

# Age UK Lancashire

## Day Club Nelson

Adult day services

Enter and View Report

Tuesday 26th July 2022

10:30am-12:30pm



### 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:

Nicole Morgan (Manager)

Date and time of our visit:

Date: Tuesday 26<sup>th</sup> July 2022

10:30am-12:30pm

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 residents, 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](http://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, relatives, staff and residents, for making us feel welcome and taking part in the visit.

## General Information

Healthwatch Lancashire representatives visited Age UK Lancashire Day Club Nelson where there were approximately twelve residents at the time of our visit.

Age UK Lancashire's Day Clubs provide an opportunity for those in later life to socialise, learn or relearn skills and take part in fun activities. We offer a range of activities which build confidence, promote independence, maintain cognitive functioning and most importantly, are meaningful and engaging

## Methodology

The Enter and View representatives made an announced visit on Tuesday 26<sup>th</sup> July 2022 and spoke to twelve residents, five staff members and gained feedback from five relatives.

Healthwatch Lancashire obtain the views and experiences of Residents, 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-Resident 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.

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 residents.



## Summary:

Age UK Lancashire Day Club Nelson is based in Nelson and provides an opportunity for those in later life to socialise, learn or relearn skills and take part in fun activities. They offer a range of activities which build confidence, promote independence, maintain cognitive functioning and most importantly, are meaningful and engaging.

Healthwatch Lancashire representatives spoke to twelve residents, five members of staff and gained feedback from five relatives.

The entrance area had a fish tank and seating for residents to sit, Just off the entrance was a kitchen. There was also leaflets to access and information about what the residents had been doing and what they were going to be doing. In the second room there were ample comfortable seating around for residents to use and also a file with activities and ideas for residents to enjoy. Chairs in lounge were all different types and heights for individual needs/preferences. There was lots of outdoor space for the residents to sit and relax or enjoy some gardening.

In the main room there were four tables set up for the residents to sit around which had a jug of water, a bowl of fruit, cutlery and napkins and resources for the residents to use. The bathrooms were situated in a central location in the centre to ensure all residents had easy access to them. The main area had resources such as games, books, a piano, cd's, sensory tubes, and a projector.

The centre is all on one floor consisting of a dining room, lounge room, kitchen, toilets and a wash room. The rooms had ample resources for the different activities and there was enough seating throughout the centre for residents to sit on.

When Healthwatch Lancashire representatives arrived, the residents were sat having their breakfast at the table in the main room. They were positioned around the room but were all communicating with each other. During breakfast one of the members of staff was reading out quotes of the day and talking to the residents about important events that have happened on that day. This was then followed by the member of staff talking to the residents about the plan for the day and what activities they can take part in. The residents seemed very happy and enjoyed talking to staff and Healthwatch Lancashire representatives about what they were going to be doing that day and what they enjoy doing the most. All the staff were observed supporting and listening to the residents throughout the visit and the staff were very tentative to their needs.

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

No negative feedback was given around the services that are provided and no one commented on anything they would like to change about the service

One resident said, *'It really helps your mental health here, Nicole is so happy and bubbly she keeps everyone and everything positive and it lifts me up and all the other residents.'*

Relative feedback was very complimentary of the service with all relatives giving positive feedback.

## Enter and View observations

### Client interactions

There were twelve residents using the service on the day Healthwatch Lancashire representatives visited the service and we gained feedback from all twelve residents. When Healthwatch Lancashire representatives arrived Nicole was very warm and welcoming and very enthusiastic about the day centre and what they do with the residents.

Person centred care was very evident and could be seen throughout the visit. The residents were given a choice as to what activities they would like to do in the afternoon following on from dinner. The staff were very knowledgeable of the residents' individual needs and were seen constantly asking if the residents needed anything or checking they were alright. There were four members of staff working on the day that Healthwatch Lancashire representatives visited the centre, and they were very welcoming and approachable. All staff members were engaged with the residents and thoroughly enjoyed working at the centre.

