

Domino Partnership Ltd

Burscough

Adult Day Services Enter and View Report

Wednesday 10th August 2022

11am-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, 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:

Sandy Tyrer: Owner

Date and time of our visit:

Date Wednesday 10th August 2022

11am-12.30pm

Healthwatch Lancashire Authorised
Representatives:

Sue Edwards - Senior Engagement Officer

Jodie Ellams - Engagement Team Leader



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 (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 the owner, staff, members and relatives for making us feel welcome and taking part in the visit.

General Information

There are thirteen people using the services overall, ten of these members were present on the day of our visit.

The Domino Partnership provides music and drama related activities for adults with learning disabilities.

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 members

The Enter and View representatives made an announced visit on Wednesday 10th August 2022 and spoke with the owner, ten members, one staff member, and four external staff members; six relatives responded to our questions in writing.

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

The Domino Partnership Ltd provide music and drama activities for adults with learning disabilities. Services are based in a unit on the first floor in Burscough Wharf, Burscough. There is lift and stair access to the centre.

Staff interactions with members were positive and friendly. There was a good, relaxed atmosphere with staff and members chatting and laughing together. During our visit members started with a warm-up dance then paired up to identify sounds of various emotions which then became a group activity with pairs making the sounds of their chosen emotions to create a musical sound. The final part of the session involved groups planning a small play to present to the others after their lunch break. 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 ten members present at the time of our visit. Positive feedback was received from all members who were spoken with were positive about the service *"love everything about the centre, everything is perfect"* and *"get to be inventive and creative"*. All members said that they felt that they have choices, with comments including *"quite flexible"*. Members shared that they enjoy the activities with music, singing and drama being the most discussed. Suggestions for further activities included being out in the community more, snare drums and comedy nights; two members expressed their desire to work in television. All members said that they felt they could talk to staff.

Written feedback was gained from six relatives and all relatives stated that they are generally happy with the services with comments including *"the service is excellent"* and *"excellent service"*. All relatives said that they feel their loved one has a choice, and all said they felt well informed.

Staff feedback was positive with comments including *"it is a lovely atmosphere and a great group of people who enjoy being creative and having a positive attitude"* and *"friendly and relaxed atmosphere"*. All staff stated that they would recommend the services to a close relative *"Absolutely. This is a really good service that I've recommended several times"*.

Enter and View observations

Healthwatch Lancashire representatives arrived at the start of the session. Members greeted Healthwatch Lancashire representatives warmly and introduced themselves; there was a good atmosphere throughout the visit.

Observations were carried out during the session so that members could continue with their chosen activities.

Client interactions

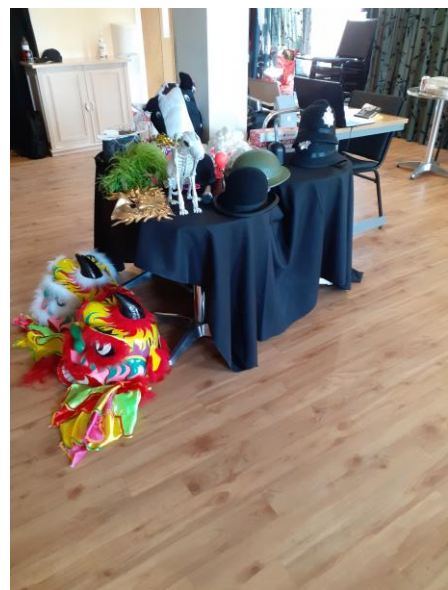
Members were seated around the hall in a circle; some had chosen to sit at their own table whilst others were seated together in small groups. Some members were on one-to-one support with their own external staff who sat with them to be able to provide support as and when required. Members were very engaged with Healthwatch Lancashire representatives and happy to share their experiences of the centre.

The session started with a warm-up dancing session where members danced as they wished; some members chose not to participate but appeared to be enjoying listening to the music and observing others.

The next part of the session started with the group dividing into pairs to identify sounds of various emotions which then became a group activity with the paired members making the sounds of their chosen emotions to create a musical sound.

