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Bridge Centre
North West Ltd
Adult Day Care Services
Enter and View Report
Tuesday 5th July 2022
10am - 12pm



DISCLAIMER

This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, members and relatives who met members of the Enter and View team on that date.

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Staff met during our visit:

Shellie Croasdale (Managing Director)

Donna Croasdale (Training Manager)

Paul Croasdale (Operations Manager)

Date and time of our visit:

Thursday 5th July 2022

10am - 12pm

Healthwatch Lancashire Authorised

Representatives:

Emmy Walmsley- Senior Engagement Officer

Susan Edwards- Senior Engagement Officer



Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially those that are hard to reach and seldom heard, to give them the opportunity to express how they feel about a service. This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire who have the authority to enter health and social care premises, announced or unannounced. The aim is to obtain the views and experiences of members, relatives and staff and observe and assess the quality of services.

The team compile a report reflecting observations and feedback. Healthwatch Lancashire is an independent organisation, therefore we do not make judgements or express personal opinions. The report identifies aspects of good practice as well as possible areas of improvement. This is sent to the manager for their opportunity to respond. Where appropriate, Healthwatch Lancashire may arrange a revisit to check the progress of improvements. The report is then published on the Healthwatch Lancashire website at www.healthwatchlancashire.co.uk and sent to the Care Quality Commission, Healthwatch England and any other relevant organisations.

Acknowledgements

Healthwatch Lancashire would like to thank management, staff, members, and relatives, for making us feel welcome and taking part in the visit.

General Information

Healthwatch Lancashire representatives visited Bridge Centre North West. There were approximately 20 members present at the time of our visit.

They provide day services to adults with learning difficulties. The aim of the service is to 'Bridge the Gap' and reduce any barriers that individuals may be faced with. The centre provides support to meet the individual needs of the service users.

Methodology

The Enter and View representatives made an announced visit on 5th July 2022 and spoke to fifteen service users, ten staff members and five relatives.

Healthwatch Lancashire obtain the views and experiences of service users, relatives and staff. Conversations with each are adapted to capture individual experiences to help assess the quality of services. People using the services were asked about their general feelings about the day centre including what choices they have and what they think about the activities and environment. Conversations with staff included their thoughts about the day service, service user choice, staffing levels and support. Relatives were asked to speak about their general experiences including how they feel about the service, if they feel informed and whether their relative has choice in what they do at the day centre. The team also recorded their own observations on the environment and staff-service user interactions.

To retain confidentiality and anonymity of respondents, names, pronouns and any identifiable details have been removed from quotes; 'they/their [member]' has been used throughout the report to refer to members.

Summary:

Bridge Centre North West Ltd are an all-inclusive day centre for adults with learning difficulties. The aim of the service is to 'Bridge the Gap' and reduce any barriers that individuals may be faced with. This is a family run business, and the members are at the heart of the business.

Healthwatch Lancashire representatives spoke to fifteen members, ten members of staff and five relatives.

Bridge Centre North West is based in Accrington and is situated in an independent building over three floors. It is in a convenient central location, based on a main road with secure entrances and nearby public transport links. As Healthwatch Lancashire representatives entered the building they were greeted with a warm welcome from Donna, the training manager. The entrance was bright and colourful with information about the centre and what the members have been doing. The training manager explained that the centre has a Facebook page which gets updated daily, so relatives can see what the members are doing.

The centre is set over two floors, the first floor consisting of a kitchen and dining area, a fully accessible toilet, a quiet room for members to access and a games room with sofas and games consoles. The centre was well set up with a number of activity rooms with a range of resources on offer. All members have their own tablets which management explained they were able to acquire due to receiving grants. The rooms were well stocked with resources and members knew where to go to access these resources.

The second floor had a chair lift fitted for members who needed extra support to get upstairs. There were number connecting rooms which all sourced different resources for various activities. There was a games room which had games machines, a television, DVD's, games, jigsaws, puzzles, and chairs. Connecting on from room this was a craft room which consisted of different crafts materials and tables for the members to sit at and access their own resources. This then connected onto a comfy/quiet room which had sofas, beanbags, and a television in for members to enjoy some quiet time to watch television or to rest.

When Healthwatch Lancashire representatives arrived, the members were having their quarterly 'service user meeting'. We were invited to sit and join in with the meeting. There was a very happy engaging atmosphere in the room, with all the members having ample time to speak and staff members listening to the members ideas and choices.

