

4Ever Unique (Unique Kidz & Co.)

Morecambe

Adult Day Services Enter and View Report

Wednesday 7th September 2022

10:00–12:00



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, people using the services and relatives who met members of the Enter and View team on that date.

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Staff met during our visit:

Jordan Halpin: Service Manager

Sally Nelson: 4Ever Unique Manager

Date and time of our visit:

Date: Wednesday 7th September, 2022

10:00-12:00

Healthwatch Lancashire Authorised

Representatives:

Sue 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 (HWL) 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, young adults using the services and relatives for making us feel welcome and taking part in the visit.

General Information

There are twenty four members using the services overall. The service provides community based, outdoor and environmental activities, arts and crafts, baking and other indoor activities. Unique Kidz & Co. provide day services for children with learning disabilities who can then progress onto the 4Ever Unique services for young adults

Methodology

We have 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 young adults

The Enter and View representatives made an announced visit on Wednesday 7th September 2022 and spoke to four young adults, one manager and four staff members; seven relatives completed the online survey.

Healthwatch Lancashire obtained the views and experiences of the young adults using the services, relatives and staff. Conversations with each are adapted to capture individual experiences to help assess the quality of services. Young adults 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, young adults 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 service. Representatives also recorded their own observations on the environment and staff-young adults interactions.

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

Summary:

4Ever Unique services are provided by Unique Kidz and Co. and are for young adults with learning disabilities. Services are located in a purpose built centre in Morecambe, North Lancashire. The centre houses both Unique Kidz and Co. which is for children with learning disabilities, and 4Ever Unique for young adults. Several of the young adults have progressed from Unique Kidz and Co. upon reaching young adult age.

Staff interactions with the young adults were positive and friendly. There was a good, relaxed atmosphere with staff and young adults chatting and laughing together. During the visit some young adults had gone for a walk, another group were baking and a third group were making bug houses. 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 young adults.

Positive feedback was received from all the young adults spoken with *"it makes me happy"*, *"I love going to see the horses"*, and *"I love coming and spending time with my friends"*. Members were happy with the range and type of activities on offer, with baking, cooking, litter picking, singing and dancing, karaoke, beach walks and seeing horses all being mentioned as activities the young adults enjoy doing. Seeing friends was mentioned several times and this appears to be an important factor for some when attending the centre. The young adults spoke about their Young Adult Council and their work within the community, this was also discussed around choices for activities, projects as well as being the voice of the young adults using the services *"yes we decide and have a council"*. Two of the young adults spoken with felt that more space was needed, one would like to go out for lunch and another would like to go out into the community more. One young adult stated that it can be too noisy at times.

Feedback provided by seven relatives was positive *"Would be lost without this brilliant service, my young adult absolutely loves it, every day is different and the staff can't do enough"*, *"They are constantly coming up with new things and asking us what we need. It's totally refreshing"*, *"Absolutely brilliant"* and *"This is an absolutely brilliant service that helps so many families who would be lost without them. Many of us would be unable to work without the service. Our young adults love attending 4 ever unique"*. All relatives felt well informed and that their relatives had choice around their day. Several relatives stated that they would like to see the service expand.

Feedback from four staff members was collected which was generally positive with some minor issues raised around limited space, occasional understaffing and possibly the need for some more adult play equipment. All staff felt fully supported and able to carry out their roles well.

Enter and View observations

Client interactions

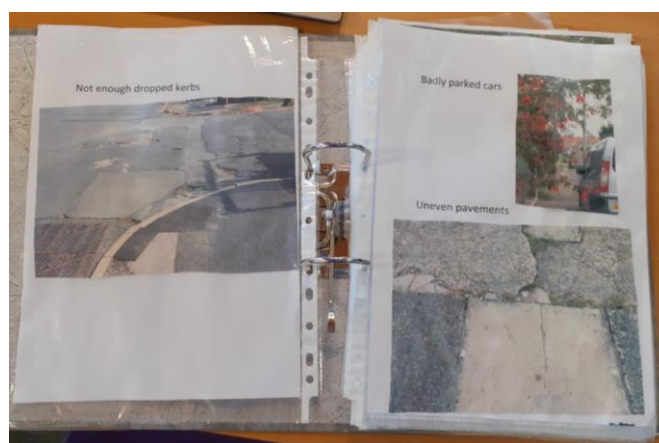
Upon arrival there were several activities being undertaken, one group had gone for a walk, another group were baking and a third group were making a bug hotel and looking at bugs they had found outdoors. The young adults gave a warm welcome to Healthwatch Lancashire representatives and there was a nice atmosphere with lots of chatter and laughing. Staff were located around the centre helping out as needed, and all of the groups appeared engaged and enjoying their chosen activity. Throughout the visit the young adults were heard to be asked if they would like to do something or if they were happy with what they were doing.

