



Enter &
View

EJN Care Solutions
19th February 2019

Report



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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: EJN Care Solutions
Address: Lower Drayton Farm, Penkridge, ST19 5RE
Service Type: Day Centre, Adult Learning Disabilities
Date of Visit: 19th February 2019

Authorised Representatives

This visit was made by two Authorised Representatives of Healthwatch Staffordshire. Margaret Pritchard and Ian Wright

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 consists of 1 room, situated on the first floor in an adapted old stable block on a working farm. It is accessed from the main A449 (well signposted) and you then follow a farm track to the main buildings and farmhouse. There is parking outside the block - this was busy on the day of the visit as the ground floor of the block is being renovated, creating 4 holiday lets. The day care room is accessed by stairs with a gate at the bottom. We were advised that the service is not able to accommodate clients in wheelchairs and that this is made clear in their literature. The stairs are protected from the elements and the Manager states they are not an issue in adverse weather. There is no lock or intercom to gain access to the Centre, but it was confirmed that this is not a problem as the staff are always available when client visits have been arranged.

EJN Care Solutions are tenants in a room of the stable block, and are also tenants of two fields, one with chickens, guinea pigs, a rabbit enclosure and they are currently creating an area for ducks. There is an allotment area with six large raised beds for growing vegetables, a greenhouse and plans are in place to recover the polytunnel. Their second field is home to EJN's two sheep and their goat. The service has access to the llama and horses and all other animals found on the farm. We were told how EJN have a mutual arrangement with the farm that their clients can experience all of the animals on the farm, depending on season and that they are able to help the farmer with any sick animals or during the lambing season.

The clients have also made a bug hotel and are creating a duck enclosure.

There is CCTV operated by the farm outdoors.

There are toilets (see below) outside, water bottles and gel being used for hygiene when clients are with the animals. Extra supplies are brought down if they are having food outside.

There is an outdoors shed that clients can shelter in if the weather changes whilst on the farm.

Internal

There is no Visitors book to sign, and this was discussed with the Manager during the visit. We have been advised since the visit that a visitors book will be introduced.

There are 4 small tables with chairs for clients (maximum 12), plus a Manager's desk in the corner of the room. There is also a larger communal table which is used for craft activities

There are low beams running across the room - these have highlighted warning tape on, and the Manager states there have been no reported incidents of banged heads.

There is no CCTV indoors, but we are advised that this is not needed as they are not a restrictive service, apart from being impractical to install.

There is an area storing games, jigsaws and puzzles, and a work surface housing a stove and cooking implements.

Due to the layout and nature of what is not a large room, there is a lot squeezed into the room and it is not possible to differentiate between specific areas.

There are indoor and outdoor toilet facilities - one toilet for mixed use internally and separate men's, ladies and disabled outdoors.

There are no malodours within the room or toilet facilities, and everywhere appeared clean.

One table was being used for baking during our visit.

Client Numbers

The maximum number of service users is 12 per day dependent on need. The current number of service users varies on a day to day basis.

There were 4 clients in on the day of the visit - 1 attends for 4 days/week, 1 for 2 days and 2 for 1 day. They have been attending for between 2 - 4 years. One further client arrived partway through the session

Staff Numbers

Carers / support staff	3 - 4
Maintenance	As required
Administration	3
Management	2
Catering	As required

When we arrived, there was the Manager and 1 Support Worker in for the 4 clients, another client arriving midway through the visit.

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

The owner took over in May 2018 and has a background as a mental health nurse. She does not attend the centre on a daily basis but does however keep in contact with the Manager by phone and we were informed that all the clients know her.

The Manager has a desk in the room and plays an active role with the clients both indoors and outdoors.

The Manager or staff currently collect all the clients from their homes in cars and talk to parents on each occasion

Comments

Strong and visible leadership was evident at the time of our visit.

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 staff are trained to the same level, there is no differentiation - generally NVQ level 1 or 2 in Health & Social Care. The Manager has a level 4 NVQ.