All staff members appeared very happy in the workplace and were seen to continuously communicate with the members. Positive member interactions were observed and a very good atmosphere was observed throughout the visit. All members seemed very happy in the service and talked to Healthwatch Lancashire about how happy they were and their relationship with the staff members.

Relative feedback was very complimentary of the service with all relatives giving positive feedback. With one comment saying '*overall great facilities, professional and caring staff.*'

Enter and View observations

Client interactions

There were around twenty members using the service on the day Healthwatch Lancashire representatives visited the service and we gained feedback from fifteen of the twenty members.

When Healthwatch Lancashire representatives arrived, staff and members were very warm and welcoming. The members were in a 'service user meeting' which they have quarterly to talk through activities for the upcoming months as well as revisiting topics from the previous meeting. The staff were engaging with the members and there was a happy atmosphere with members laughing and joking with other members and staff. All members had the chance to speak about what they would like to do and what activities they would like to do. There were friendly conversations going on between staff and members but also between members.

Person centred care was evident and could be seen from start to finish. It was clear to see that the centre runs activities based off the members choices and opinions. The staff were very knowledgeable about each individual member and took the time to talk to each individual member throughout the meeting. Staff members spread themselves out around the room so that all members could be heard. There was one member who wanted some quiet time away from the meeting and his needs were clearly being identified and catered for elsewhere.

Healthwatch Lancashire representatives observed members being given choices in every element of their day at the centre and was very member led. They were asked about activities, food, and day trips. During the meeting, meals were talked about and all members were asked what they would like to eat, and a timetable was set up. The members were then asked about what activities they would like to participate in and all views were listened to and wrote down. A timetable of food and events is shown to all members and also relatives to ensure the activities are correct and changes can be made if needed. During the meeting the staff told the members that some new members will be joining them soon and wanted to prepare the members for some new arrivals. It was explained that there is a member who takes on the mentor role when a new member starts; to help new members settle in and get used to the routine.

The staff to member ratio was high, which allowed staff to situate themselves around the room so that the quieter members of the group still had their views heard with the support from staff. During the meeting a member began talking but couldn't be heard so a member of staff went down to his level and talked to him and then brought the suggestion up with the group to ensure the members ideas were still being included. One member became nervous during the meeting and couldn't communicate what they wanted to say, so a member of staff said, *'it's alright don't worry we can have a talk after when it is quieter if you would like?'*

which the member immediately smiled and put their thumbs up at the member of staff.

There was ample room for members to move around the centre and a stair lift had been installed to enable members with mobility requirements to still join in with activities upstairs. Activities are held on both floors so there is the option for members to freely go between upstairs and downstairs depending on what they want to do. There is currently no space for a lift in the centre, but staff mentioned there is currently no need for a lift as the chair lift is sufficient.

The atmosphere was positive from start to finish with lots of talking and laughing between members and staff. The members seemed very comfortable around each other and staff and spoke freely in the room about what they want to do. There was lots of interaction and engagement throughout the visit and it was clear to see that all members were involved. They were seen talking about what members do outside of the centre and the staff showed genuine interest in the members. One member said during the meeting *“we look after each other, support each other and respect each other”*. During the visit the members were wearing appropriate clothing and all staff members were dressed with informal uniforms and name badges.

It was explained that during lockdown they had asked for a TV in every room so that they could be in smaller bubbles, and this had been accommodated for. They also discussed a barbecue that they are purchasing and what food members would like. Following this they added going shopping for the food for the barbecue as a future activity.

Some of the ideas were then passed out to the group and members were allocated tasks to see how much the activity would cost and how they would get there. This gave the members the chance to join in with the choices but also involve other members in the whole process. At the end of the meeting the members were asked to fill out a feedback questionnaire asking if they are happy, what they have enjoyed so far, if they are enjoying the activities planned and any changes they'd like to make, if they are enjoying the star chart and an opportunity to tell the staff anything. The feedback form was user friendly and had pictures on to help support the members.

Staff

All three managers were very welcoming towards Healthwatch Lancashire representatives and were eager to show all aspects of the service and what they provide. They were very enthusiastic about what they do in and out of the centre and told us about upcoming events that are planned and where they have been before. Staff were very respectful and behaved in a professional manner throughout the visit. Staff were friendly and approachable.

Staff knew each individual member well and were able to work on an individual basis where needed. One member of staff was seen kneeling down to a member's

level to speak to them instead of standing over them. All staff were thoroughly engaged throughout the visit and seemed genuinely happy to be there with the members. They were seen joining in with the discussions and helping each individual member have their time to talk and voice their opinions.