Healthwatch Lancashire representatives observed the residents being given choice over what activities they would like to take part in. After breakfast had finished it was time for chair exercises and dances, all residents wanted to join in and were all supported fully from one room to the next. Members of staff were ensuring that residents were able to sit and stand appropriately and ensured all areas were free from any obstructions to make it easier for them to get from one room to another. Also staff members were seen helping residents with physical aids to ensure they were safe standing and moving around the environment. It was observed that one resident came into the setting a bit later after breakfast and a member of staff asked if they would like any breakfast. Healthwatch Lancashire representatives observed the member of staff making them some breakfast but taking it in to the



room where the exercises were taking place so the resident was not missing out on the exercises and to include them.

It was also observed that a resident asked for a hot water bottle which the member of staff went and filled up for them and ensured it was in the right place for them and also to make sure they were comfortable and asked if there was anything else they needed. During the exercise and dance session. All members of staff joined in and danced with the residents. The staff members helped the residents to do the actions and enjoyed taking part with the residents. The atmosphere was a very happy one with residents smiling, laughing, and cheering each other on.

Staff members were observed asking the residents if they would like a drink or if they were warm enough. During the activity staff members positioned themselves around the room to help engage with the residents and help them to join in, all residents were seen happily engaging with the staff members with no barriers in place. Staff members were also observed to be checking that all residents had ample room to move around and do their exercises whilst also making sure they had enough drinks throughout the activity. Staff members were observed to continually check on the residents and ensure they have everything they need. Residents were assisted to the bathrooms, but no other personal care needs were observed. Staff were clearly familiar with individual needs and retained the resident's dignity throughout.

It was evident to see that all areas were clutter free and clear for access to all residents including those using wheelchairs and physical aids. The next activity that was observed was a game of throw the ball in the net, this was a lovely activity to observe as all the residents were engaged throughout, they were all given plenty of time to throw the ball and they were not rushed. The residents were cheering on the other residents when they were throwing the ball and were laughing and joking with each other and the staff members. Near the end of the visit the residents were being helped and supported back into the dining room for dinner. A member of staff walked around and ensured everyone was comfortable and also provided hand gel before they ate their dinner.

## Staff

Healthwatch Lancashire representatives had a very warm and enthusiastic welcome from the manager Nicole when they arrived. All the staff were very friendly and approachable and went out of their way to ensure we had everything we needed and answered any questions that we had. Staff were very respectful and behaved in a professional manner throughout the visit.

Staff knew each individual member well and were able to work on an individual basis where needed. Healthwatch Lancashire representatives observed all staff

members tending to the needs of the individual residents, they were more than happy to tend to anything they asked for. All staff were also observed monitoring all residents and continually checking in on them to see if they were warm enough, had enough to drink, if they needed anything or just to see if they were alright. All staff members enthusiastically joined in with the activities with the residents and had a good relationship with the residents whilst taking part in the activities. The staff members and residents were seen regularly talking and laughing with each other throughout the visit. During the exercise activity staff members were supporting the residents and there was no pressure for the residents to follow what the staff were doing. The residents were able to make their own moves to the music and staff members would support that and enhance that engagement.

All staff members had a very positive outlook and attitude and were very enthusiastic to the views and opinions of the individual members. A staff member was seen assisting a resident to the bathroom and ensured the resident had enough room to get around the centre and ensured they sat back down. Another member of staff was observed helping a resident get ready to go to an appointment by helping him stand from the chair, putting their coat on and then walking with them to their relative who was waiting for them.

Healthwatch Lancashire representatives also observed some relative and staff interactions which was very positive. All staff members were very friendly and spoke to all relatives that brought the relatives into the centre. One relative spoke to us about how friendly the staff were at the centre and ensure the residents get what they need.

## The Centre

Age UK Lancashire Day Club Nelson is based in the centre of the community in Nelson with good transport links and easy to access. Healthwatch Lancashire representatives were asked to sign in the visitor's book and then were taken through to meet all the residents. The manager spoke to the representatives about what they do in the centre and what activities are available, she was very helpful and informative and was very enthusiastic about her job and the centre. The manager showed real passion for what she was doing and wanted to share that with other members of staff and also the residents. The manager also spoke to all the residents about who the representatives were and what they would be doing during the visit and ensured them that staff members would be on hand if they needed any support.

