



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 clients, 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: Elite Supported Living
Address: Birchall playing fields pavilion,
Cheddleton Road,
Leek
ST13 5RE

Service Type: Day Service

Date of Visit: 26th April 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

Elite Supported Living provide day services from the pavilion at Birchall Playing Fields. The pavilion is accessed via a car park access point and the entry is towards the rear of the building. The outside of the building is well maintained but access point is confusing with no signage to the main entrance. The entry door is not locked and there is no signage indicating that the day service is operating until you enter the building and get to the 2nd door where there is a small poster and a sign in sheet. The lack of signage is a condition imposed by the owner of the premises due to the pavilion being used as a sporting pavilion and changing rooms at times the day service is not operating.

There is no access to the playing fields for the Elite Day service users, but external outdoor activities are arranged. There is no CCTV at the pavilion.

Internal

The manager and deputy manager were not present for the visit, so we spoke to the care manager who had not worked for the service for very long. The day service generally uses just one large room for all activities but there are other rooms (changing rooms) that can be used if necessary. There are no soft furnishings and the furniture and equipment has to be rearranged throughout the day to accommodate group activities and lunchtimes. The equipment and furniture used by the day service has to be cleared away at the end of each day into a storage area.

There are accessible toilets for service users and a food preparation area, we did not see any specialist equipment and were advised that this is not possible due to lack of storage space.

The room that we used to speak to the care manager and staff was one of the changing rooms, this had not been cleaned since the football match the night before and was therefore muddy and had various discarded items on the floor. Cleaning and maintenance is provided by the building owner on an on-call basis, it was unclear as to who is responsible for the cleaning of the changing rooms due to it being a shared space.

Client Numbers

The maximum number of service users is 20 per day and there are currently 20 service users who attend on a daily basis, the services operates between 10:00 and 15:00.

Staff Numbers

During our visit there were 2 support staff and 1 care manager on duty. All care leaders and activity staff are qualified. All staff have received various mandatory and additional training that is appropriate for their roles. Agency staff are not used, and cover is usually arranged within the team. All staff have been DBS checked and these are repeated every 3 years for all staff.

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 manager and deputy manager were not present for our visit, but staff that we spoke to confirmed that management are usually present at the day service and are accessible to staff and service users. Unfortunately, the care manager that met with us had only worked for the service for 2 months and was unable to provide us with some of the information needed.

Comments

It would have been more appropriate for either the manager or deputy manager to have been present as this was a pre-arranged 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

We were able to use the changing rooms to speak privately with the care manager and later a member of support staff. Both reported that they had good strong leadership from management and are well supported.

The pre-visit information form and conversations with staff indicated that all members of the team receive the following mandatory training;

- Induction
- Care certificate
- Safeguarding
- First Aid
- Health and Safety
- Food safety
- COSSH
- Manual handling
- Infection control
- Medication awareness

We were also informed that additional training can be accessed by staff where it is felt it is needed and relevant. This includes;

- Bullying and harassment
- Equality, Diversity and inclusion
- MCA
- DOL's
- Challenging behaviour
- Positive behaviour strategies

All training is delivered by external providers and is sourced through Elite Supported Living. There is a training matrix which can be accessed through the Elite Supported Living IT system.

Comments

The staff appeared friendly and welcoming and it was evident that they enjoy working with service users. We did not have much opportunity to observe staff/patient interactions but the ones we were able to observe demonstrated staff knowledge and understanding of the service users in their interactions.

Staff informed us that they feel very motivated to do their job, and staff morale is always high. They advised that they feel valued by the manager and service users and are happy in their work. They feel that they have enough time and resources to do their job well. The below quote was made by a member of staff;

"I love day service work, I should have retired but don't want to give up so carry on working as I love it so much"

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

We were informed by a long-standing member of staff that each new service user is offered a visit to discuss their needs with interested agencies, and a second visit to create a care plan. They are allocated a key worker and this enables staff to have opportunity to develop an understanding of the needs of new service users and prepare for the service user attending the service.

