





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: Kidsgrove Care Solutions  
Address: 52 Arbour Street, Talke Pits, Stoke on Trent,  
Staffordshire ST7 1QW  
Service Type: Day Services for adults and young people with disabilities  
Date of Visit: 18<sup>th</sup> March 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**

We visited Kidsgrove Care Solutions at the Red Street Community Centre. The entrance was well signposted and easily accessible. The community centre is well maintained.

The service has use of an accessible, well maintained garden which is used when the weather allows.

CCTV is due to be installed at the Community Centre, both external and internal.

### **Internal**

We entered the building through the kitchen area and there was a pleasant aroma of home cooking.

At the community centre there is a large room with two side areas.

The décor is well maintained and all equipment and furniture was in good condition.

All areas were clean and tidy.

The community centre has male, female and disabled toilet facilities.

## **Client Numbers**

The maximum number of service users the service can accommodate is 60. Currently there are 36 services users.

## Staff Numbers

STAFF NUMBERS		ON DUTY		
	Total	Morning	Afternoon	Other
Trained / Qualified Activity Leaders / Staff	3	3	3	Time tabled sessions
Carers / support staff	16	6	6	
Maintenance	2 maintenance and 2 driers			
Administration	Administration is carried out by senior staff			
Management	4	4	4	
Catering	1	1	1	

The service does not use any agency staff, they have enough cover with their own bank / casual staff to meet requirements.

## 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

We observed a good relationship between the management and the staff and the staff told us that they felt well supported in their work.

The people using the service see the Management staff on a regular basis and the management obviously knew people on an individual basis.

We saw the management interacting with the people using the services and this included spontaneous hugging - this was entirely appropriate to the individuals and the circumstances.

The management keep in regular contact with families and carers by the use of daily diaries.

## Comments

We felt that the management were very experienced in their field and provided good leadership and support to the staff. In addition, the management knew the people using the service well and had very good interactions with them.

## 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 advised the Kidsgrove Care Solutions maintains an individual staff training matrix and a hard copy is kept on all staff files.

Mandatory training includes;

- Health and Safety
- Personal Safety,
- Infection Control
- Fire Safety
- Mental Capacity Act
- DOLS
- Equality and Diversity
- Medication
- Dignity and Safeguarding
- Manual Handling
- First Aid
- Care Certificate
- A Question of Care
- QCF Level 2 and 3
- Food Hygiene

Additional Training available includes:

- Autism Awareness
- Mental Health Awareness
- Dementia Awareness
- PEG training
- Midazolam Training
- Diabetes
- Ongoing Distance Learning Courses
- Stoke-On-Trent College Courses for Ongoing Professional Development

Additional training is sought for staff dependent on Members Individual Support Needs.

Training is delivered in a variety of ways with group session to E training and Distance learning.

At the time of our visit there were 5 staff in the building with one member of staff being out with a service user on a one to one support basis.

The staff numbers were appropriate to the number of services users present and they were able to offer appropriate support to people using the service and the staff felt that there was adequate cover allowing them to have the time and resources to do their job well.

We observed good staff morale and the staff were motivated and worked well together as a team.

All the staff made us feel welcome and we were offered refreshments.

## Comments

The training available to staff is wide ranging and appropriate to the needs of the people using the service. The staff felt appropriately supported and motivation and morale were high.

## 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

Support plans, hospital passports and risk assessments are in place for all services users and staff were aware of these. Communication books are used to record services users histories and preferences and these are available to the staff. Any changes to health and wellbeing needs are communicated verbally between staff and carers so that the appropriate people are aware.

All staff undergo safeguarding training and we were advised that all staff are DBS checked and have references taken.

## Comments

It was clear that the staff knew the people using the service well and responded to their individual needs and preferences.

## 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

Indoor	Outdoor	Off-site
Media Studies (Newsletter)	Rambling	YMCA Leisure multi-sports session (archery, badminton, curling, gym access and table tennis)
Gym	Gardening - planting & potting	Exercise & Movement @ Redstreet
Community activities / shopping (use of money and road safety awareness)	Sports - Football / cricket (weather permitting)	Galley Centre (pool, computer games / wi, table tennis).
Homes skills (kitchen / cooking)		Shopping for cooking items - use public transport (travel training). Personal items shopping in town following activities and lunch
Drawing, crafts, Arts with "Scartoonz"		Kidsgrove Library Coffee Shop (use of computers, help with drinks etc)
IT skills with touch screen computers		Cheshire LDS (Learning & Development Centre) Sports with "Ministry 4 sports"
Music Technology		Burslem Snooker Club
Photography		Physio (Dimensions)
Group music sessions		Swimming at Fenton Manor Sports Centre or Biddulph Sports Centre
		"Chip Shop Friday" Lighter lunches are also available
		Yoga / meditation
		Brighter Nights Social Club Galley Centre 7 -9 p.m.