There was a hand sanitising station as you entered the building and a door bell to let residents and their relatives into the centre. In the main room there were four tables set up for the residents to sit around which had a jug of water, a bowl of fruit, cutlery and napkins and resources for the residents to use. The bathrooms were situated in a central location in the centre to ensure all residents had easy



access to them. The main area had resources such as; games, books, a piano, cd's, sensory tubes and a projector.

The centre was clean and tidy and had plenty of room for staff and members to get around confidently. Healthwatch Lancashire representatives were told that the main room had been newly decorated and professional pictures of the residents in the centre had been taken so their pictures could be put up on the wall for all residents and relatives to view and enjoy. Nicole also told Healthwatch Lancashire representatives that the entrance area is about to be updated and painted by Burnley College. The centre was very spacious and had ample room for residents to move around freely.

In the outdoor area there is a garden and ample seating for residents to sit on and enjoy gardening. There is seating to the front and the back of the centre for the residents to enjoy.

### Additional information

Healthwatch Lancashire representatives were told that they get bread donations from Warburtons and fruit and flowers from food bank (have full food bank access but prefer to leave as much as possible for others more needing)

The manager was very enthusiastic and told Healthwatch Lancashire representatives about some canvases that had been done for the main room. They had a professional photographer in for the day to take pictures of the residents in the centre to capture their experiences. They arrived at the same time that Healthwatch Lancashire representatives were on the visit, and it was clear to see the manager was overwhelmed and so happy to see how the pictures had come out and how much they meant to her and the team.

## Feedback from Residents

### General feedback

Twelve residents were able to answer our questions and all twelve residents stated they were very happy coming to the centre. Several of the members had been attending for a while.

*'We want to keep this centre going, we love it here.'* *'We are never short of things to do, we have plenty of drinks and I like doing my chair exercises to head, shoulders, knees and toes and also the hockey cokey.'* *'I love coming here the staff are great.'* *'We all know each other and everyone's very nice here.'*

One resident was very keen to tell Healthwatch Lancashire representatives, *'I love it here, they help you with everything, it has really turned my life around, the staff have a very positive work ethic which makes me happy and positive.'*

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.

*'All the staff like working here, Nicole is fantastic her positivity shows, and she manages the team right.'* *'The staff have even made menus for us so we can see what we are eating.'* *'There is always plenty of drink so we don't go dehydrated, someone is always asking us if we would like a drink.'*

One resident said, *'It really helps your mental health here, Nicole is so happy and bubbly she keeps everyone and everything positive and it lifts me up and all the other residents.'*

## Choice

Residents were very complimentary of the choices they received whilst at the centre. *'We can do gardening, craft, singing, exercise and anything we want.'* *'I love doing all the activities that are planned but I can also ask to do something if I wanted.'* Many of the residents said, *'I am happy to go with the flow, there is nothing here I wouldn't want to join in with.'*

A few residents mentioned that they had ample choice and could also do something else if they didn't want to partake in the activity. One resident mentioned, *'I do like the staff here, even when I come in later, they always make sure I've had my breakfast and a drink and let me take part in the chair exercises with my breakfast. I wouldn't want to be sat on my own in the dining room and the staff make me feel so included.'*

Some of the residents that Healthwatch Lancashire representatives spoke to mentioned they had vascular dementia and they enjoy the routine within the centre and enjoy the choice of activities. One resident said, *'I like being told what is happening in the morning so I can plan my day, I want to know what's going on.'*

## Activities

All twelve residents commented on the number of activities they enjoy doing within the centre. *'we're never short of anything to do' and on the Jubilee "they went out of their way to make it a nice day.'* One of the residents spoke to us about the jubilee party they had where staff dressed up and made the day really fun and exciting for them. *'I enjoy everything we do here, the staff are so lovely*

*so make any activity good.’ ‘I like bingo and playing games with my friends.’ ‘I enjoy taking part in the quizzes and going outside to garden.’*

All residents were seen to be asked by staff members if they wanted to join in with the activities and gave them option to do a different activity if they wanted to. *‘It’s a happy, cheerful place to be and no one makes you do anything you don’t want to do.’*

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 accessible to all residents who had wheelchairs and mobility aids. The building was all on one floor to make it more suitable for the residents getting around.

