



Part of the Healthwatch Staffordshire remit is to carry out Enter and View Visits. Healthwatch Staffordshire Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Staffordshire Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Staffordshire safeguarding policy, the service manager will be informed and the visit will end. The Local Authority Safeguarding Team will also be informed.

Provider Details

Provider: Allendale Day Care Ltd
Address: 11 Milehouse Lane, Newcastle under Lyme, ST5 9JR
Service Type: Day services
Date of Visit: 27th February 2019

Authorised Representatives

This visit was made by two Authorised Representatives of Healthwatch Staffordshire.

Purpose of Visit

Healthwatch Staffordshire is making a series of visits to Day Services throughout the county in order to report on the range and quality of these services. Each service will have an individual report and an overview report on Day Services in Staffordshire will be compiled once the visits are completed.

A good service should...

1. Have strong, visible management
2. Have staff with time and skills to do their jobs
3. Have good knowledge of each individual client, their needs and how their needs may be changing.
4. Offer a varied programme of activities unless a specific service is offered.
5. Offer quality and choice to their clients around food and mealtimes, where applicable.
6. Accommodate clients personal, cultural and lifestyle needs.
7. Be an open environment where feedback is actively sought and used

The methodology to be used is to;

- Consider the care and services offered and whether this is delivered in a way that promotes dignity and independence.
- Consider staffing levels and the level of the care provided.
- Talk to people using the service, if they are happy and willing to do so to gain their views on the opportunities available to them.
- Talk to relatives, if they are available to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/ complaints.
- Consider staff training and the support offered to enable staff to do their jobs well.
- Observe interaction at all levels between clients, staff, Manager, and visitors.

Physical Environment

External

The entrance to Allendale Day Care was signposted with a clear, easily read sign facing the road. The building appeared well maintained and the entrance is easily accessible with a bell to ring for access.

There are no gardens to speak of, but we were informed that raised beds are due to be installed in the spring.

There is external CCTV.

Internal

There is internal CCTV on the premises.

There is a Visitors book in the entrance hall and we were requested to sign in.

The décor was in very good condition - every room, corridor and bathroom were immaculate. All the furniture and soft furnishings were in extremely good condition.

All the equipment that we saw for use by service users was in good condition.

All areas were immaculately clean and there was no evidence of any unpleasant odours anywhere in the building.

All the toilet / changing facilities in the building were fitted out appropriately to meet the needs of service users.

There are a number of activity rooms / areas including a Sensory Room, Computer area, Quiet area, Spa Room, Arts & Crafts area, Film Room etc.

There are four areas available for dining.

Client Numbers

We are advised that the centre currently has 35 service users and that the most number of people using the service is per day is 25.

Staff Numbers

Trained / Qualified Activity Leaders	2
Carers / support staff	12 - up to 14 if required
Maintenance	1 - this position is currently being recruited as the current maintenance person is leaving
Administration	Administration is handled by the Manager and an assistant
Management	3 - Director of Services Day Centre Manager Manager / Deputy Manager of Residential Unit
Catering	1

The Services does not use agency staff, they are able to cover all needs within their overall staffing complement for the day service and the residential service.

Management

Quality Indicator 1 - A good service should have strong visible management.

The manager should be visible within the service, provide good leadership to staff and have the right experience for the job.

Our findings

All the staff appeared to have a excellent relationship with the management team and we were told that the Manager provided good leadership and support to staff.

The service users see the Manager within the service most of the time, they are very much 'hands on' in delivering the service.

It was clear during our visit that the Manager knows the service users well as individuals and we observed great interaction between the Manager and services users. The Manager was quite happy to give a service user a hug when a service user approached her - it was all entirely appropriate to the situation.

The indications that we received were that the service users feel the Manager is kind and helpful and responsive to their needs.

Comments

We noted that the Manager was friendly and approachable to staff and service users.

Staff Experiences and Observations

Quality Indicator 2 - Have the staff the time and skills to do their jobs

Staff should be well-trained, motivated and feel they have the resources to do their job properly.

Our findings

All the staff were friendly, chatty and open and told us that they felt they received training appropriate for their role. They also said they were supported by the management to acquire further skills and qualifications.

We were shown a copy of the staff training matrix (with names removed for privacy purposes) which tracked training completed, planned training, training not completed and type of staff.

Mandatory training includes;

- First aid
- Health & safety
- Fire Safety
- Infection Control
- Manual Handling
- Food Safety
- Safeguarding/MCA & DoLs
- Documentation
- Equality and Diversity
- Data Protection
- Medication
- Epilepsy/Buccal Midazolam
- Managing Challenging behaviour
- Autism awareness
- Learning disabilities awareness

Additional training available includes:

- Diabetes
- PEG
- Pressure Care

The staff felt that there was adequate staffing levels and we noted there is a good ratio between staff and service users of 1:3. The service advised us that that could provide 1:1 care if required.

