

Motiv8 Lancs

Adult Day Care Services

Enter and View Report

Thursday 30th June 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, clients and relatives who met members of the Enter and View team on that date.

Contact Details:

The Beeches

Children's Centre,

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Staff met during our visit:

Tracy Robinson (Director)

Date and time of our visit:

Thursday 30th June 2022

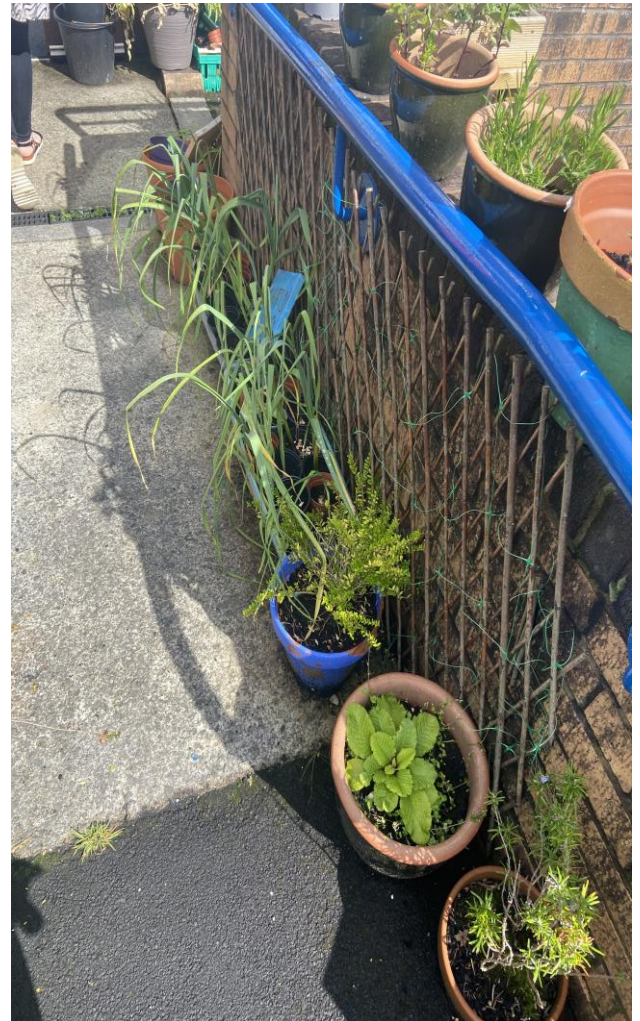
10am - 12pm

Healthwatch Lancashire Authorised

Representatives:

Emmy Walmsley- Senior Engagement Officer

Georgia Hackett- Senior Engagement and
Research Officer



Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially those that are 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 people using the services, 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, clients and relatives, for making us feel welcome and taking part in the visit.

General Information

Healthwatch Lancashire representatives visited Motiv8 Lancs on the 30th June 2022 where there were approximately 15 service users present at the time of our visit.

Motiv8 Lancs provide a wide range of structured meaningful and educational learning activities tailored to suit clients individual learning needs.

Methodology

During the visit, we asked the service manager how they refer to people who use the service. For the purpose of this report, people who use the service will be referred to as client.

The Enter and View representatives made an announced visit on Thursday 30th June 2022 and spoke to eleven clients and five staff members. An online survey for relatives was provided but no responses were received.

Healthwatch Lancashire obtain the views and experiences of clients, 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 service 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 and client interactions.

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

Summary:

Motiv8 Lancs is an all-inclusive day care service for adults with learning/physical disabilities/difficulties, mental health needs, Asperger's Syndrome or Autism, social, emotional difficulties, mild challenging behaviour and/or, people who are socially isolated living in the local community. Motiv8 carries out a range of activities including crafts, dancing, gardening, cooking, walks and day trips.

Healthwatch Lancashire representatives spoke to 11 clients and 5 staff members.

The centre is based within the Children's centre and has a warm welcoming feel. When Healthwatch Lancashire representatives entered, we were welcomed into the main room which was spacious with plenty of room to move around. There was a computer room, kitchen, activity room, and a library for the members to sit and have some quiet time. There was also a garden where clients could enjoy planting flowers and herbs and ample seating for clients to enjoy a sit down outside. Staff member interactions were observed to be very happy and positive towards clients. The staff members were supportive of needs and preferences and all staff ensured the members were included in activities. The clients were seen to be very happy, and a good atmosphere was observed throughout the visit. Clients were given ample choices of what they would like to do during the day.

