

Unannounced Care Inspection Report 27 January 2020



Bardan Cottage Dunmurry

Type of Service: Day Care Service
Address: 265-267 Kingsway, Dunmurry, Belfast, BT17 9NP
Tel No: 02890 618869
Inspector: Fionnuala Breslin

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

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 Care Setting with 20 places registered to provide care for people who are living with dementia.

3.0 Service details

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|--|--|
| Organisation/Registered Provider: GL Care LLP | Registered Manager: Mrs Louise Harte |
| Responsible Individual(s): Mr Liam John Lavery | |
| Person in charge at the time of inspection: Mrs Louise Harte | Date manager registered: 13 October 2016 |
| Number of registered places: 20 | |

4.0 Inspection summary

An unannounced inspection took place on 27 January 2020 from 10.00 to 15.30.

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 and the Day Care Settings Minimum Standards, 2012.

As a public-sector body RQIA have 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.

The inspection was to determine if the day centre was delivering safe, effective and compassionate care and if the service was well led.

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

One area for improvement was made in relation to recruitment.

All those spoken with said they were very happy with the care and support provided.

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

4.1 Inspection outcome

| | Regulations | Standards |
|--|-------------|-----------|
| Total number of areas for improvement | 1 | 0 |

4.2 Action/enforcement taken following the most recent care inspection dated 13 August 2019

There were no areas for improvement made as a result of the last care inspection on 13 August 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, notifiable events, and written and verbal communication received since the previous care inspection.

During our inspection we talked to the service users 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. The inspector reviewed recruitment records specifically relating to Access NI and NISCC registration.

Ten questionnaires were provided for distribution to the service users and their representatives; seven responses were returned within the timeframe. An analysis and comments made on these questionnaires will be discussed within the body of the report. "Have we missed you?" cards were provided to give service users and those who visit the day centre the opportunity to contact us after the inspection with their views. A poster was provided for staff detailing how they could complete an electronic questionnaire. There were no responses within the time frame 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 seven service users and four staff.

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

The findings of the inspection were provided to the manager at the conclusion of the inspection.

6.0 The inspection

6.1 Inspection findings

Discussion with the manager and a review of the records of three staff members confirmed that there was a system in place to ensure that relevant pre-employment checks with Access NI had been undertaken prior to employment. There was a system in place to ensure that staff were registered with NISCC and were monitored on a regular basis. However, it was noted that the application form did not permit the documentation of the reasons for leaving a previous employment and there was not a satisfactory written explanation for gaps in service. There will be an area for improvement made in this regard.

Day care staff were observed to be carrying out an activity with the service users who appeared to be enjoying the experience as they were smiling and told the inspector that they were happy to be participating in the board game. The inspector witnessed the staff being respectful towards the service users. The mealtime experience was described by service users as a highlight of the day. The food was freshly prepared by the chef and the service users told the inspector that this was to a high standard.

There had been one notification to RQIA since the last inspection which was dealt with appropriately and the action taken was timely and proportionate. Action taken as a result of the review of this incident had resulted in the entrance to the facility having a keypad lock installed to ensure a secure environment.

Staff members spoken with were knowledgeable in regards to their responsibilities in recognising and reporting concerns. The inspector also spoke with seven service users, who appeared comfortable in their surroundings and relaxed in their interactions with staff. There were no relatives or professionals present at the time of inspection. Some comments received are detailed below:

Service users said...

- “This is a great place I love coming here”
- “Yes I feel safe here, I know everyone and they know me”
- “These women are my friends now”
- “The staff are very good at what they do, they go the extra mile to help and nothing is too much trouble”
- “The food is great here”
- “I love the outings”
- “The staff are very caring”
- “If I feel down they take me to a private room to talk”
- “It’s a home away from home here”
- “Yes the manager is very good”
- “The staff are great too they are always on hand and always welcome you with a smile”

Staff said...

- “Yes the care is safe here we have a locked door but do not have any other restrictive practices”
- “There are no other restrictive practices here the clients are free to walk about as they wish”
- “The team works very well together we are all different but everybody does their job well and there is a happy atmosphere”
- “We are very compassionate, your heart goes out to the people who come here and they have a right to be treated with respect”
- “The manager is very approachable she is hands on but gives you space to take the lead and to do your job independently”

The returned questionnaires from three service users and four relatives indicated that that they were very satisfied that the care was safe, effective and compassionate; and that the service was well led. Written comments included:

- “We are very happy with the care provided by the staff at Bardan”

- “As a family we are very happy with the care that our Dad receives at Bardan. The staff are always kind and caring to Dad and to us also. We are so pleased that Dad was given a place at Bardan two days per week.”

Areas of good practice

Areas of good practice were identified in relation to the completion of checks with Access NI and staff registrations with NISCC, management of incidents, the provision of high quality assured services, and good team morale.

Areas for improvement

One area for improvement in relation to recruitment was identified during the inspection.

| | Regulations | Standards |
|--|-------------|-----------|
| Total number of areas for improvement | 1 | 0 |

7.0 Quality improvement plan

The area for improvement identified during this inspection is detailed in the QIP. Details of the QIP were discussed with Mrs Louise Harte, Registered Manager, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all areas for improvement identified 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 the day care setting. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises RQIA would apply standards current at the time of that application.

7.1 Areas for improvement

An area for improvement has been identified where action is required to ensure compliance with The Day Care Setting Regulations (Northern Ireland) 2007 and the Day Care Settings Minimum Standards, 2012.

7.2 Actions to be taken by the service

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP via Web Portal for assessment by the inspector.

Quality Improvement Plan

Action required to ensure compliance with The Day Care Setting Regulations (Northern Ireland) 2007

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|--|--|
| <p>Area for improvement 1</p> <p>Ref: Regulation 21 (1) (b), Schedule 2</p> <p>Stated: First time</p> <p>To be completed by: immediate from the date of inspection</p> | <p>The registered person shall ensure that the recruitment process is reviewed. Reasons for leaving previous employments must all be recorded and all gaps in employment must be explored and a satisfactory explanation documented.</p> <p>Ref: 6.1</p> |
| | <p>Response by registered person detailing the actions taken:</p> <p>An extra section has been added to the employment section, and if not completed shall be discussed and recorded on application form at interview stage.</p> |

****Please ensure this document is completed in full and returned via Web Portal****



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