The staff told us that they had enough time and resources to do their job well. We noted that there was very high morale amongst the staff and that they worked well together as a team.

Comments

We found that the staff were well-trained, motivated and felt they have the resources to do their job properly.

Quality Indicator 3 - Do staff have good knowledge of each individual client, their needs and how their needs may be changing

Staff should be familiar with clients' histories and preferences and have processes in place for how to monitor any changes in wellbeing.

Our findings

The centre maintains detailed histories of all their service users which are available to all the appropriate staff. The care files are comprehensive, kept up-dated and information is communicated to staff via these files and verbally as required with daily briefings being given to staff.

The services users have individual care plans with record their preferences and well as their histories.

All staff have been DBS checked and undertake Safeguarding, MCA (Mental Capacity Act) and DoLS (Deprivation of Liberty Safeguarding) training. The centre appears to be a very 'open' regime where people are able to raise any concerns that they may have.

Comments

The staff have good knowledge of each individual service user, their needs and the regular briefings keeps staff informed of if those needs change.

Activities

Quality Indicator 4 - Does the service offer a varied programme of activities?

Services should provide a wide range of activities and support clients to take part in activities, unless the service offers a specific type of service rather than a wider range of opportunities.

Our findings

The service provides a large variety of activities, some, but not all, of which are listed in the table below.

They also do themed activities like when the World up in on, Chinese New Year, Pudsey Near, Dougie Mac coffee mornings, plus many more.

The service has its own transport to make trips out possible. They have 3 mini-bus's with tail lifts and a car with a wheelchair ramp.

Indoor	Outdoor	Off-site	Visits / trips out
Arts and Crafts	Sports (swingball)	YMCA	Circus
Sensory	Gardening	Community groups coffee	Emma Bridgewater
Computers	Picnic	Dance groups	Theme parks
Film groups		Shopping	Car shows
Baking		Trentham Gardens	Theatre
Cooking		Walks	Sea life centre
Sensory stories		Community groups	Zoo
Reading books		Bowling	Blitz Hill
Pamper sessions		Cinema	Trafford Centre
Music therapy		Swimming	Christmas markets
Clubberise		Pub lunch	Snugburys
Yoga			
Board Games			

The centre provides group and individual activities and these can be tailored to an individual's needs, preferences and capabilities. 1:1 time is given as required.

Staff join in group activities and will dress up as appropriate for special celebrations.

Special events are celebrated, such as Pancake Day, Mother's / Father's Day, Easter, Christmas, Halloween etc.

Regular meetings and discussions are held to involve services users in choosing activities, both as a group and on an individual basis to ensure that everyone's has a voice, this was described to us as a 'two-way conversation'.

A daily diary is kept for each person to record what activities they have been involved with.

Comments

The Centre offers a varied programme of activities which fulfil the needs and preferences of the people using the service.

Catering Services

Quality Indicator 5 - Does the service offer quality, choice around food and mealtimes?

If relevant, Services should offer a range of meal choices and adequate support to help clients who may struggle to eat and drink and accommodate different preferences and needs around individual dietary requirements.

Our findings

The service provides lunch and snacks to people attending the service. The kitchen has a 5 * hygiene rating.

A menu was posted on the wall giving choice to people. There was also a choice of what time to eat. Special dietary and personal needs can be catered for if required.

We noted that the food looked well presented and appetizing.

Lots of assistance was given where needed to service users who required help to eat and drink and we noted that utensils seemed suitable for individual needs.

There are a number of different dining areas which enables service users to choose whether they want to sit with others or if they prefer to dine alone.

Snacks are available to service users if they would like something other than at lunchtime.

Comments

The service offered quality, choice and flexibility around food and mealtimes.

It was evident that the services users enjoyed their lunch by the amount of empty plates that we saw.

Quality Indicator 6 - Does the service accommodate clients personal, cultural and lifestyle needs?

Services should be set up to meet residents cultural, religious and lifestyle needs as well as their care needs, and shouldn't make people feel uncomfortable if they are different or do things differently to other clients.

Our findings

People's personal preferences were accommodated very well with choice over the food and drink and the activities they partake in.

Personal care and support can be given as needed and as detailed in the individual care plan.

Comments

We are not aware of any particular cultural or religious needs that the current service users have but would feel confident that the service would accommodate these if required.

