

# Enable U

# Colne

Adult Day Care Services

Enter and View Report

Monday 27<sup>th</sup> June 2022

1pm – 3pm



#### 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, clients and relatives who met members of the Enter and View team on that date

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Staff met during our visit:

Carly Bucknell (Deputy manager)

Date and time of our visit:

Monday 27<sup>th</sup> June 2022

1pm – 3pm

Healthwatch Lancashire Authorised  
Representatives:

Georgia Hackett – Senior Engagement and  
Research Officer

Emmy Walmsley – 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 (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 clients, 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, staff and clients, for making us feel welcome and taking part in the visit.

## General Information

Enable U is delivered by Pendle Support. There were six people using the service on the day of our visit.

Enable U provide activities and day trips for adults with learning disabilities to teach new skills, develop interests and try new experiences.

## Methodology

During the visit, 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 clients.

The Enter and View representatives made an announced visit on Monday 27<sup>th</sup> June 2022 and spoke to six clients and six staff members. An online survey for relatives was posted on Enable U's Facebook page, but no responses were received.

Healthwatch Lancashire obtain the views and experiences of clients, 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, client choice, staffing levels and support. The team also recorded their own observations on the environment and staff-client interactions.

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

## Summary:

Enable U is based on the ground floor within the Stanley Villas building in Colne. It is in a convenient central location, based on a main road with nearby public transport links. The centre is made up of a main games room (called the 'Stanley' room), an arts and crafts room, a quiet 'chill out' room, a kitchen and a wet room. The arts and crafts room was well equipped with resources and supplies including, crayons, pens, paints and stencils. There was a bright, modern kitchen which was equipped with kitchen supplies and aprons for clients. Overall, the centre is spacious, and the separate rooms allow for plenty of resources and supplies, without the spaces becoming cluttered.

There were six clients there on the day, two clients were non-verbal. Staff interactions were observed to be friendly and positive, with three clients requiring one-to-one support. During our visit, five clients (and staff) sat together round the table in the main games room and played a variety of games including bingo, colouring, hangman and higher or lower. One client was watching TV in the quiet room. Staff kept clients included and engaged in activities and often praised them for their contributions *"that's it, well done!"*. It was observed that one non-verbal client was using printed letter cards as a communication tool during a game of hangman, but they did not have a complete set of letters, meaning they were limited in what they could contribute.

Staff appeared to enjoy their role and had a positive attitude and outlook. They appeared to be giving their full attention to the client they were working with.

Feedback from clients indicated that they were happy with the service, with one sharing that they *"find out on the day"* what activities they do, and another saying, *"I choose what I want, when I want"*. All verbal clients shared that they are happy with the service and that they enjoy the activities *"we go on walks, I play on my phone, I have made a cheesecake and we go bowling once a week"*. Two clients were able to tell us who they would speak to if they were not happy with the service and gave specific details.

Four staff members completed our staff feedback survey. General feedback from staff was highly positive, with all staff thinking that clients have choice in what they do *"we take into account everyone's interests and tailor it in a person-centred way"*. Staff were also asked what improvements they think could be made to the service. Two staff members shared that the garden to the rear of the building could be improved, *"it would make a fantastic outdoor space to which we could learn and enjoy being outdoors"*. All staff members shared that they think there is enough staff when on duty and all felt that they had enough knowledge and interest to carry out their duties well. All staff members shared that they would recommend Enable U to a close relative.

## Enter and View observations

### The Centre

Enable U is based on the ground floor within the Stanley Villas building in Colne. It is in a convenient central location, based on a main road with nearby public transport links. The front of the building has wheelchair access, a small flower bed and bunting which gives an appealing and welcoming feel.

On arrival, there is a small porch area containing a selection of leaflets. To gain access to the main centre, visitors are required to ring a bell for staff to unlock the door. As HWL representatives arrived, the door was answered promptly, and representatives were greeted by a member of staff who took their temperature in line with their COVID procedures. Representatives wore masks, as requested by the service manager prior to our arrival.