They try to get the one temporary bank staff in at least once a month so that they remain familiar to the clients. All training is online. The manager stated that individual training plans were held by the owner off site rather than by individual staff members. We were advised that mandatory training follows a standard framework and that additional training is variable as required, although no specific details were given of the subjects covered.

There is no formal Makaton training, although some clients were using it. The owner advised us that Makaton training is not a basic requirement and that not all clients use Makaton and of those that do their vocabulary is limited and that the staff are familiar with the limited signs used.

Current staffing would be suitable for up to 12 clients. The owner advised us that if the client numbers were to increase then staffing would be increased to meet the requirement, but that currently the bank staff member to assist when required works well.

Any new client's staffing needs are assessed prior to accessing the service.

The owner advised us that the staff are adequately trained for their role and extra training may be offered and that staff are encouraged to discuss any individual training needs at their appraisal.

Maintenance is all carried out by the Farm, and Administration is done by the Owner.

There was no reported or apparent lack of resources and the staff were involved in assisting with the baking during our visit.

Clients are supervised at all times when going outside (quite often 1:1), and both staff and clients are involved in making runs for rabbits and guinea pigs.

Staff keep in contact with one another by mobile phone when in different areas,

The Manager feels that the support offered by Management has improved since the new Owner took over.

Staff retention is good, with the Manager having been there 4 years, 1 Support Worker 2 years and 1 for 18 months.

Annual reviews take place.

There were no examples of review forms or documents as they are all kept by the Owner.

Comments

Client numbers are not currently at their maximum, so staffing levels are more than adequate.

All staff were completely engaged with the clients and appeared to have all the resources required.

It would have been interesting to hear what mandatory training covers although the owner did advise us that staff undertake Adult Safeguarding training and are DBS checked.

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

Staff and clients meet any prospective new clients. New clients are offered a settling in period at no charge this is individually based - it may a day or a few hours if that suits a particular client but may be longer if necessary. There is a primary assessment, referral to professional reports and a support plan produced.

The service has recently had two new client's and many more referrals. They also had two clients who did not continue with them, one after being with them for five years, left as they moved out of the area and the other had profound Autism and he could not accept the project was not just farming and therefore it did not suit his particular interests.

All clients are currently collected and taken home by car and any changes in wellbeing are noted then.

If there are any changes in temperament whilst at the Centre, there are processes to avoid issues, i.e. taking to the farm and separating clients for a while.

As there is only 1 room, there is no available space for a quiet area.

They currently only have 1 client who displays behavior issues at home but does not tend to have these issues at the Centre. All staff are aware.

1 client loves jigsaws, so they ensure they always have plenty.

We were shown an example of a very detailed folder for one of the clients, who had given permission to share. This contained a comprehensive dossier of information about the client's background problems, special needs and interests. We were told that each client had a similar folder which was updated as required.

Comments

All aspects of a client's needs are assessed before admittance. Due to the low turnover of clients and the relatively low number of daily attendees, changes can be monitored by the staff.

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

Clients were making and baking cheese rounds during our visit and whilst they normally bring in their own lunch they do make lunch one day per week. Cooking facilities are however very limited.

Many of the activities are based around the farm (always accompanied) giving clients the opportunity to build or create specific areas, as well as learning basic gardening skills. They are currently starting to dig out an area for potatoes, already having parsnips and rhubarb. All clients bring their own waterproofs and wellies.

Clients can do woodwork one day per week, and staff encourage them to make a wide variety of items. They visit Cannock Chase in cars to collect items for Crafts.

Clients visit the annual County Show, obtaining tickets through the Farmer. They also visit Penkridge market and Garden Centres and go shopping, all by car

Items are made for annual events, making and baking for birthdays etc. and things are made for family members based on their records. The Manager or Staff can have discussions with parents.

If clients have a specific request, it can frequently be incorporated into the activities, e.g. one likes making wooden boxes. They have also made games such as tin pan alley and tic tac toe, along with utensil holders and horseshoes.

There is no written individual activity plan, there is just a flexible choice. There is an activity timetable displayed on the wall, but this can change due to the weather. The timetable is decided week by week by clients and staff together and other visits and trips out are made dependent on weather and availability.