A large variety of group activities are available including activities that help people to maintain their physical health, such as the dance session that was taking place on the afternoon of our visit. Group activities are accessible to all the people using the service.

Activities can be tailored to individual needs and capabilities and one to one activities and individual hobbies and interests are supported.



One person using the service was happy to demonstrate his amazing numeracy skills to us.

Staff join in with activities and are able to encourage and support people in their chosen activities.

The service has its own vehicles to enable people to partake in the numerous off-site activities.

Special events are celebrated with cakes and singing. These can be recorded on the Facebook page. Recent events that services users have been involved with are Comic Relief and St Patrick's Day celebrations.

Services users are consulted in designing activities with their ideas and wishes recorded on questionnaires.

## Comments

We were impressed by the wide range of physical activities that people can access in the community with the support of 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**

There are generally two meal options available plus salad and the choice changes all the time.

The service has access to a "food share" scheme with a local supermarket once a week whereby they are in receipt of food that might otherwise have been thrown away. This is always quite interesting as they are never sure of what they might receive and they will then menu plan around what has become available. This is known as Food Share Tuesday.

The cook is aware of any special dietary needs.

Our visit covered lunchtime and the food looked well presented and appetizing and we noted that people were enjoying their lunch.

We also noted that appropriate support was given to people who needed assistance with eating and drinking.

Services users bring in their own snacks but there are drinks, fruit and biscuits available provided by the service.

As services users were together in the community centre room for their lunch it was a sociable occasion.

## Comments

Everyone seemed happy with their meals and the variety available to 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 observed people using the service having choice over their food and drink.

We were advised that each service user has an individual care plan which is tailored to the individual needs and preferences.

We were told that there were no service users with particular religious or lifestyle needs that created any issues for the service.

## Comments

The service users are treated as individuals and their personal needs are accommodated.

## Client Experiences and Observations

Throughout our visit we were able to see service users fully engaged with the activities they were doing. They were happy and had a good rapport with the staff.

We noted that the staff engaged with people on an individual basis as well as part of a group and that people were treated with kindness and respect.

The service is keen to maintain the dignity of people using the services and we were told how spare clothes are available if needed.

## Family / Carers experiences (if available)

There were no family members or carers present during our visit.

We were told that they were welcome to visit the centre.

We were also told how family and carers were kept informed about the service user via Facebook and the daily diaries that are maintained for people.

**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**

We were told that although the service does not hold regular service users or relatives meetings, feedback is gained through the use of questionnaires.

The service has a pictorial complaints procedure and a guest advocate is available if needed.

## **Comments**

The services gains most of its feedback through the daily interactions with people using the service and the use of questionnaires to record the ideas and wishes of service users.

## **Summary, Comments and Further Observations**

We were shown a variety of documentation used by the service including session plans which detail the aims and objectives of the session and lists the opportunities to enhance functional skills. For example, baking / snack making could utilise IT skills in researching ingredients and recipes, maths skills in measuring ingredients and items involved in the process and English, with written and verbal communication skills utilised.

These work in conjunctions with an Activity plan, with a time-line session guide for staff which details what the people participating are practically doing throughout the session. The plan that we looked at ended with the group discussion about the activity which encouraged people to express what they have gained and learnt from the session.

We also saw an example of a daily activities sheet, which clearly showed the lead staff, what was happening on the day, personal support needs, medication requirements, updating of communication books and consideration of support plans.

We were shown an example of the staff rota, which was quite complicated but showed how the staff were utilised to cover the wide range of activities available to people at the varying locations.

We were extremely impressed at how Kidsgrove Care Solutions managed to provide such a wide variety of activities and experiences to their clients by working with other services such as Cheshire Learning & Development Centre and Brighter Nights. The use of community venues, leisure facilities and clubs means that a lot of the activities taking place are within the community, not separated from the community.

## Comments

We would like to thank the staff and people using Kidsgrove Care Solutions for making us welcome and sharing their experiences and information with us.

## Recommendations and Follow-Up Action

We did not feel it necessary to make any recommendations to this quality service.

## Provider Feedback

## To be filled in by Healthwatch if feedback 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.*



## 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](mailto:enquiries@healthwatchstaffordshire.co.uk)

Freephone 0800 051 837

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