

Age UK Lancashire Day Club Lancaster

Adult Day Care Services

Enter and View Report

Monday 25th July 2022

1:30pm–3:30pm



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:

Peter Holton (Service Manager)

Date and time of our visit:

Monday 25th July 2022

1:30pm-3:30pm

Healthwatch Lancashire Authorised

Representatives:

Georgia Hackett (Senior Engagement and Research 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

Age UK Day Club Lancaster is delivered by Age UK Lancashire. 12 members used the service, at the time of our visit, 9 of these members were there on the day of our visit.

Age UK Day Services support older adults, including those with dementia, and provide a range of activities in a group environment for individuals to socialise and re/learn skills. Activities aim to build confidence, promote independence and maintain cognitive functioning.

Methodology

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 members.

The Enter and View representatives made an announced visit on Monday 25th July 2022 and received feedback from five members, one staff member and five relatives responded to our questions in writing.

Healthwatch Lancashire obtain the views and experiences of members, relatives and staff. Conversations with each are adapted to capture individual experiences to help assess the quality of services. Members 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, member 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–member 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:

Age UK Day Club Lancaster is provided by Age UK Lancashire who provide a range of activities in a group environment for older adults, including those with dementia. The day service is located within Ellet Village Hall In Galgate. The centre was secure and the front door was kept locked during our visit. The centre was spacious and free of clutter, with plenty of space for members to move around safely.

Staff interactions with members were positive and friendly. There was a good, relaxed atmosphere with staff and members chatting and laughing together. Staff asked members *"what would you like to do?"* although members did not give suggestions. Members played musical bingo and a card game during our visit. Staff were respectful and demonstrated good knowledge of the members and their needs. Staff appeared to be enjoying their roles and were relaxed and friendly towards the members.

There were 9 members present at the time of our visit, Healthwatch Lancashire representatives spoke to 5 members of the service; one of these members did not have the capacity to answer our questions and other members often gave short answers. Positive feedback was received from all 4 verbal members *"I love it, its lovely"*. Activities mentioned by members included word searches, singing, quizzes, card games, musical bingo, throwing the ball and storytelling. Positive comments were made about the staff, the company of other members and how they look forward to coming to the service. Members were happy with the range of activities on offer and did not suggest any further activities. Members also gave positive comments about the building and the food. All members spoken to shared that they would speak to staff if they were not happy with a service.

Feedback from all five relatives was positive *"I feel very happy and appreciative of the service and know they love coming"*. Two relatives shared that their loved one would benefit from more gentle exercises whilst at the service. Relatives highly praised the staff and felt confident that staff knew their relatives' needs and preferences. Three relatives felt that their relative has choice in what they do, with two further relatives adding that due to their dementia, their choice is limited but believe that they are happy at the service. All relatives think that they are kept informed about their relative.

Feedback from one staff member was collected, which was highly positive. They shared that staff levels were adequate, they felt they had enough knowledge to carry out their duties and they feel well supported. It was also shared that members have a good choice of activities and staff try and find alternatives if members don't want to join in on an activity. This staff member also mentioned that relatives are kept informed through WhatsApp messages with pictures of their relative whilst at the service.

Enter and View observations

Member interactions

All members, apart from one, were living with dementia; with levels varying within the group. As Healthwatch Lancashire representatives arrived, members were sat in the main hall, finishing their lunch. One member of staff was seen to be supporting a member with dysphagia and they treated this member with compassion. Each member was sat at their own table. Members were sat spread out but facing each other in a circle, to promote social interaction.



Staff interactions with members were positive and friendly. There was a good, relaxed atmosphere with staff and members chatting and laughing together. It was apparent that staff knew the members well and appeared to understand how best to support them. Staff appeared to communicate with members in the most appropriate method for each member and addressed them by their name.

Most members were included and engaged. One member did not engage in activities, but staff informed Healthwatch Lancashire representatives that this was the members' preference and that they are less engaged in the afternoons. Representatives observed that staff interacted with this member and regularly asked if they were alright. At the end of the day, this member was observed to be smiling and dancing.

Staff were vigilant to members' physical ability and needs. On one occasion, a member started walking to the bathroom and staff quickly noticed that they did not have their walking stick. Although this member said they did not need the stick, staff ensured that they had the stick and helped walk them to the bathroom. On another occasion, one member leant back onto the back legs of their chair and staff quickly noticed and politely told the member not to lean back on their chair.

Staff asked members *"what would you like to do?"* although members did not give suggestions. Staff suggested playing musical bingo which members appeared to be happy with. During our visit, members took part in musical bingo and a card game. Members and staff were seen to be singing and dancing in their chairs

during the game of bingo and seemed to be enjoying the activity. When one song played, a staff member shouted to one member *“this is your favourite song isn’t it”* which added to the friendly feel of the service. For both activities, staff ensured that members were engaged and helped them take part.