All members were seen to be engaged and enjoying the sessions, and there was a lot of laughing and chatting. Staff were encouraging to the members during the class, and everyone appeared to be enjoying the activities.

The following session involved the group forming three teams and been given a title for a little play they were going to put on for the others in the afternoon; each team provided a 'shopping list' to Sandy, the owner, who found props to meet these lists and there was a lot of chatting and laughter around this.



Staff

On the morning of the visit the owner, Sandy Tyrer, was very welcoming to the Healthwatch Lancashire representatives, and supported members to individually introduce themselves. Sandy led the session and was very engaged with all of the members. Staff knew all members names and how best to support them and their individual needs and preferences. They were very respectful towards members and appeared professional throughout the visit.

Staff were observed dealing with some minor challenging behaviour by listening and responding appropriately. Members appeared at ease with staff and seemed able to approach staff if they felt anxious or unhappy.

Person-centred support was apparent throughout the visit by all staff.

The Centre

Domino Partnership Ltd. is located in a unit on the first floor in Burscough Wharf, and there is lift and stair access to the centre. The centre consists of one large room with a small kitchen area, a stage area, and a storage area screened by a curtain.

The kitchen area is open plan allowing for members to access if required. There are two walk-in cupboards to the far side as well as worktops, fridges and other appliances. Members provided their own lunches with some being supported to buy from local shops during the lunch break.

Members were observed entering the kitchen to get their lunches out of the fridge indicating that they have access to this area.

The small stage area held a drum kit, and other musical instruments were seen around the hall, there is also a large pull down projector screen over the stage area.



Feedback from members

General feedback

All members spoken with during the visit stated that they really enjoy attending the service with comments including *“get to be inventive and creative”* and *“love everything about the centre, everything is perfect”*. Several members shared that they like coming to the centre to meet friends and socialise *“everyone here is friendly”*.

Two members shared that they would like to be on television, and one of these members said one of their reasons for attending the centre is *“for my future”* in relation to learning skills that may enable them to have an active future in television.

One member spoken with expressed that they don't like people talking and not sitting down when they should be.

Choice

All members spoken with said that they felt that they have choices with comments including *“quite flexible”*. One member commented that it is quite structured but in a good way and that they know they can choose an alternative activity if they so wish.

Activities

Members who took part in the visit said that they enjoy the activities with music, singing and drama being the most discussed; followed by working on a play, fake auctions with buttons to bid on items such as a crystal ball, playing games, putting on a Christmas Show and dressing up.

One member said that they would like to do baking, another member shared that they would like to see comedy nights, and one member said they would like to see snare drum sessions. One member spoken with said that they would like to do more things out in the community.

Building

All members spoken with during the visit said that they are happy with the building and facilities.

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

Healthwatch Lancashire representatives asked members if they knew who to speak to if they had an issue or a worry and all said that they felt they could talk to staff.

Relatives and friends' views

General experience

Written feedback was gained from six relatives and all relatives stated that they are generally happy with the services with comments including *"the service is excellent"* and *"excellent service"*.

Relatives who provided feedback all felt that the members needs are being met, and one relative stated *"...over the years it has become a beneficial and stable part of [their] weekly routine"*.

Choice

All relatives said that they feel their loved one has a choice in what they do whilst they are at the service, with comments including *"yes everybody gets to choose what they would like to do"*. One relative who provided feedback said they would like to see more games played.

Do you think you are kept informed about your relative?

When asked if they feel they are well informed about their loved ones all relatives stated that they are.

Any other comments

The following additional comment was made by a relative:

"Tasks and activities are often already set out but this has a wider benefit of engaging my [their] to work towards something organised and with an end goal".

Staff views

Pre-visit questionnaire

A pre-visit questionnaire was carried out by telephone on Wednesday 27th July 2022 between Healthwatch Lancashire representative Sue Edwards and the Domino Partnership owner, Sandy Tyrer. Sandy was very engaging and spoke about the services they offer, their facilities, activities, and any communication needs we may need to be aware of. Sandy was very welcoming of the proposed visit and saw it as an opportunity to identify any area(s) needing improvement.

