 1</b>  <b>Ref:</b> Standard 3  <b>Stated:</b> First time	The registered person shall ensure each service user has an individual written agreement detailing the services to be provided.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> The inspector reviewed three service users' care records and assessed that the day care setting was compliant with Standard 3. The Service User Agreements were robust, signed by the service user, their next of kin, the manager and the social worker and retained in their file.	

## 6.1 Inspection findings

The agency's staff recruitment processes were noted to be managed in conjunction with the organisation's Human Resources department. The inspector reviewed confirmation of Access NI checks for two staff members before they were provided with a start date for employment. Discussions with the person in charge identified that they were knowledgeable in relation to safe recruitment practices in accordance with Regulation 13, Schedule 3 of the Day Care Setting Regulations (Northern Ireland) 2007 and Standard 11 of the Day Care Settings Minimum Standards, 2012.

The day care setting has a system in place to ensure all staff are registered with NISCC and that registration of each staff member is maintained. A review of eight staff records confirmed that they were all registered with NISCC as required. The manager confirmed that there was a "traffic light" system in place for monitoring registration status of staff with the relevant regulatory body on a monthly basis. Staff were aware that they are not permitted to work if their NISCC registration had lapsed.

Service users' comments included:

- "It's good fun."
- "We like doing boccia (a game)."
- "Bingo and gardening are my favourite things."
- "We all get on well and have friends."
- "The girls are very nice."
- "Staff are lovely."
- "Staff are very good at helping."
- "I can speak to staff if I have any worries."
- "Everything is all good."
- "I look forward to coming to the centre."
- "There are no bad things coming here."

- “The last day centre I went to wasn’t so nice so I moved here.”
- “The staff are all nice and friendly.”
- “The service is brilliant.”
- “I would like to get funding to get new things in here.”
- “I am happy with the staff.”
- “We had a sale here and raised £365.”
- “I would like to raise £2000 to get a mini bus so we can go on trips.”
- “I love coming here.”
- “I love the committee meetings.”

Staff comments included:

- “Activities are very personalised.”
- “There is a lot of learning for the service users.”
- “The manager is excellent, thorough, very hands on and a big support.”
- “We have an open door policy.”
- “The manager has a big presence.”
- “The manager is a good problem solver and looks for solutions.”
- “There is a lot of training.”
- “If I ask for anything, the manager will seek it out.”
- “We have lots of activities and are very busy.”
- “It’s like a family.”
- “It’s very much service user led.”
- “The service users inspire me.”
- “We have a good staff team.”
- “We are very lucky to be here.”
- “The service users look out for each other.”
- “Induction is intense but it provides you with lots of knowledge.”
- “You learn something new every day.”
- “I love it.”
- “It’s a nice place to work.”
- “The manager has put in a lot of good procedures so everything is easier to find.”
- “I couldn’t speak highly enough of the manager.”
- “We are very lucky here with a low turnover of staff.”
- “I have trust and faith in the staff.”
- “We want the service users to have a good time.”
- “Training is important for my own development.”
- “It’s really nice to see the progress with the service users.”
- “It’s all about the service users.”

Relatives’ comments included:

- “Everyone is very good.”
- “I am invited to contribute to \*\*\*\* (service user) care.”
- “Everything is hunky dory.”
- “Without them I’d be lost.”
- “It gives me a bit of a break.”
- “I have seen some progress with \*\*\*\* (service user)”.
- “100%”
- “The staff are always trying to do that wee bit extra.”
- “The staff always greet the service user when they arrive.”

- “The care is very safe.”
- “I am very happy with the care.”
- “She (service user) loves going there.”
- “Staff are great with the service users.”
- “I will be putting in an application to the lottery for money to help the service.”

Three service users/relatives questionnaires were returned. All the respondents indicated that they were very satisfied that the care being delivered was safe and effective. Two respondents indicated that they were very satisfied that the care being delivered was compassionate and well led and one respondent indicated that they were satisfied that the care was compassionate and well led.

**Areas of good practice**

Areas of good practice were identified in relation to the written agreements for service users, process for the completion of Access NI checks in conjunction with the human resources department and staff registration with NISCC.

**Areas for improvement**

No areas for improvement were identified during the 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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