Staff appeared to know the young adults well and demonstrated good understanding of individual needs and requirements; and there was a relaxed atmosphere between staff and young adults.

The young adults were seen to be working as volunteers with the childrens activities and it was evident that the two groups mixed as and when appropriate dependant on the individual young adults' wishes.

During the visit the young adults talked enthusiastically about their Young Adults Council, where they create their own projects around issues and concerns in the community. The council is led by the young adults who write their own agendas, manage their meetings and look to be very involved within their local community. A photograph album was shown where they have been out into the community looking at issues around access, dog fouling and the such and how this is an issue with wheelchair users etc. They explained how this has been presented to their local authority who were working with the young adults to help improve their local community.

The young adults were very engaged in the visit and several took ownership of the surveys by undertaking them with each other rather than being led by the Healthwatch representatives.



Staff

Staff knew all the young adults names and how best to support everyone for their individual needs and preferences. Staff were very respectful and appeared professional throughout the visit.

The managers Jordan and Sally were very welcoming and was around to answer any questions; all staff were approachable and friendly, and appeared to be enjoying their role.

Staff were observed supporting individual needs and preferences; and throughout the visit the young adults were treated with respect and their dignity was maintained at all times.

The Centre

The centre is based in a single storey building which houses both children and young adults groups. There is a large reception area, various activity rooms, a sensory room, several offices and a kitchen area. There is an outdoor space with planting, a basketball hoop, and an enclosed children's play area. There is also a room for personal care with equipment including a hoist.



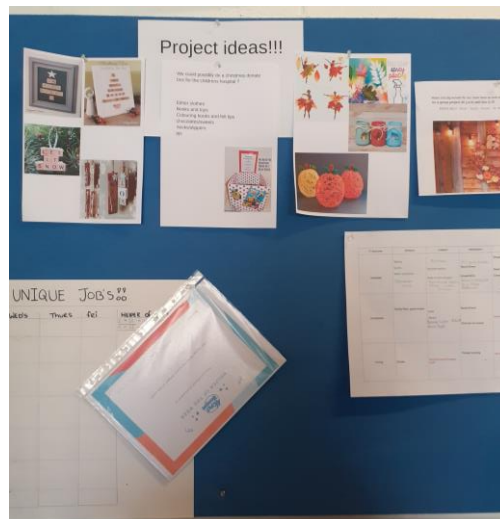
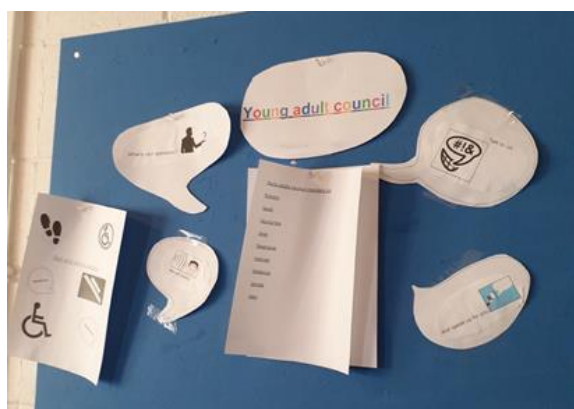
The reception area is open and spacious with signing in/out book, notices, a story tellers chair and a market style barrow. There is an open style kitchen attached to the reception area where the young adults can undertake baking and cooking.

There is a room for childrens' activities and this is linked with the sensory room which can also be accessed from the reception area. It was explained to Healthwatch Lancashire representatives that as there is a high demand for young adult services there are imminent plans for a mobile unit to be located at the site which will become the childrens centre allowing for the young adults to expand into the room currently allocated to the childrens' services. There are also plans to expand the kitchen to allow for more cooking and baking activities, as well as integrating some gardening and cooking activities.

