



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

Issued by the Chief Inspector

Name of designated centre:	DC1 - Praxis Care 1 (Navan)
Name of provider:	Praxis Care
Address of centre:	Meath
Type of inspection:	Unannounced
Date of inspection:	24 May 2023
Centre ID:	OSV-0001907
Fieldwork ID:	MON-0038867

About the designated centre

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

This centre is located in close proximity to a large town in County Meath and provides care and support to 11 male and female adults. The centre comprises of two houses which are within walking distance of each other. Each house comprises of a fully furnished kitchen, adequate communal areas, bathrooms and utility rooms. All of the residents have their own bedrooms. There are gardens and grounds surrounding each of the houses. The centre is staffed on a 24/7 basis by a full-time person in charge, team leaders, and direct support workers. Residents have access to a number of amenities in their local community including shops, hotels and restaurants. Transport is also provided so as residents can attend other social outings and go to their day services. Residents either attend a formal day service or a bespoke day service is provided around their needs and preferences in the centre.

The following information outlines some additional data on this centre.

Number of residents on the date of inspection:	11
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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 24 May 2023	10:20hrs to 16:45hrs	Anna Doyle	Lead

What residents told us and what inspectors observed

This was an unannounced inspection to monitor and inspect the arrangements the provider had in place for the management of infection prevention and control (IPC) in the centre. The inspection was completed over one day and took place in a manner so as to comply with current public health guidelines and minimise potential risk to the residents and staff.

The centre is comprised of two community homes. On arrival to house 1, the inspector was met by a member of staff who asked the inspector to sign the visitors book. Hand sanitizers were available at the entrance of the building along with face masks should staff or residents want to wear one. All of the residents usually attend a day service but on the day of the inspection all of the day services were closed. One of the residents was gone shopping with staff to get some grocery shopping and the other residents were enjoying a lie in. The staff were preparing some balloons and decorations for one resident who was celebrating their birthday on the day of the inspection. To celebrate this all of the residents were going bowling and out for some food later in the afternoon and evening.

Two of the residents showed the inspector their bedrooms. The residents' bedrooms were decorated in line with their personal preferences. One of the residents showed the inspector some of the communal areas including the kitchen. This resident said they were happy living in the centre and liked to cook some meals. Another resident spoke to the inspector about what it was like to live there and some of the things they were interested in doing. They also said they liked living there and got to engage in things they really enjoyed such as swimming. This resident was also employed every Friday in a local shopping centre.

Another resident who was having breakfast said they liked living in the centre and liked the staff team. They also spoke about some of the things they enjoyed doing which included, nights away in a hotel and attending concerts. They informed the inspector that they had really enjoyed a concert they had attended last week.

All of the residents were observed to be out enjoying the sunshine, going for coffee and going shopping on the morning of the inspection and were looking forward to the birthday celebrations later in the day.

In House 2, all of the residents were also off from their day service. Two residents were out for the afternoon and the inspector did not get to meet them. Two residents talked to the inspector about what it was like to live in this house. They both said they liked the staff, felt safe there and would raise a concern to staff if they were not happy with something.

The week before the inspection, one resident had developed a virus which required that they had to isolate in their bedroom. The resident had their own en suite bathroom and informed the inspector that staff had brought them their meals in the

room and said that they were able to stay in contact with family members via skype. Staff also went through some of the IPC precautions taken which included the use of personal protective equipment, the management of laundry and the management of clinical waste during the time the resident was isolating.

In both houses the kitchens were clean and all staff had completed training in food hygiene. Colour coded chopping boards were in place, temperature of food was checked before serving it to residents and staff maintained records to ensure that the fridge/freezer were maintained at the correct temperature.

There was numerous hand sanitisation gels in both houses. A clean dry storage area was available in the centre to store personal protective equipment (PPE).

The provider had enhanced the cleaning schedules in place in the centre since the COVID-19 pandemic had begun. Records were maintained to verify this and residents were also included in cleaning some areas of the centre. For example; on the day of the inspection one of the residents was helping staff with the laundry. The team leaders oversaw that these cleaning schedules were adhered to.

The inspector reviewed some of the records stored in residents' personal plans, spoke to a staff members and the person in charge.

A review of residents' personal plans showed that residents led active lives. Each resident had done out a wish list for 2023 about some of the things they wanted to do. For example; one resident wanted to visit the Guinness brewery and told the inspector they had really enjoyed their visit there. Another resident wanted to go on a trip on a train and this had been completed; and another was planning to go to a flower show in the coming weeks.

Residents were included in activities in their community and supported to keep in touch with family and friends. Some of the residents had part time jobs, some attended the local gym and swimming pool. One resident had recently received an achievement award for their contribution to the valuable work they did in the wider organisation. This resident had the certificate framed in their bedroom and told the inspector they were very happy with this as they worked hard.

Residents were informed about the arrangements in place around infection prevention and control and were kept up to date through residents meetings about changes to public health restrictions. For example; at the residents meetings the staff informed residents that they were no longer required to wear face masks every day.

Residents were also provided with information at this meetings about their rights and how to make a complaint. Restrictive practices used in the centre were also discussed and residents were informed why they were in place.