All staff members had a very positive outlook and attitude and were very enthusiastic to the views and opinions of the individual members. Staff members were very attentive and Healthwatch Lancashire representatives observed a member of staff supporting a member with a feedback questionnaire as they were struggling with one of the questions, the member of staff changed the question to help the member understand better.

Members were able to be open with the staff members and voice their concerns if they had any. The centre is very member led and it shows with the atmosphere in the centre when you enter.

It was observed that members of staff were updating a 'service user board' which included timetables and advice for members. Another staff member spoke to Healthwatch Lancashire representatives about them restarting the member journals, which is a good opportunity to show relatives pictures and memories of what they have been doing, but also for members to look back on. Staff also shared with us that activities are done on several days to ensure all members have the option to go as some members do not attend full time.

The Centre

Bridge Centre North West is situated in an independent building and is over two floors based in Accrington. It is in a convenient central location, based on a main road with nearby public transport links. As Healthwatch Lancashire representatives entered the building they were greeted with a warm welcome from Donna who is the training manager. The entrance was bright and colourful with information about the centre and what the members have been doing. The manager informed us that the centres Facebook page gets updated daily so relatives can see what the members are doing. Healthwatch Lancashire representatives were asked to sign in and have their temperatures checked for Covid 19 regulations. The centre is open to members Monday-Friday 9:00am to 4:00pm.

As Healthwatch Lancashire representatives entered the building there was a daily board available for everyone to view. The board included members names, jobs list, how many staff members were on that day, daily activities and 1:1 support needs with an assigned member of staff allocated, and also stated what was for dinner on that day.

The centre was clean and tidy and had plenty of room for staff and members to get around confidently. Healthwatch Lancashire representatives were informed that during lockdown, carpets were removed and new flooring was installed to

provide better infection control. It was explained to us that the flooring was bought through a grant and members chose the colours they liked. Good health and safety was apparent and it was explained that the centre outsource their Health & Safety to a professional organisation, they also shared that they had a fireman carry out a fire risk assessment for them. The centre was very well set up for infection control with temperature checks and hand sanitiser available.

Management showed Healthwatch Lancashire representatives around the environment, on the first floor there was a newly fitted kitchen with a dining area attached to it. There was an easy access toilet that had been recently refurbished, there was a quiet room for members to use when they need some time to be quiet or just have some time to themselves.

There was a notice board that outlined a timetable for the members to view what is happening and when. The centre regularly go out on trips including; bowling, swimming, cycling, snooker, gym sessions, dancing, library visits, football stadiums, shopping, zoos, farms, bingo, football and walks in the community. Members are able to help in the kitchen with cooking and baking and regularly help in the kitchen cutting vegetables for stews and casseroles.

There was also a new games room that was being refurbished that consisted of sofas, chairs and a games console for the members to play games. Healthwatch Lancashire representatives were shown their recycling boxes for the members to use as it was brought up at the last quarterly meeting that they would like to be involved in recycling and enjoyed taking it to the tip.

There is a chair lift fitted for members who needed extra support to get upstairs. There were many connecting rooms which all sourced different resources. There was a games room which had games machines, television, DVD's, games, jigsaws, puzzles, and chairs. Connecting on from this was a craft room which consisted of different crafts materials and tables for the members to sit at and access their own resources. This then connected onto a comfy/quiet room which had sofas, beanbags, and a television in for members to enjoy some quiet time to watch television or to rest. On the wall in this room was a 'pigeon hole' board which had all the members names on and allowed the members to privately write any concerns, choices or questions they may have to staff, and this is checked daily to ensure all members are happy and their needs are being met. Following on from this there was a communal room where all the members hold their 'service user meetings' and this is also used as a comfy room/ games room with a large snooker table for the members to use.

Additional information

Healthwatch Lancashire representatives had a conversation with management about their time during Covid 19 and they explained that even though members could not attend at some points they still included them by doing dance classes

over zoom and cooking classes where the staff went out to homes, dropped off the ingredients and then did the cooking lesson over zoom with them. They also mentioned that they delivered Easter eggs to each individual member's house and did regular zoom lessons, games and activities to help keep the members included and involved.

Management showed Healthwatch Lancashire representatives an 'inspection' report from LCC. Management stated that they have a low staff turnover and staff are all in-house, which means they can manage policies and procedures better. Two new members were due to start, and new staff were also being taken on. All members were spoken to about new members starting and those new staff were shown around the setting allowing all the members ask them questions before being taken on. This person-centred care allows the members to speak to the new member of staff before they officially start.

