

Freshfields Enterprises

Adult day services

Enter and View Report

Wednesday 20th July 2022

12:30pm-2:30pm



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:

Gail Harvey-Clapham (Manager)

Date and time of our visit:

Date: Wednesday 20th July 2022

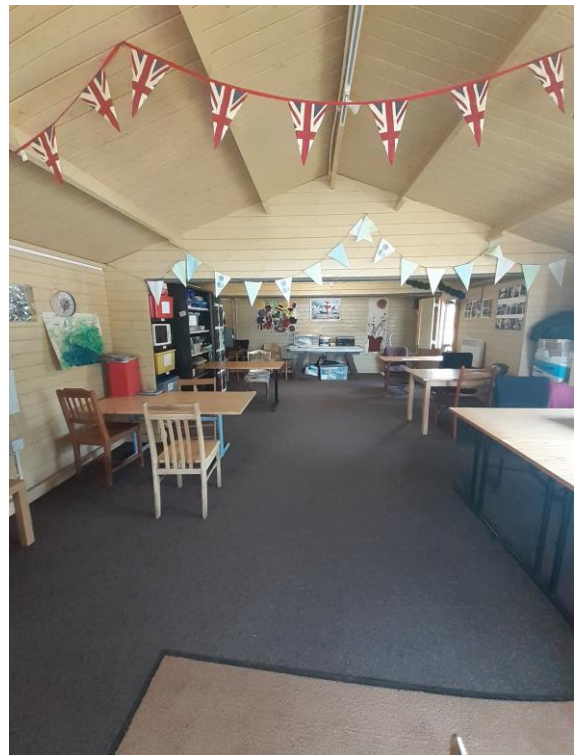
12:30pm-2:30pm

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 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, students, and relatives, for making us feel welcome and taking part in the visit.

General Information

Healthwatch Lancashire representatives visited Fresh Fields Enterprises where there were approximately 21 students at the time of our visit.

Fresh Fields provides employment skills & training in Horticulture, plant production, plant care and gardening. Recycling and reuse techniques are also taught as well as customer service and retail skills. They also run several clubs on various days of the week; Kitchen Club, Glitter Club, Dance Club, Craft Club, and Bike Club.

Methodology

The Enter and View representatives made an announced visit on Wednesday 20th July 2022 and spoke to nineteen students, twelve staff members and gained feedback from fifteen relatives.

Healthwatch Lancashire obtain the views and experiences of students, 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.

We asked the service manager how they refer to people who use the service. For the purpose of this report, people who use this service will be referred to as students.

Summary:

Fresh Fields Enterprises is based in Burnley, Lancashire - Fresh Fields Enterprises Ltd has provided Horticulture training, employment skills, and workplace experience to adults with varying degrees of disability from around the North West for over 20 years. The facilities at Fresh Fields site, located on Cemetery Lane in Burnley, include greenhouses, polytunnels, raised bed growing areas, workshops, modern classrooms and equipment to support Service users learning. Fresh Fields opens Monday to Friday 9:00am-4:30pm.

Healthwatch Lancashire Representatives spoke to nineteen students and twelve members of staff on the visit. We also gained feedback from fifteen relatives.

The centre is all on one level and consists of a tea room, kitchen, reception room, 3 cabins and a big outdoor area consisting of greenhouses, polytunnels and bed growing areas. There were ample staff available on the day of the visit and enough to cover all the students that attend.

Staff were seen to be communicating well with the students and knew all their names and individual preferences whilst at the centre. They were seen to be giving the students choice over what they were doing and where they wanted to be. The staff were very knowledgeable about each individual student and took the time to listen to them and help them with what they needed. Staff members were scattered around the centre to ensure there was someone in every area to help all students.

The manager was very welcoming towards Healthwatch Lancashire representatives and were shown around the centre by another member of staff and two students. They were happy to tell us all about what they do and all the activities they have in place for the students to enjoy. Staff appeared friendly and welcoming towards Healthwatch Lancashire representatives and also students. All staff members knew individual names of the students and were very knowledgeable of each student's needs. All staff seemed engaged with the students throughout the visit and looked happy to be involved in the activity with the students. The staff members were seen laughing and joining in with the students' conversations and made the students feel at ease when speaking.

All staff seemed to be enjoying their role within the centre and were happy to help each individual student with their chosen activity. The centre is very student led but the activities are staff led and the students can join in with certain activities if they want to.

All staff members appeared very happy in the workplace and were seen to communicate with the members. Positive client 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 and a few recommendations gathered.

