

Report of an inspection of a Designated Centre for Disabilities (Adults).

Issued by the Chief Inspector

Name of designated centre:	An Diadan
Name of provider:	Resilience Healthcare Limited
Address of centre:	Tipperary
Type of inspection:	Unannounced
Date of inspection:	03 August 2022
Centre ID:	OSV-0005667
Fieldwork ID:	MON-0036430

About the designated centre

The following information has been submitted by the registered provider and describes the service they provide.

An Diadan is a high support residential service for adults with intellectual disability and/or autism between 18 and 65 years of age. The service provides life skills, behavioural and social supports and in accordance with the statement of purpose. Located just outside a village, An Diadan is a four bedroom house for a maximum of four individuals at any one time. Staffing requirements and supports are informed by a comprehensive assessment of need of each individual. The staff team comprises of social care workers and support workers. There is a full time person in charge in place who is supported by a team leader in the centre. Local amenities include shops, pubs and sports grounds and a close by town offers further facilities such as a cinema, restaurants, a swimming pool & bowling alley. Furthermore, the region has plenty of historic places to visit and enjoy.

The following information outlines some additional data on this centre.

Number of residents on the date of inspection:	4
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This inspection was carried out to assess compliance with the Health Act 2007 (as amended), the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013, and the Health Act 2007 (Registration of Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013 (as amended). To prepare for this inspection the inspector of social services (**hereafter referred to as inspectors**) reviewed all information about this centre. This included any previous inspection findings, registration information, information submitted by the provider or person in charge and other unsolicited information since the last inspection.

As part of our inspection, where possible, we:

- speak with residents and the people who visit them to find out their experience of the service,
- talk with staff and management to find out how they plan, deliver and monitor the care and support services that are provided to people who live in the centre,
- observe practice and daily life to see if it reflects what people tell us,
- review documents to see if appropriate records are kept and that they reflect practice and what people tell us.

In order to summarise our inspection findings and to describe how well a service is doing, we group and report on the regulations under two dimensions of:

1. Capacity and capability of the service:

This section describes the leadership and management of the centre and how effective it is in ensuring that a good quality and safe service is being provided. It outlines how people who work in the centre are recruited and trained and whether there are appropriate systems and processes in place to underpin the safe delivery and oversight of the service.

2. Quality and safety of the service:

This section describes the care and support people receive and if it was of a good quality and ensured people were safe. It includes information about the care and supports available for people and the environment in which they live.

A full list of all regulations and the dimension they are reported under can be seen in Appendix 1.

This inspection was carried out during the following times:

Date	Times of Inspection	Inspector	Role
Wednesday 3 August 2022	10:00hrs to 13:30hrs	Sinead Whitely	Lead

What residents told us and what inspectors observed

This inspection was short term announced and the purpose of the inspection day was to monitor the centres levels of compliance with Regulation 27 and the National Standards for infection prevention and control in community services (HIQA, 2018). COVID-19 continued to pose a risk on the day of inspection and therefore the inspector and staff took precautions on the day of inspection in line with national guidance for residential care facilities. This included wearing face masks and regular hand hygiene throughout the inspection.

There were four residents living in the centre on the day of inspection and the inspector had the opportunity to meet with one of them. The other residents were not present on the morning of the inspection. Two residents had gone to visit a petting farm and one resident was at home with family. The resident met with, appeared happy and comfortable in their home throughout the inspection and was observed enjoying their lunch and watching a hurling match while chatting with staff.

The inspector started the inspection day with a walk around the centre. The premises was a large detached two storey building. The premises was a homely environment decorated to the residents individual preferences and needs. The premises was visibly very clean during the walk around the centre. Pictures of the management team were prominently displayed in the centres front hallway along with details of the complaints procedures. Photos of the residents were also noted around the centre. The residents had access to a large back garden area where there was a trampoline, swings and an egg chair. Staff communicated that some residents enjoyed using these facilities regularly.

High levels of staff support were noted in the centre and the staff team appeared knowledgeable regarding the residents individual preferences and needs when speaking with the inspector. The staff team comprised of a mix of social care workers and support staff. Residents appeared to enjoy a program of regular activation and some residents attended day services Monday to Friday. One resident had a keen interest in hurling and the inspector noted that this resident had been supported to pursue this interest in a number of different ways. Some residents had recently attended a local country music festival and appeared to enjoy this. The residents were supported to regularly access their local community, and one resident had recently enjoyed celebrating their birthday in a local pub.

It was evident that infection control was regularly discussed and with the residents. Social stories had been developed for residents when they were getting their COVID-19 vaccines. Residents experienced weekly meetings with staff where topics including COVID-19, cleaning and infection control were regularly discussed. Key working sessions were held with residents where these topics were also discussed one to one. Topics including meal options and activities were also regularly

discussed with residents.

Overall it was found that residents appeared happy and comfortable living in their home on the day of inspection. Systems were in place to ensure that infection prevention and control measures were consistent and effectively monitored. It was evident that measures implemented were consistent with the National Standards and in line with the providers own policy on infection prevention and control.

The next two sections of the report will discuss findings from the inspectors review of infection prevention and control measures in the centre. This will be presented under two headings: Capacity and capability and Quality and Safety, before a final overall judgment on compliance against regulation 27: Protection Against Infection. High levels of compliance were noted in the centre on the day of inspection.

Capacity and capability

This was a short term announced inspection and the purpose of the inspection was to monitor the centres levels of compliance with Regulation 27 and the National Standards for infection prevention and control in community services (HIQA, 2018). Overall it was found that the registered provider was demonstrating the capacity and capability to provide a safe service with appropriate and effective systems in place to reduce the risk of COVID-19 and healthcare associated infection in the centre. The service had up-to-date infection prevention and control policies in place which were subject to regular review and which guided the care and support that was provided in the centre.

