





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: Cannock Complex Needs Service  
Address: 5, Victoria Street, Cannock, WS11 1AG  
Service Type: Day Care for Complex Needs  
Date of Visit: 28<sup>th</sup> March 2019

## Authorised Representatives

This visit was made by two Authorised Representatives of Healthwatch Staffordshire.  
Julie Thurlow and Mary-Ann Burke.

## 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 centre is well located in Cannock town centre. As it was previously Cannock Registrar Office the location is very pleasant with the building situated in its own grounds with off-street parking and lawns to the front featuring a gazebo.

At the back there is a small sensory area. Potted plants and a hanging basket are outside the front door.

There was no signage on the road but there was a sign on the front of the building. The centre was locked but there was a bell for visitors and a number pad for employees to access the building.

The sensory area at the back/side of the centre has recently had a piece of artificial grass donated by the family of one of the customers (this is the centre's preferred way of referring to people who use the service). The Senior Day service Officer said that this has improved the area. As our visit was in the early Spring it was noticeable that work needed to be done to prepare the area ready for the Summer, when the customers and staff could enjoy being outside. In this early stage of the year attention needed to be given to maintenance - the tile strips need re-attaching to the wall, the blue planters need filling, and sensory plants grown. We were told that customer's families often help to do the planting and hopefully as the year progresses this area will be improved.

### **Internal**

The area was spacious and suitable for wheel chair access. Due to the complex needs of the customers there were many large pieces of equipment evident and a wide variety of props for sensory experiences. The room also has a track for hoists and wooden floor to enable wheel chairs to be moved around easily. Props were found in this room to enable customers to benefit from sensory experiences. This area is a safe space where customers can relax and we were told that 30 minutes of sensory activities can be beneficial for up to 2 hours afterwards.

In addition to this area there was also a kitchen and dining room for staff and customers to eat their lunch. This area would have benefitted from additional storage space to store files etc.

There was a changing area which is designed for wheel chairs but the wash bed unfortunately had not got a drain/plug in so when in occasional use the water had to be removed manually from the wash bed and disposed of in the toilet.

There was also a toilet, laundry, office and storage area with additional space upstairs.

## **Client Numbers**

We were told that there are currently 7 customers, one having recently left for personal supported living.

## **Staff Numbers**

There are 14 members of staff, these include the Countywide Day Opportunities Manager, whom we did not see on the day of the visit. The Senior Day Service Officer and the Day Service Officer showed us around and were very helpful and welcoming. The remaining staff are all trained and work on a daily rota basis to ensure the appropriate ratio of staff to customers can be maintained.

There are two Driver / Attendants and both are used as support staff within the teams.

The Driver / Attendants also support with basic premises and grounds maintenance.

There is administrative support provided by 1 Business Support person, not located on site.

## **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

### **Comments**

On the day of the visit we met with the Senior Day Service Officer and the Day Service Officer. They were both passionate about their roles and were very helpful in providing us with information about the centre. They support each other in running the establishment.

They provide leadership to a small team of staff and organise regular staff meetings twice a month. As it is sometimes difficult to have all staff present at these meetings, notes are taken and distributed throughout the team.

Agency staff are used three times a week. It is usual to use the same person. In addition students including nurses do placements here.

## **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

### **Comments**

Staff do have the time and skills to do their jobs. There is a training matrix which highlights when members are due to undertake additional training. Staff are given time during employment hours to do their training either by Go Pro which is on line training or staff can enrol on courses in Stafford. Two members of staff will soon be trained on Safeguarding and three staff on sensory management.

We were advised that all members of staff are DBS checked.

We noted Certificates on the wall in reception, including a Dignity Champion Certificate of Commitment for a member of staff. They have also been awarded a 'Best Practice Award' as an outside provider training staff from other establishments.