Client Experiences and Observations

We spoke with some of the service users and they all indicated that they were happy and content with the support that they receive and the activities that they engage in.

It was evident during this visit that the service users were treated with kindness and respect by the staff and that the staff knew them and their needs well.

Privacy and dignity are maintained whilst supporting people and people have a choice of where they spend their time as there are many different rooms and areas. It was pleasing that people had the opportunity to spend time in a quiet area if that is what they wanted for a period of time.

All the people using the service appear well cared for with clean clothing. We were advised that spare clothes were kept in case they were needed and that a washer and dryer is available on the premises.

Family / Carers experiences (if available)

There were no relatives or carers present at the time of our visit.

We were advised that they can visit the centre at any time and would be made to feel welcome.

We were told that they are kept well informed verbally and in writing regarding the service user.

A monthly newsletter is produced and an annual report is given to families / carers of what their loved one had done and achieved over the year.

Quality Indicator 7 - The service should be an open environment where feedback is actively sought and use.

There should be mechanisms in place for clients and relatives to influence what happens in the service, such as a Clients and Relatives Committee or regular meetings. The process for making comments or complaints should be clear and feedback should be welcomed and acted on.

Our findings

The service advise that they do not hold regular relative/carer meetings, but that relatives and carers are kept informed, daily if necessary and that the speak with relatives and carers regularly and welcome feedback and suggestions.

As mentioned earlier in this report service users are consulted on a regular basis and have input into the type of activities and visits that are arranged. We have been show an example of an individual activity review in which the following is highlighted:

- What activities are enjoyed by the individual
- What changes in activities have been made - different things that have been tried.
- What has not worked
- Stand out moments - special moments that the individual had had
- What the individual says
- What the staff say

The example we were shown (with name removed for privacy) was a really good example of how the activities are individualised to the service user taking account of their likes, dislikes, abilities and personality. It showed that the centre understands that some people do not cope too well with change and that they are supported well with any changes, very gradual if required and it also demonstrated that the service user has full choice, to join in activities, but also to opt out or leave early if they wish to and this approach has encouraged the service users to try different activities and sessions. And, very importantly the views of the service user are recorded so staff are able to understand what means most to them.

The service had a complaints procedure and they advise us that it is known to all the relatives.

The centre tells us that no issues have been raised by relatives, carers or service users that needed changes to the provision.

Comment

We considered the individual activity review to be an excellent example of gaining feedback from service users with the staff observations and notes making this a complete reference document as the service user many not express their preferences fully in a verbal way.

Additional information

The client age range is from 18 to 65 years and the centre provides services for people who have a learning and or physical disability and has been open for about five and a half years.

Summary, Comments and Further Observations

We were made to feel very welcome at Allendales Day Care.

We found it to be an open and friendly environment with a happy and positive vibe throughout the visit.

The service users and the staff all seemed very content.

The building was spotlessly clean and all cupboards that should have been locked were locked.

We observed that the service was well supervised and well managed.

We noted that all the rooms were light and bright - very inviting and that the Sensory Room and the Pamper Room were very well equipped.

Comments

It was a pleasure to visit this service - a very positive experience and an excellent example of a good service, meeting the quality indicators we consider in our reporting very well indeed.

Recommendations and Follow-Up Action

The only thing we may suggest is to consider ways of gaining more formal feedback from relatives / carers that can be recorded, either by way of a regular meeting or perhaps a periodic survey. This would demonstrate that the service welcomed and acted on feedback from relatives / carers. Were there only positive feedback, this would demonstrate how content the relatives / carers are with the service.

Provider Feedback

Healthwatch Staffordshire received the following feedback from the Day Centre manager.

When asked what they felt worked well about the way the Authorised Representatives carried out the recent Enter and View visit, they responded;

The ladies who came were very reassuring, pleasant and explained the reasons for the visit and what to expect and were friendly and pleasant to everyone at the day centre.

When asked if there any aspects of the Enter and View visit which you felt did not work well or could be improved they responded;

No

When asked, as a provider of a service, did the Enter and View visit help you to identify areas for improvement and if so, in what way?

They did identify an area and the recommendations were to have some surveys/feedback forms/meetings from families/carers.

Additional comment;

The managers' think that it is a good idea of having the visit and that the findings will be published.

DISCLAIMER

Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.



Healthwatch Staffordshire

Room 31, Staffordshire University Business Village
Dyson Way, Staffordshire Technology Park
Stafford
ST18 0TW

<http://healthwatchstaffordshire.co.uk/>

email: enquiries@healthwatchstaffordshire.co.uk

Freephone 0800 051 837

Part of (ECS) Engaging Communities Staffordshire