There were clear and effective management systems in place to ensure regular oversight of infection prevention and control measures in the centre. There was a full time person in charge in place who was supported by a team leader in the centre. The centre was also supported by a senior management team which included a health and safety officer. There was a regular management presence in the centre and there was an on-call management system for staff to contact should concerns arise outside of management working hours.

The management team were completing regular audits and reviews of the service provided and of the infection control measures in place in the centre. A six monthly unannounced inspection had been completed in the centre, along with an annual review of the care and support provided. These had appropriately self identified areas in need of improvements such as outstanding staff training and minor premises work. Weekly environmental cleanliness audits were being completed by the person in charge and team leader. These included a review of the premises, the cleanliness of the centre, beds and mattresses, hand washing facilities, waste management and the furniture.

High levels of staff support were noted in the centre. The staff team comprised of a mix of social care workers and support staff. The inspector reviewed a sample of

staff meeting minutes and found that infection control and COVID-19 were regularly discussed. The centre had recently experienced a positive case of COVID-19, and management had completed a debrief following the outbreak, which included a review of what worked well and areas for improvements. The inspector found there were appropriate staffing levels in place to provide safe care and support for residents, while also implementing the services infection prevention and control policies and protocols.

There was a program of training and refresher training in place for all staff. The inspector reviewed the centres staff training records and found that all staff had up-to-date training in infection prevention and control. Management regularly reviewed training records and staff training needs and scheduled further training when required.

COVID-19 continued to be a focus in the centre. The provider had developed a COVID-19 management plan for in the event of an outbreak in the centre. This was personalised to each resident and included details of escalation pathways in the event of an outbreak of COVID-19, activation plans for residents, isolation procedures, testing procedures, meal time arrangements, laundry and waste management procedures, and staffing contingency arrangements.

Quality and safety

With regards to infection prevention and control, the registered provider and management team were ensuring that the service provided was safe and in line with national guidance for residential care facilities. It was evident that infection control was a focus in the centre and that the quality of care was regularly reviewed to ensure compliance with best practice and the National Standards for infection prevention and control in community services (HIQA, 2018).

Residents all had individualised plans of care in place and these were subject to regular review. Residents had appropriate access to their general practitioner (GP) and other multi-disciplinary services, as required. It was evident that COVID-19 and infection control was regularly discussed and with residents in a way that was accessible to them. Social stories had been developed for residents when they were getting their COVID-19 vaccines. Residents experienced weekly meetings with staff where topics including COVID-19, cleaning and infection control were regularly discussed. Key working sessions were held with residents regularly where these topics were also regularly discussed one to one

The premises was a large detached two storey building. The premises was a homely environment decorated to the residents individual preferences and needs. The premises was visibly very clean during the walk around the centre and maintained in a good state of repair internally and externally. All aspects of the centre including storage areas, cupboards, bathrooms, cooking facilities, food preparation areas and laundry facilities were clean, tidy and organised. The centre was observed to be well

ventilated on the day of inspection, with windows and doors open where possible. Some minor premises works were due for completion on the day of inspection which the service had self identified. There was a plan in place to promptly address these.

The service had appropriate systems in place to manage infection prevention and control risks. There was a service risk register in place and COVID-19 had been highlighted on this as a risk and mitigating measures were outlined. Residents all had their own individual risk registers and the psychological impacts of COVID-19 had been considered as part of this. As previously detailed, the service had developed a COVID-19 contingency plan for in the event of an outbreak of COVID-19 in the designated centre.

There were clear and effective cleaning protocols in place in the centre. The service had recently implemented new cleaning schedules and these were comprehensive in nature. Schedules included the regular cleaning of all rooms in the centre and schedules for deep cleaning. Schedules identified staffing allocations and included a system for regularly cleaning residents equipment and areas such as skirting boards, wardrobes, furniture and storage areas.

The centre had a utility room where the centres laundry was carried out and cleaning materials were stored. The inspector observed clear systems in place for the separation of clean and dirty laundry. Staff spoken with were clear regarding procedures to take when washing soiled laundry. Residents all had separate laundry baskets. A colour coding system was also in place for mops and cloths, which were used to clean different areas of the house. There were a number of hand washing facilities and alcohol gels noted around the centre.

Regulation 27: Protection against infection

The purpose of the inspection day was to monitor the centres levels of compliance with Regulation 27 and the National Standards for infection prevention and control in community services (HIQA, 2018). Overall the inspector found high levels of compliance. Clear, safe and effective systems were in place for protecting residents against healthcare associated infections. This was evident in the following areas reviewed:

- Staff supports were in place to meet the needs of the residents and to safely implement infection prevention and control measures. All staff had completed up-to-date training in infection prevention and control.
- Clear management and oversight systems were in place and infection control measures were regularly audited and reviewed.
- The service had a clear and robust contingency plan in place for in the event of an outbreak of COVID-19
- The premises and the environment was visibly clean and well maintained.
- There was a system in place for identifying and mitigating potential and actual infection control risks in the centre.

- Schedules were in place to ensure that all aspects of the premises was regularly cleaned and deep cleaned.
- There was a clear service policy in place that was subject to review and was guiding safe practices in areas including laundry procedures, hand washing facilities and cleaning procedures.
- There was regular and consistent communication between staff, management and residents regarding infection prevention and control measures in the centre.

Judgment: Compliant

Appendix 1 - Full list of regulations considered under each dimension

This inspection was carried out to assess compliance with the Health Act 2007 (as amended), the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013, and the Health Act 2007 (Registration of Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013 (as amended) and the regulations considered on this inspection were:

Regulation Title	Judgment
Capacity and capability	
Quality and safety	
Regulation 27: Protection against infection	Compliant