Our representatives were welcomed by the deputy manager, Carly Bucknell, who invited them into the office to brief them on the clients who were attending that day, their communication needs and what activities were planned. It was explained to representatives that clients had taken part in one-to-one cooking sessions earlier that morning. Carly also explained that the service often offers day trips and other activities away from the centre including going bowling, dancing and going on walks. Whilst in the office, a client approached representatives and offered to give a tour of the centre which representatives keenly accepted.

The centre is made up of a main games room (called the 'Stanley' room), an arts and crafts room, a quiet 'chill out' room, a kitchen and a wet room. As representatives arrived, most clients were sat in the games room, playing bingo. In this room, there were two large tables, which clients and staff were sat round, which appeared to encourage social interaction. There was also a football table, pool table, and an air hockey table. On the fireplace in the main games room, it appeared that the group had previously done some history work, as there were various historic pictures which had been coloured in. There was also a noticeboard with the titles 'June, July, August'; there was a postcard of Edinburgh beneath June and various beach pictures beneath July and August. The radio was playing in this room, which gave a good atmosphere and clients and staff often danced when certain songs came on.

The arts and crafts room was well equipped with resources and supplies including, crayons, pens, paints and stencils. There was also clients' work displayed on the walls and windows. The 'chill out' room is located opposite the main games room and is a much quieter room. The theme of this room is the beach, and there was a range of beach-themed signage and decorations, to represent being near the sea. There was a sofa with beach-themed cushions, a fish tank with fish, a TV with a collection of DVD's, a small keyboard and a table and chairs. There was also an multicoloured LED lit tree in the corner of the room.

There was a bright, modern kitchen which was equipped with kitchen supplies and aprons for clients. There was signage reminding clients to regularly wash their hands along with two recipes hung on the wall for 'gingerbread cookies' and 'sunshine burgers'. The kitchen was very clean and tidy.

HWL representatives noticed an easily accessible toilet and separate wet room. Representatives observed that there was only one toilet, and on one occasion during our visit, a client had to wait for the toilet to become available, which seemed to slightly distress them. Staff noticed this and reassured the client that they need to wait until the toilet becomes available.

Overall, the centre is spacious and the separate rooms allow for plenty of resources and supplies, without the spaces becoming cluttered.

## Client interactions

Staff interactions with clients were observed to be friendly and positive. Out of the six clients there on the day, three of them had one-to-one staff support. During our visit, these three clients (and their staff) sat together round the table in the main games room and played a variety of games including bingo, colouring, hangman and higher or lower. HWL representatives were informed that clients are free to use any area of the building, but that they prefer to sit as a group in the main games room. Of these three clients, two were non-verbal. One non-verbal client was sat on a separate table, but we were informed by staff that they like to sit and look out of the window. Due to their ability and preference, this client was less involved in the activities, but the assigned staff member still ensured that they had the resources they needed to partake.

Staff kept clients included and engaged in activities and often praised them for their contributions "*that's it, well done!*". During one game, one client went to use the toilet and staff waited for them to return so they could still participate. It was noticed that during the game of hangman, non-verbal clients had printed letters

which they could hold up/point to, to take part in the game. However, one client did not have a complete set of letters to use, so they were limited in what they could choose. One staff member was observed on a few occasions to be encouraging one of the clients to use Makaton signs to communicate and participate in hangman and higher or lower.

HWL representatives noticed that when one game/activity had finished, a client asked the staff *“what are we doing next?”*, to which staff responded that they were colouring in a butterfly stencil and *“there will be a prize for the winner”*. HWL representatives felt that although clients may have been happy with the choice of activity and/or felt comfortable to tell staff if they did not want to participate in a certain activity, the structure of the afternoon appeared to be staff-led, rather than clients suggesting what they would like to do. However, it was noticed near the end of the visit that one client had asked for their nails to be painted, so staff promptly got out the nail varnish and asked all clients if they would like their nails painted.