Members have a star chart type system for personal development and those with highest points get a prize. When prizes are handed out the other members and staff show genuine support and encouragement for their fellow members and give them a clap and cheer to support them.

The centre is currently looking for an allotment to extend their activities scope.

Feedback from members

General feedback

Fourteen members were able to answer our questions and all of them stated they were very happy with the service and really enjoyed coming back to the centre. Several of the members have been attending for many years and enjoy coming regularly.

Members comments were 'I like the staff; it is peaceful and I like the lunch.' 'I like seeing all my friends and doing all the activities.' 'I like it here because all the staff make activities accessible for me.' All members expressed that they enjoy doing a range of activities and they like that they get to choose what they are doing. One member stated, 'the staff keep me coming back here.'

Healthwatch Lancashire representatives spoke to a few of the staff members during the visit who were very complementary of the centre and commented, '*everything we do is done to make all the members feel involved and feel confident.*' '*The level of attention and personalisation given to the members and their individual needs. We are one big group in which everyone is included and has their own choices.*'

Members told Healthwatch Lancashire representatives that they had been using the service for a long time and some were attending the centre for nearly twelve years. The members who are using the centre are long term members and all members spoke highly about the service and what is provided for them.

No negative feedback was given around the services that are provided and no one could think of anything they would like to change about the service.

Choice

Members shared that they were able to make choices throughout their day. One member said, *'yes I get lots of choices and if I don't want to go somewhere I don't have to.'* All members were very happy that they get to choose what activities they do and feel confident in asking staff members for what they want to do. A few members spoke to Healthwatch Lancashire representatives about how much choice they get in the centre and they feel happy they can approach staff members and ask to do certain activities.

Activities

All fourteen members commented on the number of activities and choices they have in the centre. *'I like dancing, going to town, going shopping and bowling.'* Other activities that members mentioned were; arts and crafts, swimming, shopping, horse riding, baking, bingo, going out on trips, playing pool, playing on the games console, music and dancing, going on walks, playing football and dance syndrome.

All members were asked if they wanted to join in with activities and they stated they could join in if they wanted or they could do something else. All the members talked about trips they had been on, *'I went to Blackpool Zoo, it was really good.'* *'I went to the farm and saw the animals, I loved it.'* Staff also emphasised that even on trips they are all learning and they *'strive to be the best provider for people needing support, to bridge the gap to society, enabling independence and empowerment.'* *'when I go bowling staff get the ball and the ramp for me as I am not able to carry the balls myself.'*

It was apparent to see that all members felt included, and adaptations were being made for members who needed it. All activities are well planned in advance which gives members enough notice.

Building

The building was very warm and welcoming and was very colourful and inviting for its members. The building was accessible and catered for many different needs. The building was over two floors and provided enough resources and space for all the members to comfortably get around and choose an activity.

All members that we spoke to said they were happy with the building, and they would not change anything. One client mentioned, '*the building is very good, easy to find things and get around.*' '*I like the building it is easy to get to and easy to access.*' All members expressed their enjoyment of the centre and the resources inside the centre.

Food

All members expressed their enjoyment over the food that was provided in the centre. Some of the members pointed out that they enjoy helping out in the kitchen with cooking and baking. One member shared with us that, '*I really enjoy chicken and curry.*' A few members stated, '*I love the food, it is so good.*' Some of the members bring their own packed lunches to the centre.

A few members mentioned that they were supported well when helping with cooking and baking and posters were visible to show everyone how to store food and how to keep the kitchen clean and tidy.

It was also observed that the members chose what they were eating every week and their ideas and choices were taken into account.

Do you know who to speak to if you are not happy with the service or want to complain about something?

All the members confidently said they knew who to speak to if they were unhappy or wanted to get their voice heard. During the observation it was clear to see that all members felt comfortable around the staff members and were able to confidently speak to them about anything.

Relatives and friends' views

General experience

All relatives comment that they are very happy with the day service and wouldn't change a thing about the service. They feel very informed and fully aware of what

the members will be doing at the day service. *‘Provides a very good service.’ One relative points out that ‘he enjoys the day service and gets on really well with all the staff and other members in the day service.’*

Choice

All relatives commented that the members are fully aware what they are doing week to week and any trips are scheduled in advance, so the members have plenty of notice. All relatives state that the members have plenty of choices throughout the day. One relative commented that *‘definitely, if the activity is not appropriate alternatives can be made.’*

Do you think you are kept informed about your relative?