Enter and View observations

Client interactions

There were around twenty-one students using the service on the day Healthwatch Lancashire representatives visited the service and we gained feedback from nineteen students. Healthwatch Lancashire representatives were told that staff members wear light blue tops and students wear dark blue tops with lanyards and this helps the students feel more included. The students can come in their own clothes but have the option to wear the polo shirt if they would like to.

When Healthwatch Lancashire representatives arrived, staff and students were very warm and welcoming. The students were having their lunch in different areas of the centre. The staff were seen engaging with the students whilst they were eating their lunch and asking them if they needed any assistance. After dinner the students were seen to be engaging in their own individual activities and being accompanied by a member of staff if they wanted. During the visit there was an activity taking place in one of the cabins which the students could take part in if they wanted to. Students were seen to be around the centre doing the activity of their choice with staff interaction if they wanted it. There were ample members of staff around the centre to help all the students.

Staff were seen to be communicating well with the students and knew all their names and individual preferences whilst at the centre. They were seen to be giving the students choice over what they were doing and where they wanted to be. The staff were very knowledgeable about each individual student and took the time to listen to them and help them with what they needed. Staff members were scattered around the centre to ensure there was someone in every area to help all students.

Healthwatch Lancashire representatives observed staff members supporting students with giving out ice lollies as the weather was becoming hot. The students were given a choice which one they would like and a student was given the task of handing them all out. It was observed that staff members were helping students with their wrappers but also having friendly conversations about having an ice cream at the weekend. During the visit Healthwatch Lancashire representatives were shown a timetable of events that take place during the week which have a member of staffs face next to it so all students can see what is happening and who is taking that class.

The staff to member ratio was high which allowed staff to situate themselves around the centre and able to have more time with the students. There was ample room for students to move around freely and we were told that a student who attends in a wheelchair can access all areas of the centre. The atmosphere was very happy and staff and students were seen to be engaged and freely talking to each other during the visit. The staff members were seen to be talking to the

students about what they had been doing at the weekend and students seemed comfortable talking to the staff about what they had been doing.

All students looked dressed appropriately throughout the visit and knew what activity they wanted to do before they arrived at the centre. It was observed that all individual students were being included in the decision-making process and had ample choice in what they wanted to do in the centre. There are opportunities for students to work alongside staff members or work alone. There are also quiet spaces for students to have some time to themselves or have a sit down. The relationship between staff and students seems very good, it was observed that staff and students were having frequent conversations and talking about the weekend.

Healthwatch Lancashire representatives were shown some hanging baskets in which the students had made themselves and enjoyed going to local markets and selling them. All students have their own plants and areas that they look after and ensure they are growing.

Staff

The manager was very welcoming towards Healthwatch Lancashire representatives and were shown around the centre by another member of staff and two students. They were happy to tell us all about what they do and all the activities they have in place for the students to enjoy. Staff appeared friendly and welcoming towards Healthwatch Lancashire representatives and also students.

All staff members knew individual names of the students and were very knowledgeable of each student's needs. All staff seemed engaged with the students throughout the visit and looked happy to be involved in the activity with the students. The staff members were seen laughing and joining in with the students.

All staff seemed to be enjoying their role within the centre and were happy to help each individual student with their chosen activity. The centre is student led but the activities are staff led and the students can join in with certain activities if they want to.

It was observed that staff members were looking at the weekly board with students to see what was on and where the activity was taking place. A member of staff showed Healthwatch Lancashire representatives the weekly board and that staff members faces are next to the activity they will be leading that day. Not only does this help the students establish who will be doing that activity but also some students like to stay with a certain member of staff so this allows them to know where they will be during the day.

Healthwatch representatives observed some challenging behaviour whilst on the visit and staff clearly explained the reasoning behind this and demonstrated good knowledge on how to handle the situation and it was resolved quickly without any escalation

The Centre

Fresh Fields Enterprises is situated in an independent building over one ground floor. There is easy access throughout the centre and has ample room for wheelchair access. It is in a central location near public transport links and easily accessible to students. As Healthwatch Lancashire representatives entered the building we were greeted with a warm welcome from a member of staff and asked to sign the visitors' book. The entrance was very spacious and was called the tea room where students could help themselves to a drink. Healthwatch Lancashire representatives were then taken through to the reception room which consisted of a sofa, books, a disabled toilet and a trophy cabinet which the students were very happy to talk us through. There were trophies including; star gardener, star bowler, club star, most improved learner, Freshfields best buddy and Freshfields most improved cyclist. The students thoroughly enjoyed talking to us about these awards and who had won them.