There was one client who sat by themselves in the quiet room, watching a film on the TV. Staff informed us that this client prefers to watch TV, rather than play games with the rest of the group. Representatives noticed staff members going in to chat with this client regularly.

Overall, client interactions were positive. One client was often heard telling a staff member *“ten minutes!”* and the staff member explained to representatives that this client often likes to remind them that another clients’ medication is due.

## Staff

All staff were wearing Personal Protective Equipment (PPE) including a mask, gloves and apron and they were regularly changed when a member of staff went on a break or there was a change of activity. Staff were respectful towards clients and all staff knew all clients’ names. Three staff members were on one-to-one support and were aware of their needs and the best way to communicate with them. Although staff were on one-to-one support, it was clear that they knew the other clients’ needs too.

Staff appeared to enjoy their role and had a positive attitude and outlook. They appeared to be giving their full attention to the client they were working with.

## Additional information

HWL representatives were confident that personal care needs were met. Towards the end of the day, staff wrote in the clients' individual files with what they had done that day. These files included individual support plans, medication records, personal information, risk assessments and report sheets.

On one occasion, two members of the public walked past the building from the pavement outside and waved to the clients. The deputy manager informed our representatives that they often walk past and wave through the window, and the clients have since made them a card and spoken to them whilst out gardening.



# Feedback from clients

## General feedback

Two clients were able to provide verbal feedback, an additional client provided yes/no answer feedback to some of the questions and feedback from one further client was obtained using support from staff. Representatives asked three clients how long they had attended the service, and all three had attended for longer than 12 months. All clients shared that they are happy with the service.

One client was non-verbal and did not have capacity to answer some of the more complex questions. Representatives asked this client *"Do you like coming here?"* to which they replied *"Yes"*.

## Choice

Feedback about choice was collected from two clients. One client shared that they *"find out on the day"* what activity that they will be doing, and the second client shared *"I do what I like to do"* and *"I choose what I want when I want"*. Both clients were asked if they knew what they would be doing the following week, but neither gave any detail.

## Activities

All verbal clients shared that they are happy with the service and that they enjoy the activities *"we go on walks, I play on my phone, I have made a cheesecake and we go bowling once a week"*. All clients mentioned *"going out"* as their favourite thing to do at the service; *"I like going on walks which we do here"*, *"being able to go dancing"*. Overall, client feedback was positive about the service *"I am here forever now, there's no getting rid of it"* and no negative comments were made.

## Building

One client answered the question about the building and shared that they like the building *"It is nice, it's lovely, I like this big room the most. I like looking out of the building"*.

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

Two clients answered this question and shared they would know who to go to. One shared “yes I do” and the second shared “I would go to Carly or Katie”.

## Staff views

### Pre-visit questionnaire

A pre-visit questionnaire was carried out with Carly Bucknell, the deputy manager, on 13<sup>th</sup> June 2022. Carly informed us that the best time to visit would be in the afternoon as the group is busier in the afternoons. Carly spoke about the activities they offer including day trips, which they can arrange as they have their own mini bus. Day trips included bowling, dancing, story telling at the library, going out to the park, trips to Manchester, Blackburn and the Animal & Horse Rescue Centre.

### General feedback

Four staff members completed our staff feedback survey.

General feedback from staff was highly positive. Staff were asked *'what is great about this day service?'*; two staff members mentioned the *"diverse variety of activities"* and how they *"take into account everyone's interests and tailor it in a person centred way"*. Three staff members mentioned that other staff contribute to making the day service great.

*"The staff and the clients are both very unique individuals who work together to create a good atmosphere all day, every day"*.

Staff were also asked what improvements they think could be made to the service. Two staff members shared that the garden to the rear of the building could be improved, *"it would make a fantastic outdoor space to which we could learn and enjoy being outdoors"*, however, *"it requires a lot of work to bring it to its full potential"*. An improved garden would be *"great in the summer to have picnics, sit out and grow vegetables"*. A further staff member shared that more arts and crafts resources would be beneficial, *"to improve, the day centre could invest in more materials in order for more arts and crafts to take place as the service users enjoy getting stuck in with arts and crafts"*.