All relatives feedback shows that they are informed about their relative and on a consistent basis.

Staff views

Pre-visit questionnaire

A pre-visit questionnaire was carried out by telephone on 9th June 2022 between Healthwatch Lancashire representative Sue Edwards and Bridge Centre North West managing director Shellie Croasdale. Shellie was very positive about the enter and view visit and was very eager to explain that they have had a very high standard rating from an LCC inspection. It was explained that staff turnover is low and if there are new staff, they work hard with members so that there is minimal upset. Shellie said that each member has a Person-Centred Plan which is reviewed annually but that these are continually kept up to date. Shellie was very engaged, enthusiastic, and positive about the visit.

Healthwatch Lancashire representatives felt very welcome by all of the management team. Donna was very eager to show us around and show us what they do at the centre and what they have been doing out and about.

General feedback

Ten members of staff were present on the day of the visit and all staff members gave feedback. All staff members gave very positive feedback, and no negative feedback was recorded. *‘What I like most about the centre is watching the members grow in confidence and independence.’ ‘There are always enough staff*

members working to cover so that members can have 100% attention.’ ‘The members that come to the centre make the workplace a happy place to work.’

Staffing levels and support

All staff members felt like they had enough staff in the centre and felt well supported. *‘There are always more than enough staff members to give the members 100% attention.’ ‘There are always four managers to float around to offer support in any situation.’ One staff member said, ‘I’ve learnt a lot and I’ve still got loads to learn, the staff are all very approachable.’ Another member of staff states, ‘we have regular training and staff meetings to get updates monthly.’ ‘I know what service and needs each individual needs and deserves.’*

Member choice

Healthwatch Lancashire representatives found that members were given choices throughout the day. Trips are planned in advance, are member chosen and on occasions planned by the members. It was clear to see that all clients had ample choice of activities and were able to explore the centre freely. Each room comprised of more than enough resources for all members to utilise. The ‘service user meeting’ is a great opportunity for all members to choose what they would like to do and gives them opportunity to speak up and put across their individual opinions. The meetings prove to be a very good atmosphere with members and staff members communicating and laughing together.

All activities and meal plans are put in a timetable that is shown to the members and their relatives so they can look at it at any point and clarify everything.

Environment

All staff members feedback showed they were very happy in the environment and felt it was suitable for all the members. *‘There is enough room and outdoor space for everyone.’ One member of staff stated, ‘its fit for purpose and always being improved and kept clean, always improving where we can.’ ‘The premises are good, well equipped and are kept very clean at all times.’*

Would you recommend this day service to a close relative?

All staff members said they would happily recommend this service to a friend or relative. *'I would 100% recommend this service.'* *'Definitely its somewhere I would send my family.'* *'Yes 100% I would recommend to a family member or friend, it's an excellent place to be.'*