The young adults have an activity room which is set up to be informal with several tables and chairs which allowed for individuals to have their own space or be

arranged together for group activities. There was a large storage cupboard with lots of resources for different activities.

In the activity room there were several boards with information around the activities and ideas for future projects. There is a notice board for the young adult council where they can put up their own notices.



Feedback from the young adults

General feedback



The young adults were undertaking various activities when Healthwatch Representatives arrived, they were welcoming and chatted as they were doing their activity. One group was out in the community and arrived back in time for lunch. Several young adults were very engaged and took ownership of the surveys.

Feedback was generally positive with comments like *“it makes me happy”* and *“getting more independent”*.

Seeing people and socialising appears to be a reason why many young adults attend the services with statements including *“I love coming and spending time with my friends”*, *“my friends I love them”* and *“spending time with my friends”*. One young adult said they would like *“more friends to meet”*.

Choice

All young adults spoken with said they have choices, two mentioned the Young Adult Council stating *"yes we decide and have a council"* and *"yes I am on the council"*.

Activities

All young adults spoken with said that they are happy with the range and type of activities available, *"I do all sorts here"*, *"music and dancing"*, *"Karaoke"*, *"I love going to see the horses"*, *"Saturday outings"* and *"beach walks"*. Two young adults stated that they enjoy litter picking in, and for, the community, and one said that they enjoyed the views across the Bay while they were doing this. Baking and cooking were also discussed as an activity that is enjoyed, with one young adult saying they would like *"more cooking, but I [already] do a lot"*.

One young adult stated that they would like to go out for lunch, and another stated that they would like to go out more in general

Building

Two of the young adults spoken with said that they felt the building is a bit small with comments including *"bigger room if possible"* and *"could be a bit bigger"* although there was acknowledgment that this is currently being looked at.

One young adult stated that it can be a bit noisy at times, especially when groups are coming back in after an activity within the community.

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

All the young adults told Healthwatch Lancashire representatives that they knew who they could talk to if they were unhappy; one young adult stated *"the council are our voice"* and another stated *"I am a good ambassador"*.

Relatives and friends' views

General experience

All relative feedback was positive with comments including *"Absolutely brilliant", "Excellent service", "It's great", "very positive"* and *"I am very happy with the service. I know my relative is safe whilst there"*. One relative stated *"The facility is friendly and has a wonderful atmosphere. All those that attend form great friendships and you get that relaxed, homely secure feeling when you are there. This way I know my relative is happy and safe"*.

Several relatives who provided feedback talked about how they would like to see the centre expand and be able to provide more services with comments including *"Expanding, as currently only have 3 days a week and would love to have 5 as there is nothing else suitable available", "increase the capacity so that my [young adult] can attend on more days in the week", "Bigger space so that they can expand. They are brilliant and so popular", and "expansion...which I know they are doing!! This will give yet more options and longer opening times hopefully"*.

Choice

All relatives said that they felt their family members have choices around their day; *"The young adults take the lead on the activities on offer. I am also consulted. They often have people in to deliver activities too", "There is a wide variety to support every individual with activities to suit their own personal needs", "The activities suit my [young adult] hobbies and interests but they are wide ranging enough to appeal to the hobbies and interests of all the participants which is an important thing for my [young adult] to take on board.", and "The list on offer is constantly being updated and offers a wide choice. any wishes of my [young person] are always taken into account"*.

Do you think you are kept informed about your relative?

All relatives stated that they were happy with the communication from the provider with relatives stating *"They have a great presence on all social media channels which also allows relatives and friends to see what my relative is up to"*,

"The staff often tell us at the start or end of the day. We are also informed by email of special or one off activities", "The staff always make an effort to chat with me at the end of the day, in particular if there is something important that they want to discuss with me", "I have a communication book and I am often sent photos. I am also invited in to discuss my relative and my relative takes part too. I am also given a verbal handover when I collect my relative", and "We have a daily chat book and often get emails".

Any other comments

One relative commented "...some form of volunteering work in the community. Ideally, it would be great if [they] could do this through 4Ever Unique but it would entail having more staff to deliver more one to one support".

"Many of us would be unable to work without the service. Our young adults love attending 4Ever unique, it is good for them to meet their friends for exercising and getting out and about".

"Would be lost without this brilliant service, my young adult absolutely loves it, every day is different and the staff can't do enough".