### Staffing levels and support

All staff members shared that they think there is enough staff when on duty, with one member sharing *"I don't believe there has ever been a time where there has not been enough staff"*. One staff member shared that they have enough staff

*“most days – last minute sickness can be difficult to cover”*. It was also shared that *“we have recently recruited three more members of staff which will help with our ever-growing centre”*.

Regarding staff support, all staff felt that they had enough knowledge and interest to carry out their duties well, *“training is carried out yearly”*. One staff member shared *“I am always ready to learn”*. Staff also shared that they feel comfortable to speak to their colleagues for *“help and advice”*, *“We have a fantastic team of staff”*.

All four staff members asked, knew how to raise a safeguarding concern.

## Client choice

All staff members shared that clients have a choice in what they do whilst at the service, *“we always give our clients choices”*, *“some activities are pre-planned around the service users attending”*. Staff members were asked how far in advance clients know what activities they will be doing; all staff responses indicated that daily activities are planned on the day but day trips and paid-for activities are announced *“usually 1-2 weeks in advanced”*. One staff member shared that *“letters get sent home in advance for trips”*.

All staff members believe that clients have a good choice of activities *“there are plenty of games, CD’s, DVD’s jigsaws and puzzles for service users to do”*. One member shared *“we are always open to trying new things”*.

## Environment

No negative comments were made about the environment, but some suggestions for improvements were made. Positive comments about the environment included the space for activities, bright decorations and being fit for purpose. A suggestion for an improved garden was mentioned, *“it would be better if we had safe, secure outdoor space”*. One staff member also shared *“I think as the service continues to grow then the premises should grow or move to bigger also”*.

## Would you recommend this day service to a close relative?

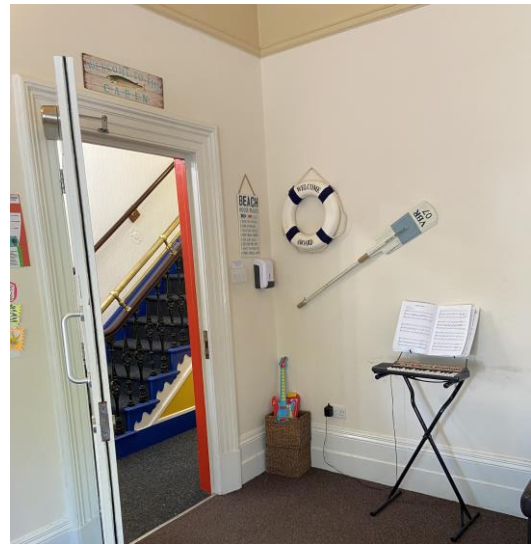
All staff members shared that they would recommend Enable U to a close relative.