Feedback from clients was positive and they expressed their enjoyment with the centre and the activities that take place. Several clients had been attending the service for many years and enjoy their time there. Some clients commented how they would like to come to the service more during the week.

Unfortunately, we could not gain any relative feedback at this time. A link to the online relatives survey was circulated, but no feedback was received.

Staff feedback was also very positive with no negative feedback. All the staff members would highly recommend this service to relatives and friends. All staff were highly complementary of the service saying, *'everyone at Motiv8 is friendly and a really good bunch of people.'*

Enter and View observations

Client interactions

When we arrived, staff were warm and welcoming to the clients and the Healthwatch Lancashire representatives. The manager explained that there were some nonverbal clients in the centre and helped us establish who we would be able to gain feedback from. The staff members helped each client to find their own table and talked to them about this morning's activities. They were then seen to ask the clients what they would like to do. There were friendly conversations going on throughout the visit between staff and clients. Healthwatch Lancashire representatives felt there was a very good atmosphere and all staff and clients appeared happy in the centre.

When Healthwatch Lancashire representatives arrived, the clients were sat at their tables doing beach crafts, they were all choosing their own pictures and the staff were seen asking the clients about what they were making and what pictures they were choosing. Staff were on hand to help the clients and were providing them with examples of what they had made but also collecting extra craft resources to give to them.

Some of the clients were nonverbal and staff were seen supporting these members with their activities. There was also another room available for clients if they needed some quiet time and this room consisted of pictures the clients had drawn and is a good quiet space to do activities of their choosing.

One of the clients mentioned that they would be going outside to do some gardening this afternoon in the sunshine, and they mentioned the staff are very good at ensuring the clients wear sun cream and are drinking plenty of water.

During the activities, the staff were engaged with the clients and talking to them about what they were doing outside of the centre. Staff members showed genuine interest in the views and opinion of the members and regularly set activities bases on their preferences that day. Staff members helped each person by listening to their individual requests for example, *'can I water the plants in the garden?' 'Yes, let's go and do that now let's get some water.'*

Staff-client interactions were observed to be friendly and welcoming and all verbal clients shared the same view that *"it feels like a big family here."* Staff showed care and acknowledgement towards the clients and were often seen asking if the clients were alright and if they needed anything. All clients were asked what they would like to do throughout the visit, and they were supported by members of staff with those activities if needed. The centre provides mobility and physical requirement enhancements and is easily accessible by wheelchair or physical aids.

The staff were very friendly and approachable, and the environment felt exceptionally good with staff and clients regularly laughing and joking with each other. During the visit Healthwatch Lancashire representatives observed the tea

and biscuit break mid-morning and this consisted of the staff going around asking what each client wanted and then walking round with a variation of biscuits to each client. Drinks were available throughout the day to every client but most of the clients had a water bottle on their table to ensure they had fluids throughout the day.

Staff

The director of the service, Tracy Robinson was very welcoming towards Healthwatch Lancashire representatives and was eager to show all aspects of the service. She was very enthusiastic about what they provide for their clients and enjoyed telling us about trips out and activities they have been doing. Staff knew all people's names and knew how to support each individual. Staff appeared very professional and caring throughout the visit. Person centred support was apparent throughout the visit with all staff and clients knowing each other's names.

Each individual clients wishes were listened to and became very apparent that the staff members will try and facilitate all the needs of the members. This includes a certain craft they would like to do, a day trip they would like to go on or a certain topic they would like to look in to. The staff members were very enthusiastic and looked incredibly happy to be in the workplace with each individual staff member listening to the views of the clients in the centre.

All feedback showed that staff were happy in the workplace, and they have sufficient training and support to fulfil their job role. The staff members showed that they were happy to come to work and *“we have amazing clients who we enjoy seeing daily.”*

The manager was observed asking the clients if they wanted to do a particular task *“now or later.”* Clients were observed doing arts and crafts, beading, decorating cakes, playing Nintendo Wii. Not everyone had to do the same task they had a choice. Staff members were continuously engaging with the clients and met all their individual needs.