"4Ever Unique provides a vital service for 19 - 30 yr. olds in this area. My [young adult] loves it and I would not like to think what [their] life would be like without it".

"They are constantly coming up with new things and asking us what we need. It's totally refreshing. My relative has friends at 4Ever Unique and that's really important to my relative and me. Everyone needs friends and 4Ever Unique is brilliant at supporting the young adults. and their families!!".

"It is essential that 4Ever receives maximum support from Lancashire County Council".

Staff views

Pre-visit questionnaire

The service manager Jordan was very welcoming of the proposed visit and saw it as an opportunity to identify any area(s) needing improvement. Information was given on any communication or individual needs in advance of the visit so that

Healthwatch Lancashire representatives could be fully prepared. Jordan also talked through the various activities and opportunities that the young adults have whilst attending day services at 4Ever Unique.

General feedback

The four staff who provided feedback were generally positive about the services and centre, and comments included *“friendships that are made in this service and out of the service are wonderful”,* and *“...get to spend time with friends, enjoy activities, try something new, do activities they would like to do”.*

All staff feedback was positive around their roles with comments including *“no two days are ever the same. We get to do what the young adults want to and get to make a difference”,* and *“seeing children develop into the young adults they are now”.*

Staffing levels and support

Two of the staff felt that they are adequately staffed; whilst one stated there may be some staffing issues around sick leave although acknowledged *“staffing is always priority”,* and one felt that there is not always sufficient staff. One staff member stated that they would like to see more male staff members.

Young adult choice

All four staff members felt that the young adults have choices around their activities with two discussing the Young Adults Council *“They also have their own council where they can feedback on what they like/dislike and what they want to do”,* *“They are involved in the planning, what they would like to do”,* and *“the [young adults] are included in planning and the day to day ideas and activities”.* One staff member stated *“we put a lot of effort into offering different activities and are always led by the young adults”.*

Environment

Two of the staff who completed the surveys were happy with the premises *"it is a good premise and accessible to users"* and *"...building has everything that we need and is fully accessible"*. Two staff members felt that as the services were growing more space is needed, and one stated *"...would benefit from more equipment, like a swing/more stuff to play with, sensory equipment as we expand"*.

Would you recommend this day service to a close relative?

All staff who provided feedback stated that they would recommend the service to a close relative with comments including *"100%", "definitely"* and *"yes definitely"*.

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 the young adults, relatives and staff.

- The Young Adult Council could potentially undertake further surveys with all young adults attending 4ever Unique to determine ideas for further activities within the community such as a lunch club
- Look at the possibility/feasibility of volunteering and/or similar opportunities within the community for those who may wish to be out and about more
- Consider more sensory and/or adult play equipment such as a wheelchair swing following proposed reorganisation of space

Response from provider

Areas identified for improvement	Action from provider	When by	Comments
Look at ideas for further activities within the community such as a lunch club	<ul style="list-style-type: none"> Raise this action at the Young Adults Council so that the preferred activity/club can be created and started. 	Nov 22	
Look at the possibility/feasibility of volunteering and/or similar opportunities within the community	<ul style="list-style-type: none"> Review staffing levels for young adults to go out 1:1 volunteering Research volunteering opportunities in the local community (the young adults to assist with this) 	January 23	We have just taken on an additional staff member to assist with activities out in the community. We will constantly review the staffing levels to ensure we are offering as many opportunities as possible.
Consider more sensory and/or adult play equipment such as a wheelchair swing following proposed reorganisation of space	<ul style="list-style-type: none"> To be passed onto the Board of Trustees and architects to consider when developing the plans for our extensions To include the young adults in the process of creating the plans for the new space (which is already happening) To work with the young adults to come up with a list of new sensory and play equipment they would like to have and then look at submitting grants for these items 	2 years (in line with plans for extension) Dec 22	We are currently in the early stages of developing plans for our building extension and adjoining field but are committed to involving the young adults as much as possible in the process.
Completed by	(Name) Jordan Halpin	Date	14/11/2022

Questions

Is the report factually accurate? If not please state what. Yes – amendment to managers name already been made.

Did you learn anything new about residents' views and experiences, or anything else, as a result of the Enter and View undertaken by Healthwatch Lancashire? – It reassured us that the service is enjoyed by our young adults and we feel it gave us the opportunity to show what we do well. We found it a great way to find out feedback from service users and their families.

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