Mandatory Training includes:

Manual Handling

- 2 fire Marshalls
- MAPA (Management of potential and actual aggression)
- Administration on Buccal Midazolam
- 2 First Aider at Work (St Johns Ambulance)
- Cross infection - breaking the chain
- Hand washing
- Driver assessments
- Asbestos management
- Water safety
- Data protection, cyber safety
- Peg feeding.
- Unwins
- Safeguarding Go platform training re IT security / data protection/ protective marking etc.
- Health and safety
- Senior is a train the trainer re manual handling

Additional Training available includes:

- Access to training catalogues - Care Match, Scils for work (Social Care Information & Learning Services, Entrust (health and safety) training via care match.
- In house training - Active Support, Sensory Engagement and Sensory stories.
- Go Platform - Accessed via Go Platform portal. This provides access to many training opportunities and courses.
- SUMO
- Rebound therapy
- Seniors attend MQNF (Manager Quality Network Forum, Staffordshire Connects

**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**

As there are few customers and many have been in this centre for a while staff know the people very well. Detailed records are kept and within the organization a circular file is created which is a global e mail. For example, memos, reminders, new risk assessments are shared, which everyone can access. Through working with the customers closely, the staff are able to discover what is successful in promoting their senses and what does not work.

Due to the nature of the work they carry out with the client even though they may not be able to communicate in a conventional way, they learn what sounds and actions mean for each individual. They use seven rules of engagement which are to be found on the wall in the Day room. These seven rules include responsiveness, anticipation, curiosity, investigation, discovery, persistence and initiation. The Senior Day Service Officer is proactive in coming up with ideas for individuals that maybe put into practice and fulfill the seven areas. Many activities are planned to fulfill these (see below).

Each person has a profile bag which helps the complex needs and non-verbal customer. In this bag are tools to help the person engage with others. For example, in one customer's bag there were pictures of Coca Cola and Magazines.

## **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**

A range of activities are offered. Customers are brought to the centre by Tail Lift Ambulance which is hired. This is also used throughout the day to take people to their various activities. Postural care is advised by Physiotherapists. The activities are tailored to personal needs and the aim is for the customer to succeed in what they do. Dignity and care was recently celebrated by Dance - Using the Jabbadda rope this was used to specific Beach Boys record tracks and the Tac-Pac activities were lined to the Beatles music. Interactive games are encouraged and implemented using a variety of objects including sun glasses, crackle mat and a range of sensory objects including hand creams and squeaky hammers.

One of the most established and successful activities is story massage when ten massage moves are used on a person in conjunction with a narrative or song. The use of tents to allow customers to enter in wheel chairs are used with lights to help with sensory stimulation. Occasionally a parachute cover is used over the tents. Rotating balls and sensory lights, scarves are also used. At the beginning of the session a bell is used and again at the end. All activities are planned to ensure the person feels secure and safe.

Although the centre was aware of our visit no customers were in Cannock Complex Centre. Some returned back at lunchtime.

Indoor	Outdoor	Off-site	Visits / trips out
Sensory stories	Nature bath	Walsall Brine Baths	Cosford Air Museum
Story massage	Gardening	Chase Leisure Centre- Rebound therapy	Walsall Art Gallery
Air bed activities	Indoor activities can be done out doors in the warmer weather	Weekly Dual working with Stafford Complex Needs Service and Lichfield Complex Needs Service	Walsall Arboretum
Aromatherapy		Cannock park	Gailey Lock
Active support		Cannock Library	Hollybush Garden Centre
Tac pac		Local town	Telford Park
Sound bath			Penkridge Market
Body awareness activities			Wolsley garden park and reserve
Interactive games			Cannock Chase.
Physio and postural care			Hednesford Museum
Sensory spaces			
Sensory engagement using objects and reveals, messy art and other sensory conversations and profile bags.			
Active support			

The Senior Day Service Officer accompanied one Healthwatch visitor to show what was happening at the Local Leisure Centre. Each Thursday the Centre sets aside an area for use by the Complex Needs Service for Rebound Therapy. This accommodates a special trampoline for use by the customers for individual exercise. This is based on a physiotherapy programme specifically developed for each person. I was told that the Carers were each trained by a Physiotherapist to carry out the exercises, and there was a printed programme to follow. If they have any concerns or feel that a programme needs to be reviewed they contact the Physiotherapists who we were told respond promptly. The ratio of customers to Carers has to be high and on the day of the visit there were 2 customers with 5 Carers. A hoist is used to access the equipment. It was lunch time during the visit and one customer was being assisted to eat. We were told that the Leisure Centre is very helpful and put out and clear away all of the equipment.

