





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: Lichfield Complex Needs Service  
Address: Boney Hay, c/o Community School, Chorley Road, Burntwood,  
Staffordshire WS7 8PF  
Service Type: Adults with learning 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

The school premises are clearly signed from Chorley Road but there is no sign for the day services centre. A “day services” sign part way along the school drive points to the far end of the building but there was no sign to indicate which door was the entrance to the centre. We were told that it had disappeared and will be replaced.

The centre has designated parking spaces for staff, visitors and the tail-lift minibuses.

We observed a clearly signed fire assembly point in the parking area.

The approach from the parking area has dropped kerbs to double doors with level access.

An outer front door leads to a lobby and an inner front door which has a coded keypad lock.

The building, of which the centre forms only a small part, looked in need of some attention, with peeling paint and rotting woodwork.

We were shown a sensory garden area with surrounding fencing. This is being developed with financial assistance from a national supermarket chain.

We were also shown an adjacent terrace area with raised planters for growing flowers and vegetables.

Off the parking area was a bird feeding station which we were told is replenished, with support, by a service user.

Our visit was on a chilly day in late winter, but we could envisage these areas being productively used by service users in warmer weather.

## Internal

The centre does not have (or need) a bespoke reception area. There is a small office off one of the activity rooms.

The centre has a Visitors Book and we were asked to sign in and out.

All spaces used by service users appeared to be in good condition. Some areas were bright and cheerful, others appropriately softly lit and subdued. Pleasant artworks decorated some walls.

We saw and were shown a wide variety of equipment and supplies. All appeared to be in good condition.

We observed furniture used for activities, sitting, dining, lying down, and relaxing. All looked relatively new and in good condition.

In addition to conventional soft furnishings, all of which appeared to be in good condition, we saw service users benefiting from soft equipment for exercise and physiotherapy. These also looked satisfactory.

Although not causing any obstruction, the layout of the centre and use of space means there are cupboards, cabinets, and lockers in several rooms used by service users. Some were unlocked. We also saw bags and equipment left on floors. We were told that staff records are kept in a locked cabinet in the office, but other cupboards are generally unlocked during the day. We enquired whether this was always appropriate.

All areas looked clean and smelled fresh.

There is 1 female toilet and 1 disabled access toilet which is used by males and by disabled service users of both sexes. Both had a drawing of a water closet on the door. There is also a toilet in the bathroom

We were shown 5 rooms used for activities.

- The main activity room, which is designed for sensory stimulation. One end is bright, the other more softly lit and relaxing. We saw both ends being used for activities appropriate to these environments.
- A large sensory room, with an air bed, used for physiotherapy and relaxation.
- A small new sensory space. This was in the process of being decorated, and had a curtain separating it from the larger room.
- A large room (off which were the toilets) with sofas. It has skylights and is brightly lit.
- The training kitchen and dining area. This was in use, and was bright, and well equipped and furnished.

We also saw:

- a foyer with hanging space for service users' coats
- the main kitchen which, in addition to standard fittings and equipment, has a washing machine, tumble dryer and dish washer
- a very large bathroom, which we were told sees daily use, and which has a travelling hoist and other equipment appropriate to the needs of service users, each of whom has an individual sling
- a room for storage

## **Client Numbers**

The maximum number of service users that can be accommodated is 13. The service currently has 10 service users.

On the day of our visit 8 were present. One attends one day per week, two come on two days per week and the others attend five days a week.

## **Staff Numbers**

There are 12 members of staff and 2 Management staff. All staff are trained to deliver activities and 3 are also driver assistants.

Maintenance is undertaken by the school, whose caretaker is available during the school holidays.

Administration is centralised in Stafford (with a countywide business support assistant). The Senior and Day Services Officer also undertake some local administration.

There are no temporary staff. An agency worker is employed by the NHS to enable 2:1 support to one service user.

## **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**

Both the recently transferred Senior Day Services Officer and the long-serving Day Services Officer conveyed a very positive approach to their work, and a commitment to providing services which are person-centred and promote independence through active support.

It was evident as we looked around the facility, that the manager knows the service users as individuals. Their unique personalities were described to us.

## **Comments**

The management team are committed to providing a positive, caring service.

## 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

Mandatory training includes;

- Manual Handling
- Fire Marshalls x 2 staff
- First Aid x 2 staff
- Managing of Potential and Actual Aggression
- Administration on Buccal Midazolam
- Health and Safety
- Fire Safety
- Infection control
- Modules on Go Platform (IT)
- Safeguarding
- Unwins

Additional training available includes:

- Distance learning also available.
- Modules on Go Platform (huge amount on offer)
- SUMO (Shut up and Move on), Coaching, Effective Communication.
- In house sensory workshops, Postural care, Active Support, How to use Care Director, Exercise for "Everybody", in house training with SALT re: individual customers - intensive interaction, eating and swallowing. In house, Dignity in Care refresher.
- SDSO's have the opportunity to attend Managers Networking Forums; Moving and Handling facilitators have CPD opportunities. Mental health first aid.