Healthwatch Lancashire representatives were then taken through to the first cabin which was set up for an ICT lesson which had just taken place. This area was very big and had pictures on the walls of what the students had been doing. There was also the weekly timetable in the room so the students could see what was happening that week. This then led into the outdoor area which has ample space to move around it consisted of; greenhouses, polytunnels, raised bed growing areas and 3 extra cabins. The outdoor area was very big giving students' opportunity to explore the whole area and have some space for themselves. Healthwatch Lancashire representatives were told that an extension was happening to build a new polytunnel but also to create a quiet area at the bottom of the garden for students. A member of staff told Healthwatch Lancashire representatives that they have a student in a wheelchair, and they are supported by their carer to come up and down the hill, improvements are being made to support wheelchair users to access the whole outdoor area. Even though there was a slope at the bottom of the garden there were other visible wheelchair friendly access around the rest of the centre including ramps.

Outside are three other cabins which hold different activities and workshops during the week. These are also areas students can go and sit in and do an activity of their choosing. Each cabin has its own lockers so students can put their belongings in. Outside are ample choices to sit on benches and have some quiet time or sit and do an activity. There was a lot of enthusiasm about recycling and how much they all enjoy doing it. One student said, *'I love recycling, I am the eco champion and I have my own lanyard.'* Staff members spoke to Healthwatch Lancashire

representatives about how they all enjoy taking part in recycling and all staff and students enjoy taking part and recycling within the centre. They also have eco warriors who enjoy taking part in recycling, in one of the cabins there was a recycling corner where all the recycling had been sorted into separate piles.

On the way back inside there is a notice board with all the activities on and what they have been doing, they also have different information on there to view. Down the corridor is an open plan kitchen and dining area with opportunity for students to help themselves in the kitchen and ample seating area for them to sit down. This is then accessible to the toilets and more lockers which students and staff can both access. There was also a gardening bus situated in the centre where Healthwatch Lancashire representatives were told that some students go out into the community and enjoy cutting grass for the community. The centre had a very good quantity and quality of materials, in particular the kitchen which had 3 hobs, 2 ovens and a wheelchair accessible workstation for cooking/baking sessions, as well as lots of gardening tools.

Additional information

The centre is currently building a new polytunnel for the students to enjoy. The centre provided bikes and tricycles that were stored in a container in the garden. There was a woodwork cabin which was locked so students could only access the cabin with a member of staff for health and safety reasons.

Students enjoy going to the market and selling the plants that they make whilst at the centre and the money goes back into the centre to make improvements or buy resources the students want.

Whilst Healthwatch Lancashire representatives were at the centre some of the students showed us some art and painted murals that were around the centre that they had painted themselves and were eager to show us.

Feedback from Students

General feedback

Nineteen students were able to answer our questions and all of them stated they were happy with the service and enjoyed coming. A lot of the students had been going to Fresh Fields for a long period of time.

Students' comments are, *'this place has made me a better person, they have been a tower of strength to me over the years.'* All students expressed that they have

ample choices in their activities throughout the day. One student mentioned, *'we are a big family, togetherness, honesty, and we look out for each other.'*

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

Healthwatch Lancashire representatives spoke to twelve staff members on the day of the visit who were very complimentary. *'There is a family atmosphere, the students and staff come together for the best benefit of the students.'*

No negative feedback was given around the services provided from students, staff members and relatives. There was a few comments about improvement from staff members, students and relatives.

One student said, *'if I wasn't a student I would love to volunteer here.'*

Choice

Students shared that they do have a lot of choice throughout their day. One student commented that, *'we get lots of choice, the staff are very open to ideas.'* Another student said, *'The staff choose what we do during the week, but we don't have to do it if we don't want to, we can choose.'* Most students commented that they don't know what they are doing until they get there on the day and then they can choose. A few students 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.

'you know where you stand in here, you feel in control, no one should feel like an outsider and I don't feel like one here.' *'It was the best decision I made coming here.'*

Activities

All nineteen students commented on the number of activities they like doing. *'I like bike rides, gardening and ICT club.'* Many of the activities mentioned by the students included gardening or weeding. *'I love recycling, it gives me something to do and I enjoy doing it.'* Recycling was a very big thing within the centre and there were eco champions and eco warriors within the centre.

All students were given the opportunity to join in with the activities taking place or they could do an activity of their own choosing. *'I like painting and gardening; they are my favourite.'* When speaking to the individual students it was clear to see they felt included and listened to. Most of the activities happen every week but there are occasional changes dependent on the weather or the choices of the students. *'I like bowling, gardening and cycling.'*

There was a gardening bus which goes out into the community with students so they can do gardening. *'I love going on the bus, I like to go out and cut the grass.'*

A few students mentioned some activities they would like to start doing including cinema and a walking club.