The registered provider had conducted a survey with residents and family representatives about what it was like to live in the centre. Overall, the residents reported that they were very happy living in the centre, felt safe, liked the staff and felt that if they had a complaint they would talk to staff. The inspector went through

one of these surveys with a resident who verified that they were very happy. Family representatives were also very happy with the service. Some of the comments from family included ' it's a wonderful organisation', ' the relationship with staff is very positive' and, ' it's the little things that mean a lot'. The person in charge outlined an example of how they had ensured that 'the little things mean a lot' theme was embraced. For example; a family representative had raised a concern that they wanted addressed. The person in charge had responded to this by inviting the family member to a staff meeting to tell their lived experience about what it was like to have a family member living in a designated centre and to explain how little things mean a lot. The person in charge said that both the staff team and the family member found this experience very positive.

Overall, the inspector observed that the staff team maintained good standards of infection prevention and control measures. The following sections of the report will present the findings of the inspection with regard to the capacity and capability of the provider and the quality and safety of the service.

Capacity and capability

Overall, the inspector found that the centre was managed well by the person in charge, the team leaders and the staff team to ensure that effective IPC practices were maintained in the centre. There were some minor improvements required as discussed in section 2 of this report however, the person in charge had addressed these by the end of the inspection.

The provider had a policy in place to guide practice on infection and prevention control measures in the centre. This policy had been updated in March 2023 and provided links to specific policies that were important to guide staff practice. For example; there were links to policies on cleaning procedures which included cleaning specific areas in the centre.

The provider had a number of audits in place to review IPC issues in the centre, this included environmental audits which were conducted to ensure that the premises were maintained to a good standard and were clean. Some actions had been identified from previous audits and these were being addressed at the time of the inspection. For example; in one house the carpet on the stairs needed to be replaced and this was ordered.

The person in charge also had the 'Self-Assessment Tool Preparedness planning and infection prevention and control assurance framework for registered providers' completed and updated every 12 weeks. There were no areas for improvement in this document at the time of this inspection. The person in charge updated this every 12 weeks in order to ensure ongoing compliance in IPC.

The last six monthly unannounced quality and safety review conducted in March 2023, identified one IPC issue. This was to ensure that showers which were not in use were flushed with hot water to prevent legionella disease. Staff spoken with were aware of this procedure when asked by the inspector.

There was sufficient staff on duty to support the resident's needs in the centre. There were some vacancies in the centre at the time of the inspection due to unplanned leave. In order to ensure consistency of care a core group of relief staff were employed to work in the centre. Both relief staff and permanent staff on duty were knowledgeable around the residents' needs and also about the arrangements in place to manage health care associated infections. Staff received regular supervision and monthly staff meetings were held also. This meant that staff were able to raise concerns about the quality and safety of care being provided.

In order to ensure effective oversight of the residents' health care needs, a community nurse was available to support the person in charge. While this had only been via phone support over the last number of months, the person in charge verified that this community nurse would commence visits to the centre to review plans in the coming weeks.

Staff had been provided with training in a suite of infection control training including hand hygiene, donning and doffing of personal protective equipment, infection prevention and control, food safety and the management of cleaning agents.

Quality and safety

Overall, the inspector found that residents were informed about issues pertaining to infection prevention and control (IPC).

As stated the centre was clean, well maintained and homely. Environmental audits conducted on a monthly basis identified if issues needed to be addressed. For example; a wooden floor in house 2 needed to be changed.

There was adequate supplies of personal protective equipment stored in the centre for routine daily use and emergency supplies were also available should there be an IPC risk in the centre.

The provider had systems in place for the management of waste. Pedal bins were provided in all rooms. There was a system to manage general waste and a procedure in place for the management of clinical waste.

The inspector reviewed a number of IPC related checklists and audits which informed that cleaning activities were being undertaken on a regular basis by staff working in the centre. These covered routine cleaning tasks such as regular cleaning

of the floors and residents' bedrooms.

There were systems in place to clean areas in the centre such as colour coded mops and buckets. On the day of the inspection this was not being managed as effectively as it could be. For example; clean mop heads were not easily accessible and a yellow bucket was not in place to use for IPC risk areas in house 1. The person in charge was able to show the inspector records verifying that the yellow bucket had been ordered prior to this inspection and the issue with mop heads was addressed by the end of the inspection.

Residents had personal plans in place which included an assessment of need. There were support plans in place to guide practice. A skin integrity plan in place to guide staff practice for one resident needed to be more concise as there was information recorded in different sections of the plan. While the inspector was satisfied that staff were aware of the procedures to follow, this needed to be more concise in the event that unfamiliar staff were working in the centre. Isolation plans were in place for each resident should this be required, all residents had an en suite bathroom which meant that bathrooms did not have to be shared in the event of a resident having to isolate in their bedroom.

All residents had been offered and received vaccinations for influenza and COVID-19.

Staff had been provided with hand hygiene training. Weekly audits were conducted by team leaders to assure compliance in this area. The staff were aware of the procedures to follow to manage spills in the centre. A spills kit was also available in the centre should this occur. Any equipment stored in the centre such as wheelchairs and shower chairs were regularly cleaned and visibly clean. One staff went through the arrangements for cleaning equipment in the centre.

Regulation 27: Protection against infection

The provider had effective systems and processes in relation to IPC in this centre. The person in charge ensured staff received as required training in IPC and staff spoken with knew about IPC practices in the centre.

There were some minor improvements required, however the person in charge had addressed these by the end of the inspection.

The provider had a policy in place to guide practice on infection and prevention control measures in the centre. This policy had been updated in March 2023 and provided links to specific policies that were important to guide staff practice. Audits were conducted on IPC to ensure ongoing compliance with IPC precautions.

Residents had been kept informed about changes to IPC practices 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