The training matrix is accessible and is regularly reviewed by the County manager.

The training is delivered by a variety of methods including In-house, Commissioned and Distance Learning

During our visit, all the care staff were fully engaged providing support to what is a very dependent user group. There were no opportunities to speak to them individually and we did not consider it appropriate to interrupt their work as this might have caused distress to the service users they were supporting.

From observation, there were enough staff to provide 1:3, 1:2, 1:1 or 2:1 support to service users, reflecting their levels of need.

Comments

From the information provided to us and our observations during our visit the staff have the time, resources and good training to be able to provide a high standard of care.

**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 told that the staff team all have long service and have got to know the service users well.

The staff see individual service user files, which record individual care plans and preferences.

Changes are recorded on service user files. Changes and progress are discussed in staff meetings and at supervision. Regular file audits take place.

All staff have safeguarding training, which is regularly refreshed and updated. There have been no recent incidents or concerns, but these would be reported to the relevant County Duty Team.

We were advised that all staff have been DBS checked.

### **Comments**

We were able to observe staff with service users and it was apparent that the staff had good knowledge of the people who use the service and their needs.

### **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	Visits / trips out
Sensory stories	Nature bathing	Swimming	Shopping
Sensory massage / interaction	Inclusive sports	Rebound	Garden centres
Active support	Inclusive cycling		
Arts and craft	Inclusive gardening (seasonal)		
Physiotherapy / pressure relief			
Living skills (e.g. shopping, cooking).			

Group activities include cooking, inclusive sport and nature bathing.

Activities are provided to assist service users maintain their physical health. We were able to observe a physiotherapy session for one service user and were told about activities to prompt personal health and hygiene, including dental health.

All activities are based on individual person-centred plans. Others benefit from training in meaningful repetitive tasks, which they learn and then apply, so increasing their independence.

Participation in group activities is related to the individual's level of need, and their wishes and preferences. Risk assessments are carried out.

Outings generally take place during the summer months. Past excursions have included the Butterfly Farm at Stratford on Avon, the Think Tank in Birmingham, and the West Midlands Safari Park.

Birthday cards are given, and Mother's Day, Easter and Christmas are prepared for. Care is exercised, as some service users can become over-stimulated, especially when anticipating Christmas.

All service users need to be supervised when outside the centre, but proximity to the adjacent primary school and nursery does not cause any issues.

Opportunities to pursue hobbies and interests form part of person-centred planning.

We were given examples, including one service user who is interested in road signs and enjoys drawing, another who does tapestry, and another who enjoys word puzzles.

A service user brings the mail from the school office each day. Another helps to replenish supplies in the bathroom.

The level of staffing permits 1:1 support and activities as required.

Valuable life skills are available including:

- Active support
- Activities in the independent living skills kitchen
- Personal hygiene (including teeth cleaning)
- Basic life skills
- Use of IT

Based on their person-centred plans, service users are asked about their preferences and are given choices. Some can verbally express a view; for others, observation reveals whether or not they are enjoying an activity.

In the main activity room, an Omnivista sound and light projector was pointed out to us. This provides additional sensory stimulation. It circulates between the 6 complex need centres throughout Staffordshire. It was not in use during our visit.

We were also shown a cupboard containing trays with materials for 'sensory stories'.

We were told that service users are supported to assist with laundry and washing up at the centre.

## Comments

It was good to learn of the active support given to assist people in gaining independence skills. The together with the variety of individual and group activities available meant the people needs were being met in a variety of ways.

## 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 centre does not cook midday meals. Some service users bring their own lunch. For others, food is bought in. There are facilities to warm food.

On Mondays, however, some service users are trained in the independent living skills kitchen and produce lunches. They exercise choice in the menu, and, with support, some go shopping for ingredients.

Currently, there are no service users who have any special dietary needs, but should it be required in the future it would be addressed.

We were told that each service user has an individual food and drink plan, produced with speech and language therapists, which includes the level of assistance they need. Specialised spoons and drinking beakers are available for those people who need them.

Snacks are not provided by the centre, but service users can bring their own. This is covered in the individual food and drink plans. Snacks are not currently securely stored but would be if any service user was assessed as being at risk from an allergy or from choking.

#### **Comments**

We noted two dining areas. The centre considers the different needs and preferences of service users, such as being sociable or preferring privacy 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

The religious denomination of each new service user is asked about and recorded, if supplied.

The centre does not currently have any service users for whom religious preference or observance impacts on their care, nutrition or activities.

### Comments

It was clear that the service was committed to meeting service users needs on an individual basis.

### Client Experiences and Observations

The service users present during our visit were not able to express their views to us verbally. However, we observed activities which were evidently being enjoyed by those taking part.

Service user files include person-centred individual care plans and preferences.