The Centre

The service is based in the Beeches Children's centre and carries out a range of activities including crafts, dancing, gardening, cooking, walks and trips out. The centre is open Tuesday to Friday from 9:30am- 15:30pm. As you enter the building, there is disabled access and a bell to ring in order to be securely let into the centre. On arrival Healthwatch Lancashire representatives were asked to sanitise their hands with the provided hand sanitiser before entering the main room. The main room consisted of tables and chairs for clients to sit at and enjoy doing activities throughout the day. The room was very bright and welcoming and walls displayed pictures of the clients, work that the clients had done on display,

leaflets, information about where the clients had been on trips and resources for the clients to access.

The centre is within walking distance to a field where the clients often visit to enjoy sports and outdoor activities. They also have their own minibus which transports them to day trips and planned activities out of the centre.

Healthwatch Lancashire representatives observed a noticeboard with client feedback on the service and pictures of their past residential trip to Cumbria. There was another noticeboard filled with pictures of past trips/activities. Off the main room was a computer room where the clients can access the computers and representative were informed that clients enjoy doing photography in the room. There were photographs displayed that the clients had taken themselves and there were ample resources stored for the clients to access. There is also a quiet room where they keep their library for clients to take themselves off if they need some quiet time with a book.

The kitchen had an opening for clients to access and Healthwatch Lancashire representatives were informed that clients regularly help in the kitchen with the cooking and baking. There was also a games room which consisted of air hockey and a range of sensory materials including glow-up batons which they use when they are dancing. There is a quiet room that clients can access if they need a quiet space to colour or listen to music and this is decorated in the clients' drawings and crafts. Healthwatch Lancashire represents were shown a storage room which was filled with a range of supplies for arts and crafts, soap/bath bomb making etc.

The Centre has an outdoor area which consists of an easy access ramp to suit all needs and abilities. The garden consisted of herbs and plants that the clients had planted and are looking after themselves. There were also big games outside for the clients to enjoy and ample seating for the clients to go out and enjoy the garden space.

All the clients had their own box which consists of different resources they need for their day. Clients have their own files with their individual support plan and their past work they have done at the service. We were briefly shown the work of one of the clients which included healthy eating, animals at the zoo, parts of the plant, and *'what I love doing.'* This work appeared to be educational.

Management explained they have just had a new air hockey table put in and the clients love using it. All clients had access to toilet and handwashing facilities throughout the day.

Additional information

The Manager told us that she is looking to set up a forum with other service providers to help set up events.

There were fifteen clients using the service on the day that Healthwatch Lancashire representatives visited the service and we gained feedback from eleven of the fifteen clients.

During the visit Healthwatch Lancashire representatives were told about a comedian coming to the centre and meeting the clients and staff. They did a video with the production team, and they all thoroughly enjoyed it.

Although they do not provide respite care, they have done this with a member who has used the day service for around 10 years. They took him to Wales in the Caravan, and he really enjoyed it.

Feedback from clients

General feedback

Eleven clients were able to answer our questions and all of them stated they were happy and enjoyed attending their sessions. Several of the members have been attending for many years and enjoy coming on a regular basis.

One of the main reasons clients spoke about for coming to the centre is *'we are a big family, and we look after each other.'* Another client mentioned that *"we are like one big family it changes your life; it really does."* All clients expressed that they enjoy doing different activities every day and they have a lot of choice in what they do.

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. No negative comments were made about the staff. *"Tracy can be strict sometimes, but I know it is because she needs to keep us together and safe."*

Choice

Clients shared that they were able to make choices throughout the day and felt that their opinions mattered. There were a few nonverbal clients in the centre, and they are supported by staff throughout the day. One client mentioned, *"I like that we get choices for topics, if we mention something the staff are happy to do it."*

Activities

All the clients that gave feedback expressed how happy they were with the choice of activities. *"We do planting, peas, mushrooms and garlic."* Most of the clients expressed how much they enjoy Makaton dancing and look forward to it. Other activities mentioned were; arts and crafts, dancing, gardening, going on walks, going on day trips, cooking and baking, air hockey, sports, painting, drama, quizzes, and games. *"Arts and crafts are my favourite."*

All clients were asked if they wanted to join in with activities and they could choose if they wanted to join in or not. Healthwatch Lancashire representatives observed clients to have choices. Clients expressed their excitement over their trips out and one client mentioned, *“We went to the zoo and the farm.” “We just enjoy going out on walks and doing sports together.”*

A few clients mentioned that the staff are currently working on communication and management explained how they had recently done an activity where the clients pull an object out of a bag and explain their thoughts and feelings on that activity. One client mentioned, *“coming here helps my mental health.” “I went on a Makaton course with Tracy so that I can communicate with my friends in the centre better.”* Tracy also mentioned that the staff not only want to make it an enjoyable experience but that they are learning as well. *“We try to make activities that are educational but enjoyable.”*

Building

All clients that we spoke to said they were happy with the building, and they would not change anything. One client mentioned, *“it’s very colourful and I like looking at pictures of what we have done.”* Other clients mentioned it was easy to get to and that they like the outdoor area.