All the clients have scrapbooks and certificates, of which they are very proud.

Indoor	Outdoor	Visits / trips out
Arts & Crafts	Farm work	Cafe
Baking	Gardening	Canal walks
Cooking lunch once a week	Maintenance	Cannock Chase walks
Games	Woodwork	County Show
Music Session	Animal health checks	Garden Centres
		Penkridge Market
		Woodland walk

Comments

For the numbers of clients currently attending, the activities appear perfectly suited. Many want to be outside on the Farm, which is a major attraction.

Because the staff client ratio is around 1:2 there is always adequate support and encouragement.

We were advised that EJM Care Solutions programme is attempting to offer their clients skills to enhance daily activities, independence and possible employment.

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

All clients bring their own lunch, except for one day per week when lunch is cooked. Drinks and snacks are always available

All dietary needs are checked if doing any cooking, i.e. too much sugar.

Comments

Not specifically relevant as very few meals provided

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

Personal care is not offered, other than assisting with toileting needs if required. The owner advised us that it is made clear, at the point of assessment, that personal care is not able to be offered.

The Centre has yet to have a client with specific cultural or religious needs but is confident they would address these if required.

The clients were all engaging well with each other during our visit, but we were assured that if any potential conflict started, the Clients would be taken to different activities.

Comments

All the clients were happy and friendly, and treated very much as individuals.

Client Experiences and Observations

As above, all the clients were happy and friendly, and fully engaged in their baking activity. They were very proud of their scrapbooks, and seem to enjoy the range of activities, particularly on the Farm.

There is an excellent interaction between clients and staff, leading to a friendly and relaxed environment.

Family / Carers experiences (if available)

No family or Carer's were present during our visit.

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

There are no daily feedback forms, but because of the staff/client ratio, the days events can still be discussed and changes to activities made if necessary.

There are no formal daily or weekly meetings with Parents/Carers other than feedback when collecting or dropping off daily. There is however an annual feedback form. Parents/Carers can only call in by appointment. The Manager believes this 'informal' feedback has led to the Centre becoming more structured.

They have not had an official complaint to deal with, but the Manager believes this would be dealt with by either her or the Owner should it arise. The owner confirmed that she would personally deal with any complaints should they be made.

Comments

Feedback appears to be on a more ad hoc basis, with no weekly feedback forms or questionnaires for parents/Carers.

They do not currently provide a newsletter. The owner advised that they have a Blog and a Facebook page, but a newsletter was something they could consider for the future.

There is no official written complaints procedure, but they are confident any issues would be dealt with should they arise.

Summary, Comments and Further Observations

As a Day Service provider, EJM Care Solutions are not formally regulated, and do not therefore have a specific framework in which to operate.

The owner advised us that she dedicates a full day each week to The Farm, doing all the administration and marketing for the Farm. She told us how she is constantly looking and researching how they can obtain more clients and often stays up late at nights emailing other services to make themselves visible.

She told us how she updates all the social media and manages the website.

She also confirmed that if the Manager needed her at the Farm she would go and that she does regularly attend outings with the clients.

The owner explained how she decided to employ a Manager, who would be able to concentrate on the clients and the owner would be able to deal with all the other parts of running the service.

The owner said that she and the Manager are in constant contact regarding the day to day working of the Farm.

The running of the Centre is in the hands of a very experienced and dedicated Manager in whom the Staff and Clients show trust and appreciation.

The connection with the Farm gives a different dimension to the Day Care Service, something that is an attraction for many of the clients.

For the clients currently attending, the Centre appears to provide an environment that is well managed and caring.

Comments

Our observational visit was welcomed by staff and Clients, and we would thank them for making us welcome on the day

Recommendations and Follow-Up Action

Visitors should enter their details in a Visitors book.

Formal and regular feedback from Parents/Carers could be considered.

Individual staff training plans could be considered.

To have copies of formal documentation held on site.

Provider Feedback

The owner confirmed that they would introduce a visitors book.

The owner advised that training is considered on an individual basis.

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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