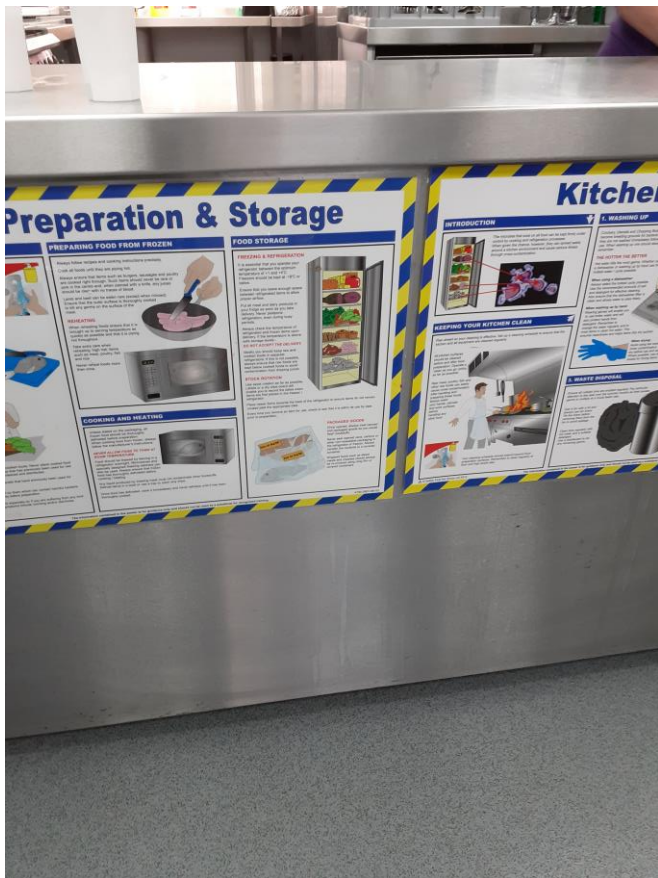
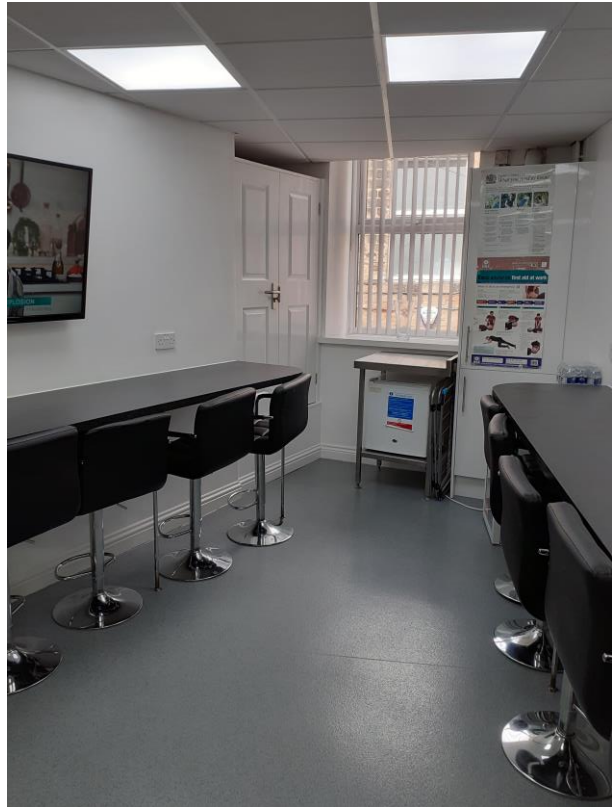
Areas for Improvement

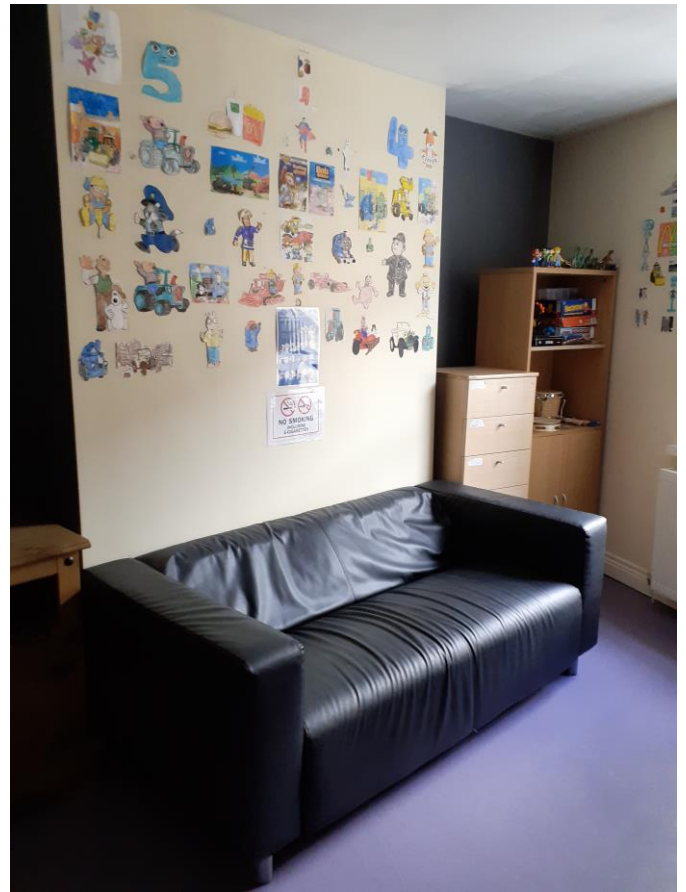
The following areas for improvement have been highlighted from service user, relative and staff feedback. These are not Healthwatch Lancashire recommendations but rather, areas for improvement suggested by service users, relatives, and staff.

- No areas requiring improvement were identified during the visit and the quality of service was deemed to be to a prominent level. It is therefore recommended to continue to obtain regular feedback from members, relatives, and staff to monitor the quality of services which will help work towards continual improvement and be able to maintain the current high standards

Pictures taken during the visit







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