Staff

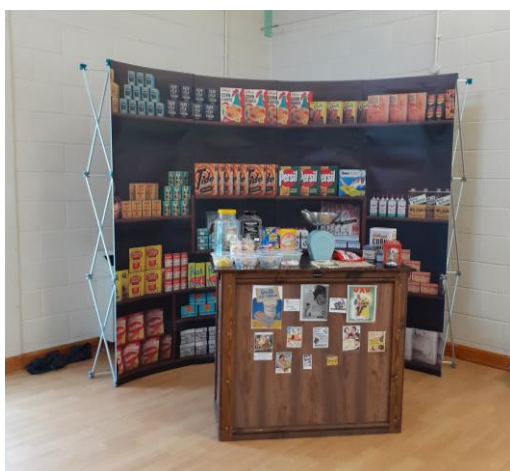
Staff were respectful and demonstrated good knowledge of the members and their needs. They discussed with Healthwatch Lancashire representatives how much some members had developed since coming to the service and were also aware of their usual behaviour. For example, staff knew one member was more alert during the mornings and so is less likely to join in with activities in the afternoon.

Staff appeared to be enjoying their roles and were relaxed and friendly towards the members. During the short break between activities, staff were seen offering members hand cream. The structure of the day was done at a leisurely pace.

The Centre

The day service is located within Ellel Village Hall. The centre was secure and the front door was kept locked during our visit. The centre was spacious and free of clutter, with plenty of space for members to move around safely.

There was a mock-up sweet shop set up in the corner, and a small table with games, cards, a living doll and a scrapbook which had been made by staff and included pictures of the members enjoying activities whilst at the service. The toilets were located down a short, wide corridor.



Additional information

Staff informed us that members have their own files which include their food preference. Members choose what food they would like for the week, but we were informed that if they want a particular food that week, staff will speak to the caterer who is good at accommodating these preferences.

Staff also told us that they communicate with relatives through WhatsApp and often send them photographs of their relative enjoying an activity. They inform relatives of how their relative has been that day and what they have eaten.

We were also informed that there is a nursery in the room next to the main hall, which was currently closed due to the summer break but that there are future plans to bring the two groups together on occasion.

Feedback from members

General feedback

There were 9 members present at the time of our visit, Healthwatch Lancashire representatives spoke to 5 members of the service; one of these members did not have the capacity to answer our questions and other members often gave short answers.

Positive feedback was received from all 4 verbal members *"I love it, its lovely", "I am more than satisfied with the service"*. Positive comments were made about the staff *"All the staff are very nice"* and the company of the other members *"I enjoy the company"*. Feedback and observations suggest that the group enjoy each other's company *"the people are so lovely and friendly, if I didn't come I'd really miss it"*. Members also mentioned how they look forward to coming to the service *"I always look forward to coming and enjoy it whilst I am here"*.

Members were asked if there is anything they don't like about the day service or if there is anything which could make the day service better. No negative comments were made, with one member sharing *"I like everything, I love coming here"*. No suggestions for improvements were made from members.

Choice

Members were asked if they get to decide which activities they do. One member shared that they get told what they are doing that day but *"we can suggest things that we want to do"*. One member said that they get to decide what activities they do and *"we are asked what we would like to do"*, and another added *"Whatever is going on, it's all very very good"*.

Members were also asked if there was anything which they would like to do which they don't currently do. Members were happy with the range of activities on offer and did not suggest any further activities.

Activities

Activities mentioned by members included word searches, singing, quizzes, card games, musical bingo, throwing the ball and storytelling. One member shared that *“people come in and give us a talk”*. One member shared that they enjoy arts and crafts, and particularly like that they can take their artwork home with them *“I put the art up at home”*.

Members were also asked if they know what activities they will be doing next week, due to capacity, only one member could answer this question. This member shared that they find out what activities they do *“when you get here, but the surprise is nice”*.



Building

All members gave positive comments about the building, *“It’s solid!”*. Members shared that *“everything is clean”* and *“it’s big and airy, it’s a good space”*. One member shared that they get a taxi to the centre, which has been arranged for them by Age UK.

Food

All members gave positive feedback about the food, *“It’s first class!”*. One member shared that *“We just get what is served but that’s okay, it’s a very nice lunch”* and a further member shared *“I just have a pudding and it’s lovely”*.

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

All members shared that they would speak to staff if they were not happy with a service, with one member adding *“although I can’t see that happening”*.

Relatives and friends' views

General experience

All five relatives gave positive feedback about the service *"I feel very happy and appreciative of the service and know they love coming"*. The service was described as *"very good"* and one relative shared that *"we are pleased with the service provided. They enjoy the company and activities, and it gives us as carers a break from the demanding role"*.

Relatives were asked if there is anything which could make the service better. Two relatives shared that *"some gentle exercises and a little walk round"*, with one relative further explaining that *"they get very uneasy on their feet when they have been sat for a long while"*.

A further relative shared that *"having an extra day would make it better"*. Two relatives gave no suggestions for improvements and shared that *"the staff and volunteers are really good"* and *"The centre at Ellel seems to be doing very well at providing an environment suitable for looking after the groups of people attending"*.

Choice

Three relatives shared that they think their relative has choice in what activities they do *"Yes, they change things and have a good selection"*. One relative explained they have a good choice *"but they don't choose something different each day"*. A further relative shared *"I am sure they wouldn't join in on an activity they didn't want to do. I have faith in the carers at the centre to understand their limits"*. One relative shared *"No they are not able to make their own choice due to their dementia, but they do seem to enjoy what they do"*.