In addition, 'Dual Working' once a week is in place where 3 - 4 customers visit Stafford Complex Needs Service where activities are in place and further socialization is encouraged.

## Comments

The service offers Active Support, whereby each customer has their own objectives and tasks. They are supported by the staff team to practice and achieve their outcomes.



## 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**

A menu is available with a range of choices. The likes and dislikes of each customer is considered when the Day Service Officer orders the food.

In the dining room a laminated place mat was available for each customer with their photograph on one side and their dietary needs on the other. This was very detailed and informed staff of people's requirements.

For most customers food is collected and brought to the centre in a polystyrene tray which keeps hot for 2 hours.

A range of food is required to satisfy the needs of the individuals. From blended meat/fork mashable and a blended diet using a peg alongside. All food is collected from the Stepping Stones café, who supply prepared meals that are pre-ordered.

Fluids and food are discussed with Eating Specialists from the Speech and Language Therapists. Drinks are offered at the meet and greet in the morning, mid morning, and after lunch. Everything is monitored to ensure when drinking/eating there is no coughing or choking.

Two customers can feed themselves but they are monitored very closely. One person brings their own food.

Slip mats, lip plates, heated plates and beakers are available at meal times.

### 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**

Absolutely! As this is a small unit there is an excellent relationship between the customer and the centre. Family members are invited into the centre when reviews occur and telephone calls are welcomed at any time. There is also a communication book which travels between home and the centre.

There is one family where English is their second language. At times there can be problems with misinterpretation of language but the staff try to explain in the best way possible.

To maintain the privacy and dignity of the service user the staff pre-empt their needs and talk through each stage of what is happening, for example when changing them. Two staff support the needs of each individual.

## **Client Experiences and Observations**

From our observations, we could see that the customers were involved in meaningful activities which are designed to be life-enhancing and support their wellbeing. The people we saw were happy and engaged with the activities they were experiencing with no signs of any anxiety or agitation.

## **Family / Carers experiences (if available)**

There were no family or carers present during our visit.

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

**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 centre keeps a 'Golden Moments' booklet which is shared with families through a newsletter which is given to each family every two months. A record is then kept of what the customer has achieved. Family are invited to coffee mornings and at Christmas and special events throughout the year. Passports are made for each customer to help communicate with customers using approved methods. The passports consist of a series of cards explaining their facial expressions and actions if happy or sad and recording things they like. It is meant as an aid to communication for anyone interacting with the customer.

If anyone has a complaint the 'Staffordshire County Council Complaints Procedure' is in place.

## **Recommendations and Follow-Up Action**

It might be considered viable to ask for volunteers, perhaps from the local U3A branch, to assist with tasks outside the building. They could prove invaluable in helping in the sensory garden and lawn cutting. For example, they may bring their own plant cuttings and herbs using a life time experience that can be shared with others.

This would allow staff to continue with the splendid work that is being undertaken with people who have complex needs.

## Provider Feedback

Healthwatch received the following feedback from the Senior Day Services Officer.

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

*We felt that the representatives were genuinely interested in finding out what we do and why we do it.*

*Following the time that the representatives spent with us, we felt that they had gained an insight in to the needs of our service users and service provision.*

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

*On this day there was a service user absence and a service user recently moved on from the service resulting in no service users on base. Otherwise there would have been service users on base.*

*Instead the plan was to take the Health watch officer the short distance to the Leisure Centre to meet service users.*

*On our return to base service users and staff had returned and the Health Watch officers were able to meet with more service users and staff.*

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, the responded:

*Sharing an over view of the service is always a positive exercise.*

*Following the visit, comforts fund money has been set aside for new plants and garden ideas. This area is an important space for our service users.*

Additional comments made about the visit:

*The representatives appeared interested in our service and when unsure about aspects of what we do or our service user's needs, they asked for further information and clarification. On the whole, we felt that the experience was positive and affirmed the quality and range of opportunities and support we provide for our customers.*

### 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.*



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