All the residents Healthwatch Lancashire representatives spoke to spoke highly about the building. *‘The building is very good, easy to get around.’ ‘The building is nice and modern, and we’ve just had the room painted.’ ‘I live close to here so it is easy for me to get here.’ ‘I don’t have to walk far to what I need which is good.’*

## Food

All the residents were very excited to tell Healthwatch Lancashire representatives about the food. They spoke very highly and stated that they love the food. *‘The food is brilliant.’ ‘I love the food, plenty of variety and we can choose what we eat, if we don’t like it, they will make us something different.’ Several residents stated, ‘the food is very good.’ ‘Nothing is too much trouble, they cater for all needs, allergies and intolerances.’*

One resident said, *‘I can’t wait for dinner time, its always so good.’*

Residents are also asked what they would like to eat for dinner every week and the menu is prepared from resident choice.

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

All the members Healthwatch Lancashire representatives spoke to 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. *'Excellent care provided and staff always helpful.'* *'Brilliant and wonderful'* were comments made by relatives about the centre. *'This is a very good service with very good staff.'*

### Choice

All relatives commented that the members are fully aware what they are doing week to week. All relatives state that the members have plenty of choices throughout the day. *'Yes plenty of choices and alternatives are offered if they don't want to join in.'*

*'Quizzes and arts and crafts are their favourites.'* All the relatives we received feedback from showed that their relatives have ample choice and is catered for.

## 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 20<sup>th</sup> July 2022 between Healthwatch Lancashire representative Georgia Hackett and Age UK Lancashire Day Club Nelson manager Nicole Morgan. Nicole was very enthusiastic about the visit and mentioned that the centre is for age groups of around 70-80-year-olds with dementia. The staff ratio is normally 1:6 but can be 1:3 on many occasions, they have very good volunteers who help. *'We have a two course hot meal cooked by our fantastic cook, then we will do cognitive activities such as board games, arts and crafts etc in the afternoon or we may have guest speakers we are guided by the service users on what they'll do on the day. We do taster days for those considering whether to use our services.'*

Healthwatch Lancashire representatives felt very welcome by the manager and the team. Nicole was very eager to show us what they do at the centre and shared with us that she *'loves her job.'*

### General feedback

There were four members of staff present on the visit but we managed to get feedback from five members of staff that work there. All staff members gave very good feedback, *'it has a welcoming, relaxed atmosphere.'* *'The staff work great as a team and it always runs smoothly, the members are always happy and safe.'* *'A grand team, friendly and welcoming, member focused, fresh food cooked daily, good outdoor space and enough facilities.'*

Transport for residents was mentioned a few times and this is something that was discussed with Nicole the manager who mentioned *'We would love to do day trips but we don't have any transport and this is something we're currently looking at with LCC.'*

### Staffing levels and support

All of the staff members that Healthwatch Lancashire representatives spoke to on the day of the visit felt they had enough staff on duty within the centre. *'Yes, we have enough staff, everybody gets the attention they need at the time they need it.'* *'We all work well as a team.'* *'Yes, there are always things to learn, and any training is always good to do.'*

## Member choice

Healthwatch Lancashire representatives found that members were given choices throughout the day. *'Yes, we are always trying and adding to our daily activities, making it more interesting.'* *'Excellent choices, well chosen activities and individuals in mind.'*

One member of staff stated, *'in the morning a board is going to be used to display activities that are happening weekly so the residents can also see what they are doing.'*

## Environment

All staff members feedback showed they were very happy in the environment and felt it was suitable for all the residents. *'The premises are easy to manage and have adapted well over the years.'* *'I love the building, having two separate rooms is beneficial and gives plenty of room for the residents.'*

## 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 definitely recommend this day centre.'*

One staff member said, *'100% I have even booked myself on the service after I am 50 years old.'*



## Areas for Improvement


The following areas for improvement have been highlighted from resident, 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





-  [www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)
- [info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)
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