Service user records are held at head office but are accessible online, and each client has a 'grab' card with their basic needs and information located at the day service. Service user reviews are completed bi-annually or in response to change in needs or circumstances.

We were also advised that carers and relatives have open access to the staff and manager either by phone or at drop-off and collection to discuss changing needs.

Comments

Staff appeared to be a close team with good working knowledge of the service users that they support. There was a generally positive and friendly atmosphere.

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

Elite Supported Living provide a weekly evening social club and daily activities including;

Indoor

- Floristry
- Cake Decoration
- Life skills - cookery
- Arts and crafts
- Performing arts
- Music - singing/learning instruments
- Karaoke

Outdoor

- Forestry

Off-site

- Swimming/aqua fit
- Gym/sports hall
- Forestry

Elite Day Service also offers the below training to service users;

- Cookery and life skills
- Food hygiene

Comments

All activities are group activities and the lack of usable space means that 1:1 activities can prove difficult. There were no sensory or independent interventions taking place during our visit. One service user who was attending for temporary respite had much more complex needs than other service users and did not appear involved in the drama activity group that we observed briefly.

We did observe a bookcase containing board games etc, which would suggest that service users can have choice in activities.

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

Elite Supported Living do not provide catering and service users bring their own lunch with them, this appears to work well. The kitchen area has food storage and preparation facilities such as a fridge, kettle, microwave, plates and utensils although this area is for staff only.

Service users and staff eat together in a dining area that requires the furniture being moved following activities to set up.

Comments

As Catering has never been provided it is not an issue for service users to bring their own lunch with them.

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

We were assured by the care manager that service users personal, cultural and lifestyle needs are met and adaptations made where needed.

We were not provided an opportunity to speak to a service user to ask for feedback about their experience of using the day service.

Comments

There was no evidence to suggest that service users personal, cultural and lifestyle needs are not met within the bounds of what the service offers. We were informed that each individual service user care plan reflects the needs and wishes of service users and appear to be catered for within the service. The service accommodates people with no or low physical care needs but can accommodate service users who need a wheelchair.

Transport to the service is provided at no additional cost, service users also travel with family.

Client Experiences and Observations

We did not have opportunity to speak to a service user about their experiences of attending the service.

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

We were informed by the care manager that there are no formal meetings or feedback sessions with families but that they generally have daily contact with them and obtain information and feedback continuously. We were also informed that service user feedback is used continuously, and changes to the service or activities available are made in response. We were shown a foldable basketball hoop that was requested by one service user who uses it regularly with staff.

There is a formal complaints procedure in place, the manager would be responsible for investigating any complaints made.

Comments

We did not have sight of the complaints policy but were assured by the care manager that there is one in place and that relatives and carers are aware of it.

Additional Information

Session times for service users is 10:00am - 3:00pm Monday to Friday. Some service users have carers who attend the day service with them.

Summary, Comments and Further Observations

We were made to feel welcome by the care manager, staff and service users but we did not have opportunity to include a service user in our visit.

It was evident that the staff and care manager have positive relationships with service users and have a good knowledge of their needs and preferences. It was also observed that in the main, service users are highly valued and are encouraged to be involved in all aspects of the activities that take place, there was one service user however who was not able to engage in the drama group but no specific activity had been set up for them.

Service users need to be relatively independent and self-caring as there are not facilities or equipment for meeting high personal care needs such as hoists etc., due to the lack of available storage space. There is also a lack of additional space to provide a quiet room for people using the service or for confidential meetings.

Recommendations and Follow-Up Action

The pavilion is not a service friendly space and imposes limitations on the activities and types of care the service can offer. The lack of signage and restrictions placed on this mean that the service is difficult to locate and access. There is a lack of appropriate usable space to have a quiet or private area where service users or families/carers can speak confidentially to staff or managers, and there is no dedicated space for quiet time.

Recommendations

1. Review whether the Pavilion is able to offer more private space and storage areas for the day service.
2. Review with building owner to have signage placed on entrance to enable interested parties to locate and access the service.

Provider Feedback

No feedback has been received

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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