Food

All the clients shared that they enjoy the food and are happy that they get to help with the cooking and baking regularly. One client explained *“we get to choose what we want for dinner and if we don’t like it they will make us something else.”* The centre provides a range of food and teaches the clients about healthy eating, and they have pictures up around the room to encourage healthy eating. The manager told us that they use picture recipes to help the clients have more independence when cooking and baking. One client said, *“I like helping out in the kitchen as the staff talk through what I need to do, and it helps me to cook.”*

“We have special food for special occasions.” Feedback showed that on special occasions such as the recent Queen’s Jubilee all the clients sat together and had a buffet to celebrate. The clients mentioned that certain food is made when a special occasion is coming up for example a birthday or a celebration.

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

All the clients said they knew who to talk to if they were unhappy or wanted to make a complaint.

Staff views

Pre-visit questionnaire

A pre-visit questionnaire was carried out by telephone on 20th June 2022 between HWL representative Sue Edwards and Motiv8 Director Tracy Robinson. Tracy was very eager to discuss communication and how we would be able to meet relatives. Tracy commented that they regularly do their own feedback questionnaires.

General feedback

Tracy and four further members of staff were present on the day of the visit and gave feedback. All staff gave incredibly positive feedback, and no negative comments were recorded. Staff stated that *“Motiv8 is amazing as it offers such a wide range of activities for its clients.”*

Staffing levels and support

All staff felt that they had enough staff when on duty and felt well supported. Staff felt well trained to carry out their job well, *“we have regular training, mostly based on our client's needs, we have regular staff meetings also.”*

Client choice

Healthwatch Lancashire representatives found that clients were given a choice throughout the day of what they would like to do. Some trips are planned in advance with clients in order to plan out the activity fully, e.g., expenses and travel. 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 clients to utilise.

Environment

All staff were more than happy in their working environment and felt it was suitable for all clients. *“The premises are great, there is ample space for dancing, activities and parties.” “It is a lovely place to work and is also accessible for all clients.”*

Would you recommend this day service to a close relative?

All staff stated they would recommend the service to a friend or relative. *“I know if I recommend this place to someone, they would love it and make a lot of new friends.” “We have a great atmosphere and a lovely friendly atmosphere; I feel that client's needs are always put first.”*

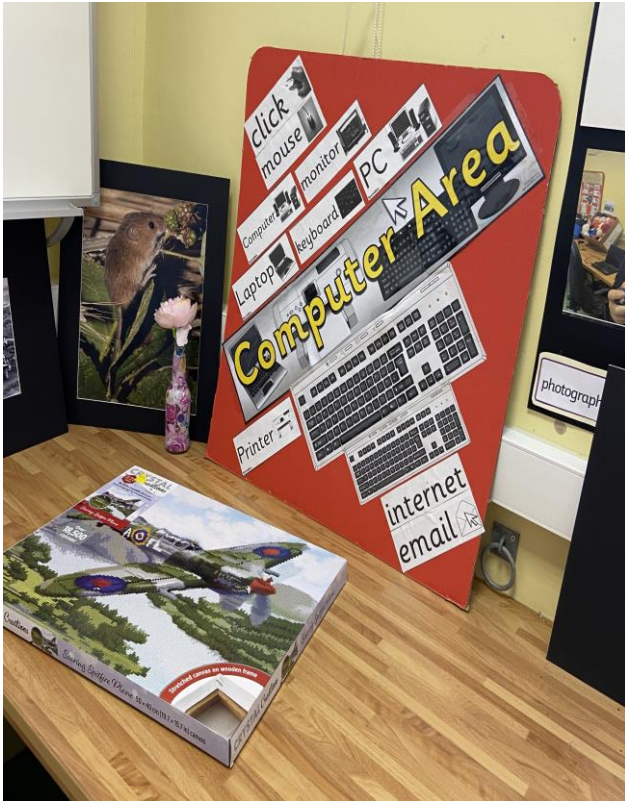
Areas for Improvement

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