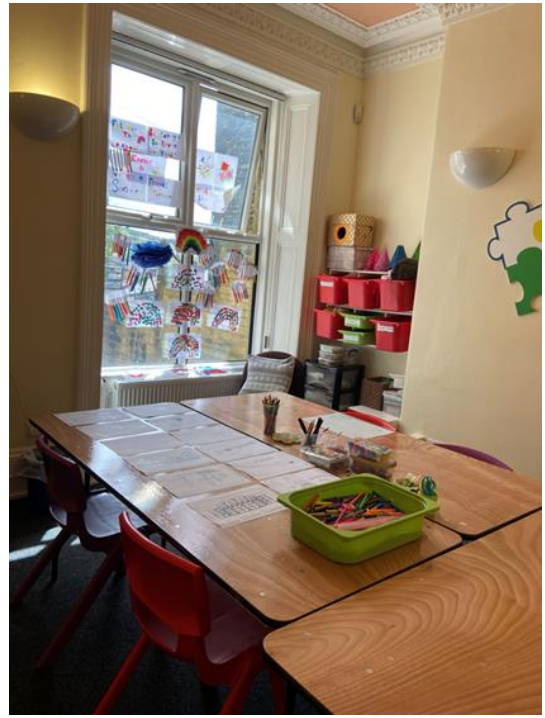
## Areas for improvement

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

- Consider ways to improve the back garden, so that it can be used for activities such as gardening and enjoying lunch outside in nice weather.
- Ensure that there are enough resources available to support people to be able to communicate.
- Provide clients with more choice about what activities they would like to do and regularly seek feedback.

## Pictures taken during the visit





## Response from provider

Areas identified for improvement	Action from provider	When by	Comments
<p>Consider ways to improve the back garden, so that it can be used for activities such as gardening and enjoying lunch outside in nice weather.</p>	<p>The Garden has now been mowed and tidied.</p>	<p>August 22</p>	<p>We haven't had a gardener since Covid hit in 2020. So, this impacted the garden at the back of the day centre. We will now have the gardeners coming on a monthly basis. The service users go out a lot for lunch over the week so even though the garden area would be a lovely place to have their lunch, a lot of the time we are not here to use it for that reason. We are currently sourcing a picnic bench for these times.</p>
<p>Ensure that there are enough resources available to support people to be able to communicate.</p>	<p>We do have enough resources in the centre, but they were not out on the day.</p>	<p>August 22</p>	<p>All staff to make sure that service users have enough resources to communicate effectively.</p>
<p>Provide clients with more choice about what activities they would like to do and regularly seek feedback.</p>			<p>There are a lot of service users who attend the centre that like structure and routine. We have a lot of service users who are autistic. Most of them don't like to be asked if they would like to do certain activities because this can agitate them. This is written in their support plans which we follow daily and are helpful to ensure consistent care. They even attend on certain days because of the activities we have available on those days. We are in contact with their parents to ensure they are getting what they expect from the day centre. We are very person centred and know each service users likes and dislikes. We encourage service users daily to join in with activities and are always communicating with them to see what they would like to do.</p>



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## Enter & View Re-visit: 29 March 2023



Enable U provides an activity day service for adults with learning disabilities based in Colne, Lancashire. The service runs Monday to Friday between 10am and 4pm.

On 27<sup>th</sup> June 2022, Healthwatch Lancashire conducted an Enter & View at Enable U and spoke with people who use the service and staff members. Following feedback and observations made during this initial enter and view, Healthwatch Lancashire made recommendations in these areas:

- Utilising the garden space
- Consistent use of Communication resources
- Increasing opportunities for gaining feedback from people using the service

To observe any activities that weren't running on the day of the initial visit, celebrate successes, measure change, and continue partnership working, Healthwatch Lancashire arranged a revisit to Enable U on 29<sup>th</sup> March 2023.

**Healthwatch Lancashire’s authorised representatives on the revisit were Jodie and Lindsay, and below is what they found on the day:**

During our visit, there were 9 people at Enable U along with 5 staff members, plus the manager Carly Bucknell. Currently Enable U has 26 members registered.

Outside of the building we could see that the front bay window had been decorated to display a spring and easter theme, and daffodils were planted.

Before we had even knocked on the front door, we were welcomed by the registered manager who supported us to sign in. As soon as we walked into the building, we could hear people in the larger front room chatting and could smell baking. On commenting on this, we were informed chocolate orange cakes had just been baked.