We were given a copy of a helpful "one-page strategy for a personalised Complex Needs Service" Each Service user file includes a person-centred individual care plan and preferences.

We saw the staff treating service users with kindness, dignity and respect.

Near the entrance we saw named photographs of the centre's staff. We were, however, told that these need updating following recent changes.

The number and nature of the rooms and spaces at the centre allows each service user to receive individual attention. For example, if a service user becomes agitated, they will be supported in a peaceful sensory space, with dignity and privacy.

We were told that one parent chooses to bring a service user to the centre each morning. The others are collected and brought to the centre, from a catchment area that extends to Great Wyrley, Rugeley, Lichfield and Barton under Needwood. All service users are taken home on the centre's transport.

The centre has two Mercedes Benz tail-lift minibuses. One is new; the other is due for replacement. Both are maintained as part of the County Council fleet.

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

No relatives or carers were present during our visit.

The centre has an open-door policy for relatives and carers.

Quarterly coffee mornings are held at the centre for service users' families, the proceeds of which go to a Comforts Fund.

Relatives and carers are welcome to visit at any time. They are supervised by staff while on site.

Relatives and carers receive daily information through communication books and face to face handovers each morning and afternoon.

Relatives and carers participate in reviews of care and activity plans.

A bi-monthly newsletter is produced by the centre and sent to relatives and carers. This is informed by 'golden moments' (significant events or achievements) which are also recorded on a noticeboard in the centre.

## **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**

Service users attend meetings to discuss use of the Comforts Fund. Families and carers attend the quarterly coffee mornings.

As mentioned above relatives and cares have daily communication with the staff and participate in reviews and feedback is welcomed. We were told that no recent changes to the service have been made arising from feedback had been made.

In the event of a complaint, we were advised that he County Council's adult social care complaints procedure would apply.

## **Comments**

Feedback is welcomed, although it has not resulted in making any changes to the service recently.

## **Additional Information**

The centre's opening hours are 9.00 - 4.00, Monday to Friday. We were told that service users normally arrive by about 9.45.

We were given a list which indicates that the centre is closed on Good Friday, Easter Monday and the May Day Bank Holiday; for the weeks of the Spring Bank Holiday and August Bank Holiday; and between Christmas Eve and New Year's Day. The centre is also closed for up to 6 further days each year for staff training. These dates are notified well in advance to families and carers.

We were told that service users from other complex needs centres sometimes visit the Lichfield centre, and vice versa

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

We observed positive and stimulating inter-action between staff and service users, in premises and with equipment which appeared to be meeting the needs of those being supported in an individual and person-centred fashion. We were also given many examples of how active support is seeking to maximise the independence of each user of the service. We therefore have no recommendations regarding the quality of the service.

### **Comments**

We would like to thank the Lichfield Complex Needs Service for making us welcome and sharing information and experience with us. This service provides support to people with particular individual needs and this is carried out with consideration, care and dignity resulting in a high quality service.

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

Signage to the centre's entrance should be replaced and improved.

Consideration should be given to the better location of storage cupboards, filing cabinets and lockers, ideally moving those not containing equipment for activities out of rooms where activities take place. Thought should also be given as to which cupboards and cabinets can or should be kept locked when not actually being used.

## Provider Feedback

Healthwatch Staffordshire received the following feedback regarding the visit.

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

*It gave us a good opportunity to reflect on our own service. The gentlemen that came explained the purpose of their visit well and were very reassuring in that it was not an audit for example. They explained to us the variety of other services that they were planning to visit and why which helped us to understand the exercise.*

*It was a very open and transparent process on both sides as far as we were concerned, no hidden agenda.*

*Their approach was respectful and at no point did we feel uncomfortable with their presence or with the questions and information gathering.*

*It was good to have someone come with fresh eyes to acknowledge what we do and share what we are very proud of and that is the service that we deliver. It was good to have some positive and constructive feedback on a few observations.*

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

*No, as above we were very comfortable with the visit. It was explained that it would take about 2 hours which it did. We were also informed that we would get some feedback which we were pleased about.*

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 responded:

*There were a couple of areas that were picked up both in the report and on the day these were regarding signage at the front of our entrance. We did have a sign but we are not aware of what happened to this so we replaced a new sign the next day so thank you for bringing that to our attention.*

*It was mentioned that there were a few bags or equipment on the floor which made it appear a bit cluttered. This was shared with the staff team and we have since addressed this.*

*With regards to cupboards being unlocked in the day - this is necessary for staff to access s/u files or equipment. They are never left unsupervised and are always locked at the end of the day. We have however had a tidy up generally of cupboards to check contents etc.*

## Additional feedback about the visit from the team at Lichfield Complex Needs Service

*Thank you for your visit and feedback. We are really happy with what you have fed back regards our service this will obviously be shared with the staff team who as you can see take pride in their service and work hard to get the best outcomes 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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