General feedback

One internal and three external staff were present on the day of the visit and all gave feedback. Staff feedback was generally positive with comments including *"it is so full of fun for staff and those being supported"*, *"...so much fun it's actually the best day of the week. Fully inclusive, everyone enjoys the day"*, *"it is a lovely atmosphere and a great group of people who enjoy being creative and having a positive attitude"*, *"friendly and relaxed atmosphere"* and *"it's a pleasure to attend every Wednesday"*.

Staffing levels and support

All staff felt that there is sufficient staff during the sessions, and all felt that they have sufficient knowledge to undertake their roles.

All staff were aware how to raise a safeguarding concern.

Members' choices

Staff expressed that members have choices with comments including *"the service always makes sure [members] are asked and fully inclusive when in the drama session"* and *"always inclusive, choice of songs, character dramatization, opportunities to perform and be praised and encouraged"*.

One external staff member stated *"some [members] are not engaged in the current play and are finding it boring/tedious. Previous plays have been more fun and [member] appropriate"*.

The owner, Sandy, stated *"improvements made as we meet with the group and action suggestions"* and *"I base activities on suggestions made and what the group appear to have enjoyed"*.

Environment

All staff said that they were happy with the premises with comments including *"fairly modern and of a good standard", "brilliant", nice space"* and *"really good premises"*. One external staff member commented *"sometimes there are concerns with noise levels from the music school above"*.

Would you recommend this day service to a close relative?

All staff stated that they would recommend the services to a close relative *"Absolutely. This is a really good service that I've recommended several times"* and *"a big yes"*.

Recommendations

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

- Consider further activities such as snare drums, comedy nights, more games etc., this could be done through further consultation with members and relatives.
- Consider some further integration into the local community to allow for those members who may wish to be out and about a bit more, this could be achieved through various methods such as activities and events.
- Consider some of the members who may struggle with a lively loud environment and see how they can be supported to fully enjoy their time at the Domino Partnership.

Response from provider

| Recommendations | Action from provider | When by | Comments |
|---|---|----------|--|
| Consider further activities such as snare drums, comedy nights, more games etc. | Continue to discuss further activities with members, relatives and staff for continual development | On-going | <p>Regular feedback does take place with members and their relatives. Most of the members are transported by parents to and from the session and open dialogue benefits us all.</p> <p>The use of musical instruments is included within our sessions when appropriate to the theme of the session. Our last play relied heavily on the use of a snare drum to add to the atmosphere of the play. Unfortunately, all plays are not the same.</p> <p>Members and relatives are also aware of any comedy nights that take place at the Arts Centre during the year with professional comedians.</p> <p>These are ticketed events widely advertised and open to everyone. Some relatives and members attend these nights.</p> <p>Games of some sort are enjoyed every week alongside focussed play aimed at a specific subject that we may be pursuing.</p> |
| Consider some further integration into the local community. | As Domino Partnership Ltd is an indoor drama and music group we are not currently looking to undertake activities out of the centre | N/A | Domino Partnership Ltd involves Drama and Music and not an outward-bound activity centre. Some relatives do choose on other days to place their sons, daughters on such activities with other companies such as gardening, wall climbing, bowling. |
| Consider some of the quieter members who may struggle with a lively loud environment. | We will continue to work with our members to ensure they have a fully enjoyable experience during their time at the centre | On-going | All our members have their own idiosyncrasies which are well known and taken into consideration by staff. We do have quiet times during each session and often have relaxation time. We acknowledge that there are times when we have a lively session however, we do have times for reflection. |
| Completed by | Sandy Tyrer | Date | 8 th November, 2022 |

Any other comments?

“Look at the current play that is in production and see how it can be more engaging and inclusive to members” - When you visited our play was in its infancy. Planning was taking place with members. As the play has developed this has already been addressed. We have included extra individual pieces using a music hall theme. Every member has a part in the play.

“Look at the potential for television work for those members who may wish to pursue this: possibly through support with an external agency/organization experienced in this area” - We have been heavily involved with other companies in the past: In another place; Liverpool University and LIPA.

We would signpost any one of our members to a relevant agency be it for acting or any other activity that they are interested in. This would be achieved through communication with their relatives who would ultimately make the decision on what to do in the best interests of the member and subject to cost.

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