All relatives were aware of the activities which members do whilst at the service and believe that members enjoy these activities, with one relative saying *"I am aware of the social activities through WhatsApp text messages"*. Four members mentioned that they think these activities suit their relatives' hobbies and interests with one sharing *"Their artwork is often displayed at our home and they continue to look after a plant which I think they planted at day-care"*. A further relative shared that *"It is hard to say if they suit their hobbies and interests as they can't*

always remember what they were! But they seem happy to take part in some of the things they do".

Do you think you are kept informed about your relative?

All relatives think that they are kept informed about their relative. One relative added *"I am kept informed about them and love receiving photos of them".*

Any other comments

Four relative left additional comments.

"Thanks so much for all you do. I think a key aspect of day-care being so effective is the relationships they've formed there, the genuine care and warmth".

"Keep up the good work".

"I would like to say a really big thank you to all the staff and volunteers at Ellel Day Care Centre for looking after my loved one and without these day care centres we carers would be stuffed as it gives you a few hours to rest and recharge your batteries"

"Very happy with staff here and how they treat them. They are very happy here and enjoy attending the centre".

Staff views

Pre-visit questionnaire

A pre-visit questionnaire was carried out with Peter Holton, the service manager, on 21st July 2022. Peter was very enthusiastic and welcoming of the visit and explained to us how many people use the service, what level of need they cater for and what activities they offer. Personal care is not required or offered, although it was explained to us that staff will help members around the building, if needed. We were informed that although they do not have any social media pages to advertise our relatives survey, they were happy to distribute the surveys to relatives before our visit which we could collect on the day.

General feedback

Feedback from one staff member was received, which was highly positive. When asked what is great about the service, this staff member explained that it is *"friendly and inclusive, and the main focus is fun!"*. Another positive comment made about the service was that relatives are kept informed through WhatsApp with photographs. This staff member did not have any suggestions for improvements to the service.

Staffing levels and support

This member of staff expressed that staffing levels were adequate and felt they had enough knowledge to carry out their duties well. They expressed that they feel comfortable to ask staff for support and they know how to raise a safeguarding concern.

Member choice

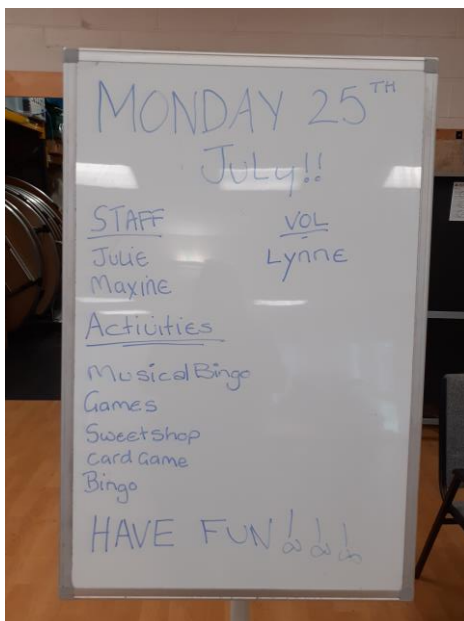
Feedback indicated that members have a good choice of activities and members are asked if they would like to join in on a certain activity. If they don't wish to join in, staff try and find them an alternative. Members are asked what they would like to do on the day of attendance.

Environment

Positive feedback was received regarding the environment including the safe and spacious building, the greenery and how it is set back from the road.

Would you recommend this day service to a close relative?

A staff member said they would recommend this day service to a close relative.



Areas for improvement

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

- Offer gentle exercises to members on a regular basis, to encourage them to move about more often.

Response from provider

Areas identified for improvement	Action from provider	When by	Comments
Offer gentle exercises to members on a regular basis, to encourage them to move about more often.	<ol style="list-style-type: none"> 1. Consult with members to identify individuals, ask what they would like to do and provide options, incorporate into activity plan making best use of staff and volunteer resources. 2. Consider how to make better use of room and ensure choices for members for example physical activity in one half of the room, when remaining members are still able to carry out activity in the other half. 3. Provide staff with video resources to aid activity planning. 4. Consider how we communicate the benefits of each activity to ensure there is awareness of the physical aspect as well as the fun! 5. Include within Service Improvement plan as SMART objective. 	September 2022	<p>Staff and volunteers are very attentive to the wellbeing needs of our valued members. We currently provide a variety of activities that incorporates gentle movements/exercise throughout the day for example:</p> <ul style="list-style-type: none"> • Using resources such as audio CD:, 'Do your exercises', which is quite gentle -w e provide members with musical instruments to shake along with that. • Beach ball games, members love this activity with music. They can punch, throw, head, and kick whilst seated. • We encourage members to walk about, and stretch their legs, prior to lunch, and whenever they wish to do so. • Weather permitting, we take members who wish to for a walk outside around the site. • We often have a little dance with whomever wishes to do so.
Completed by	(Name) Peter Holton	Date 26/08/2022	

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