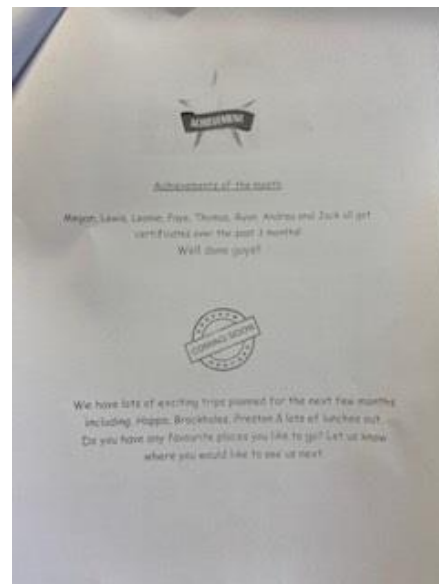


Three people were in the smaller room at the front of the building, which had musical instruments, a light up sensory tree and a TV. Another 5 people were in the larger front room with 2 members of staff making easter crafts and completing jigsaws. One person was in a room alone with a member of staff, it was explained to us that this was their choice. Carly mentioned that a number of people were out participating in a dance class which is facilitated by a member of staff at another venue.

Initially we spoke to Carly about what has been happening at Enable U since our last visit. Carly was pleased to say that they had grown in the number of people registered at Enable U and were busier than ever. We were presented with a list of activities that had happened over the last month and it was positive to note that there was a wide range of external activities including different trips that people had taken part in. We were told that Enable U try to accommodate requests for trips and are open to ideas and suggestions from people using the service. Some recent trips included bowling, Blackburn Art Museum, ‘off-shoots’ gardening, and a milking parlour to make their own milkshake.

We discussed ways in which people using the service can feed back to Enable U, Carly proudly stated that a newsletter has been created and will be sent out to relatives and carers each month. The newsletter included updates about what activities have been happening, dates to remember, achievements from people that month and asks for suggestions where people would like to go on a trip to for the month ahead.

Family and relatives are made aware of what people at Enable U have done each day through the Facebook page which is regularly updated. Carly explained that this has been a real success with an increase in interactions. The page displays photographs of each activity that has taken place that day.



We discussed the garden spaces available at the front of the building and at the back. It was unfortunate to hear that the space at the rear of the building which we recommended could be upgraded to increase use at our last visit, was going to be turned into a carpark. However, Carly explained that they have built a great relationship with OffShoots a community garden, which they attend regularly.

During our last visit, Healthwatch Lancashire representatives observed one of the communication packs missing several letters for a game of hangman. Carly stated that they have plenty of resources and PECS (Picture Exchange Communication System) cards for people with communication barriers, and when a person is met with these needs, Enable U engage with other partners e.g. the learning disability team to ensure that the correct resources and support are in place for that person.



**We had the pleasure of spending some time with some of the people at Enable U and here is what they had to say:**

*"We've been out to Wetherspoons for dinner today, I come here 4 days a week so I must like it. We do cooking on a Friday and yesterday we went bowling. We have made easter cards today."*

*"I've been here for 3-4 years and I have made some good friends, we chat to each other and have a laugh"*

*"I would like to go out walking or get some computers so I can go on YouTube and google"*

*"Nice place to come to interact with other people and enjoy yourself.....we do do activities, baking one group goes one Tuesday and the other group goes the other Tuesday"*

*"The staff are really nice here.....definitely Carly anyway"*

*"I would like a computer here, but its not up to me, its up to staff"*

**Carly added:** *"The best thing about working here are the service users and the staff, we are a great team and I absolutely love them. I love that they can go out on trips and really enjoy themselves."*

When discussing choice of activities and whether they would recommend Enable U to their friends, two people replied:

*"It's up to the staff"*

*"Staff make the decisions"*

We note that these replies could be due to self-confidence of the individual but could also be an opportunity to increase support for people to build self-confidence in decision making through tailored interactions.

One thing that stood out from speaking to people that day, is that Enable U has provided people the opportunity to make friendships, which is felt in the friendly atmosphere throughout the building. We observed people chatting with one another and some independent from staff in another room socialising amongst themselves.

A suggestion from two people was that they would like to be able to use a computer while they attend Enable U. It would be wonderful to see if this possibility can be explored.

We would like to take the opportunity to thank Carly and the rest of the team for facilitating our re-visit and look forward to seeing what trips you have planned next!