Building

The building was very spacious and easily accessible for all students. *'I like it here I can get around easily.'* All students we spoke to said they were happy with the building and the outdoor area, and they wouldn't change anything about it. *'I like looking at the market rota on the board to see when I am next going to the market, I love going there.'* *'I think an open day would be good for relatives and carers to come and see what we do.'*

Food

Students bring their own lunch to the day service and only access snacks from the centre including ice lollies and drinks.

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

Students 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 students 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. *'I think the service is fantastic.'* *'We absolutely love Fresh fields, the staff are very caring and look after my son very well, he loves attending the centre.'* *One relative said, 'I feel as though it offers a wide range of activities which are enjoyed here.'* *Another relative said, 'out of all the different places she goes to fresh fields is her favourite.'*

Another comment states, *'we feel that fresh fields offers a valuable service to all the students, he loves every minute of it.'*

Choice

All relatives commented that, *'yes he has plenty of choice his main one is gardening but he joins in with painting and other activities.'* *'Each day can be different depending on what he wants to do.'* *All relatives state that they have*

ample choices and are able to choose on the day what they want to do. 'yes he certainly seems to have a good choice from what he tells me.'

Do you think you are kept informed about your relative?

All relatives feedback shows that they are informed about their relatives. *'yes we are kept informed by phone call and feedback regularly.'* One relative did have a suggestion, *'I personally would like a yearly report regarding progress that show targets for the next year.'* Another relative said, *'yes if I phone Fresh fields, they always answer my questions and know what to do.'*

Is there anything which could be made better?

'Freshfields is improving all the time.'

'I think communication could still be improved a little between carer and service providers.'

'From what we have seen we cannot think of anything that might improve this first class service.'

'Would love to be able to access more classes a day, if it was less expensive as we only get a certain amount of funding to do this, the rest is self-funded.'

Additional comments

'Fresh Fields is a very well-run service with vert caring staff.'

'We think that Gail and her team do a tremendous job looking after the needs of all the students.'

'we couldn't be happier, they make safety a priority, Gail is excellent and always gives us time to discuss any concerns and we are extremely satisfied with the quality of the service.'

'Very good care and attention from members and staff.'

'I feel that its an exceptionally good day service and my son has come on leaps and bounds since he started to attend. The improvements made over the past four years have enhanced the service.'

Staff views

Pre-visit questionnaire

A pre-visit questionnaire was carried out by telephone on 11th July 2022 between Healthwatch Lancashire representative Sue Edwards and Fresh Fields manager Gail Harvey- Clapham. Gail was extremely enthusiastic and very eager to tell us about their services and activities, she was really looking forward to our visit.

Gail spoke to Healthwatch Lancashire representatives on the phone about the best way to engage with the students when we visit. Healthwatch Lancashire representatives felt very welcomed into the centre.

General feedback

All twelve members of staff were present on the day of the visit, and all gave feedback. *'we are one big family and love to have fun, we all work to the best of our abilities to ensure the experience at Freshfields the best as possible.'* Another member of staff stated, *'Freshfields is fab, the various activities throughout the week seem to make the service users happy.'* *'I think this day centre offers a wide range of activities that not a lot of day centres in the area do, I also feel this day centre has a big family feel to it.'*

Some recommendations from staff were mentioned including; *'communication between staff could be improved slightly, we could also benefit from up to date courses.'* *'Areas and activities more accessible to wheelchair users would be a good improvement.'* *'Improvements are required around making the site fully accessible to wheelchairs, some issues around uneven surfaces.'*

Staffing levels and support

All staff members felt they had enough staff in at all times and they all felt well trained for their position. *'I believe we have an excellent number of staff and most staff are flexible to make up numbers if needed.'* *'Knowledge is gained everyday whilst at Fresh Fields and I feel I know the students inside out.'* *'We have enough staff on duty and training is always welcome.'* *'yes I believe we have the correct staff to student ratio.'*

Student choice

'We did a survey around activities and then we did a timetable based around what the students want.' *'The student's choice their own activities and ideas are taking on board and are put in place to happen.'* All staff members felt that there was a good choice of activities, and all students can choose what they like to do. *'They have planned options, but they can ask if there is something they would like to do.'* *'Activities are planned weekly, and activities are shown on the board.'* *'We have a set system in place with certain activities available, students who like to be in routine feel comfortable.'*

Environment

There were some good comments from staff and a few comments where improvements could be made to the centre. *'outside could do with some maintenance and brightening up.'* *'I think it's a really unique premises that enables us to offer activities that not a lot of day centres do.'* *'Superb, offers many different areas for a range of activities.'* *'We have a huge space both indoors and outdoors, we have relevant and modern technology installed to carry out our activities.'*

Would you recommend this day service to a close relative?

All staff members said they would happily recommend this day centre to a friend or relative. *'yes, I like the close nit community and fun element of care we give.'* *'Yes definitely I believe Freshfields offers something for everybody.'* *'Absolutely, I already have done, extremely impressed.'* *'Yes I would definitely recommend a friend or relative.'*

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.

- Consider a yearly report regarding progress of the students so relatives and carers can see targets set for the following year
- Consider looking at communication between staff members and carers when arriving and picking their relatives up. Ensure clear feedback is given from all staff members.
- Ensure all staff are kept up to date with current practice and ensure communication between staff members continues to grow.
- Ensure that areas are accessible to wheelchair users and look into ways in which this can be implemented.

Pictures taken during the visit







Response from provider

Areas identified for improvement	Action from provider	When by	Comments
<p>Consider a yearly report regarding progress of the students so relatives and carers can see targets set for the following year</p>			<p>Not everyone who attends Freshfields Day Service wants to pursue on-going learning; for some, social interaction, having fun and being in the company of their peers is much more important.</p> <p>We are not an educational establishment, it's not what our day-to-day focus is, we do however, aim to support and guide through engagement, participation and enjoyment.</p> <p>That said, many of our Service Users do continue to learn & achieve. Our current focus is to support learning to achieve a course qualification which is provided and accredited through a local college. City & Guilds Practical Horticulture Level 1 Diploma, is a year's course they work through on one of their days at Freshfields, should they choose to do so, & for that, they do receive targets and feedback from the course,</p> <p>Where possible, we do try to incorporate soft targets such as engaging in new & different activities, & joining in with different peer groups.</p>
<p>Consider looking at communication between staff members and carers when arriving and picking their relatives up. Ensure clear feedback is given from all staff members.</p>			<p>For those parents and carers who do collect & pick up there is always a member of the staff team on duty who takes service users out to waiting transport and chats with parents & carers about their day; activities they have taken part in, enjoyed, found tricky Etc, especially if they have something that they have made or baked.</p> <p>Our staff try and encourage Service Users to tell their own story to parents; what they have done during the day, however, sometimes service users don't want to partake in these conversations. Feedback almost reads like they like having some control over their time at Freshfields, and they can choose to share it, or not.</p> <p>Every quarter we send home a newsletter outlining achievements, on-going projects, builds, work taking place, lots of photographs, links to our social media Etc, and each time we call with a follow-up we are told only a very small percentage of them have actually reached home. These are also emailed or posted out to families.</p>

<p>Ensure all staff are kept up to date with current practice and ensure communication between staff members continues to grow.</p>			<p>All staff at Freshfields are in a WhatsApp group so that all day-to-day information, updates, changes & new info is shared with everyone, at the same time, this includes everyone, even our cleaners.</p> <p>We also have a communication book in the office, where appointments and communications are noted and corresponded, all phone calls are logged and messages passed to the relevant team members. Downstairs in the main hallway/throughfare, we have a communications board that details jobs for the day, who is not going to be in, who is being collected early Etc, so that everyone can see a snapshot of the day. Next to this is a large noticeboard with information sheets for both staff and service users.</p> <p>Regular staff meetings are held, on different days, so that all staff have an opportunity to attend, these are recorded and presented to all staff with a read & sign sheet. Staff are expected to attend at least 50% of staff meeting throughout the year.</p> <p>Any policy updates, new rules or information are also presented to all staff in the same way; with a read & sign sheet.</p>
<p>Ensure that areas are accessible to wheelchair users and look into ways in which this can be implemented.</p>			<p>Even though parts of the site are not ideal for wheelchair users, and we stress this to everyone who comes to visit and look around, we have worked tirelessly to ensure all our services are on one level.</p> <p>Ramps have replaced steps, & in polytunnels, soft ground has been hardened with more durable materials to ensure wheelchairs can access without risk of getting stuck.</p> <p>An extra wide pathway was laid to the workshop and double doors installed in the side to ensure wheelchair access. 3 out of 5 greenhouses are accessible with a through entrance and exit.</p> <p>Throughout the site we have also built raised beds for seated gardening, rather than them all being at ground level, and in the potting shed we purpose built a potting bench which a wheelchair will sit underneath comfortably.</p>
<p>Completed by</p>	<p>Gail Harvey-Clapham</p>	<p>Date</p>	<p>27/9/22</p>

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