

Millfields Day Service Ltd.

Brinscall

Enter and View Report

Tuesday May 30th 2023, 1:00-3:00



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

Contact Details

Contact details

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Registered Manager

Kamie Radcliff

Date and Time of our Visit

Date: 30th May 2023

Time: 1:00-3:00

Healthwatch Lancashire Authorised Representatives:

Sue Edwards (Senior Engagement 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. The aim of an Enter and View visit is to gather views and experiences of people using the services, relatives and staff of a service and observe the environment to assess the quality of the service.

This was an announced Enter and View visit undertaken by authorised representatives who have the authority to enter health and social care premises, announced or unannounced.

The team collate feedback gathered and observations made to compile a report. The report identifies aspects of good practice as well as possible areas of improvement. Healthwatch Lancashire is an independent organisation, therefore we do not make judgements or express personal opinions but rely on feedback received and objective observations of the environment. The report is sent to the manager for their opportunity to respond before being published on the Healthwatch Lancashire website at www.healthwatchlancashire.co.uk.

Where appropriate, Healthwatch Lancashire may arrange a revisit to check the progress of improvements. The report is available to the Care Quality Commission, Healthwatch England and any other relevant organisations.

General Information

At the time of the visit there were eleven people using the services. Daily capacity for the centre is currently at twelve with three members of staff plus manager/owner(s).

The centre offers daily activities for adults with neurological conditions including Dementia/Alzheimer's, Parkinson's and learning disabilities; although they consider any application based on merit rather than condition. Activities include silent discos, lunch club, gardening, day trips, and arts and crafts.

Acknowledgements

Healthwatch Lancashire would like to thank management, staff, people using the services and relatives for making us feel welcome and for taking the time to speak to us during the visit.

Methodology

We asked the service manager how they refer to people who use the service. For the purpose of this report, people attending Millfields Day Service will be referred to as people using the services.

The Enter and View representatives made an announced visit on May 30th 2023, and received feedback from eight people using the services and three staff; eight relatives responded to our questions in writing.

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



9 residents
8 relatives
3 staff

Summary

Millfields Day Services Ltd is located in Brinscall, Chorley, and provide a range of activities for adults with neurological conditions including Dementia and Alzheimer's, Parkinson's Disease and learning disabilities/difficulties.

Healthwatch Lancashire representatives carried out an announced visit on May 30th 1:00-3:00pm, and spoke with nine people using the services, the owner/manager, and three members of staff; eight relatives provided written feedback.

On arrival Healthwatch Lancashire representatives observed people using the services being supported to have lunch, which some of the group had helped to prepare, and there was a lot of chatter and a good atmosphere. Following lunch people using the services were given choice around their afternoon activities with some going for a walk, some sitting in the garden and some having a pamper session. There was a lot of laughter and staff were seen to be caring and compassionate and meeting the needs of those being supported.

Eight people using the services gave verbal feedback, one person responded to a thumbs up/thumbs down type of communication to several questions then preferred to withdraw from the conversation, and two preferred not to partake in the Healthwatch visit. Several of the group spoken with are at various stages of Dementia or Alzheimer's and were unable to recall certain aspects of their experiences but were able to provide general feedback.

Overall people using the services are happy with the centre and the services provided, and all felt that they have choice in their day. Meeting friends and the social aspect of the services was the main reason given for attending and enjoying the day services, *"When I come here I can mix with people, I like everything about it"*; as well as the activities provided, including day trips. All feedback around the food was positive and several people using the services said they enjoyed helping prepare it. There was general satisfaction around the environment, although five people using the services requested separate male/female toilets. There was praise for the staff with comments including *"very friendly and helpful..."*.

All eight relatives who provided feedback were happy with the services provided and felt that their loved ones had choice around their day and were well supported, comments included *"Thank you for providing a lovely service"*, *"Excellent staff"* and *"[they] come home full of joy..."*

All staff spoken with expressed enjoyment for their role and the services in general. All staff felt supported, sufficiently trained and knew how to raise a safeguarding concern. Staff were seen to have good knowledge of the people being supported and their individual needs and preferences, and showed compassion and good support when required, whilst helping those using the services to maintain their independence wherever possible.

Enter and View observations

Location and Access

Millfields Day Services Ltd is located in Brinscall, Chorley, in a single story building. The setting is rural and there is a lot of green space surrounding the building. Adjacent to the day services centre is Brinscall Cricket Club and sports fields. There is parking available directly outside the centre allowing for those with limited mobility easy access. The centre is located along a main bus route and is nearby to local amenities.

Entrance into the building is kept locked and access is gained via a staff member; there is a signing in/out book and they also have the 'Blip' app for electronic signing in/out by staff, which can also be used by visitors, meaning that management are able to see who is in the building at any given time; Blip works through a phone app which pings when someone enters or leaves the building and is a one click in/out confirmation type method of signing in/out.

The internal environment- First impressions

On entry Healthwatch Lancashire representatives were greeted warmly and asked to sign in; the signing in/out book was formatted in a way to protect visitors identity. There was a lot of information in the reception area including a 'Comments and Suggestions' box for people using the services, relatives, and staff to provide individual feedback. The reception area was clearly identifiable and located immediate upon entry into the building.

To the right of the reception area were staff offices, and to the left the communal room and small kitchen area; a unisex toilet was located between the reception area and the communal space.

Throughout the centre there were notice boards with a range of information including the weekly menu, activities for the day, arts and crafts work and photographs of the staff, all of which was up-to-date and in easy read format.

The space was clean and well presented with bright colours and dementia friendly features including use of colour to differentiate different features, easy read prompts and images, and other such features.

Communal spaces

The centre consists mainly of a large open communal space which included dining tables and chairs and a range of single armchairs of varying heights in a circular fashion encouraging socialising between people using the services. There was a smaller more secluded area with a sofa to one side of the main communal space which offers the opportunity for anyone to have some quiet time but still be within the main communal space; at the time of the visit none of the people using the services were seen to utilise this area preferring to remain part of the group. There are plans in the near future to develop this space further.

On arrival people using the services were eating lunch, with the majority sat at the dining tables; one person using the services had opted to sit on one of the armchairs and was being supported with their lunch by a staff member. There was music playing and the atmosphere was good with lots of chatter. The communal room was bright with plenty of windows looking out onto a garden area.

The garden area had a mix of reclining chairs and picnic tables, with artificial turf and potted plants. There was a relaxed feel to the area and people using the services were observed using this space after lunch to relax as it was a sunny day during the visit.



Observations of people using the services and staff interactions

On arrival people using the services and staff were eating lunch, and staff were observed supporting people as required whilst allowing for the majority to eat their lunch together in a social setting without the need for support. Staff were respectful of those using the services, and it was apparent that staff were enjoying their roles; overall the atmosphere was relaxed and friendly. Staff demonstrated good understanding of the need of individuals using the services and supported appropriately such as by prompting to eat, have a drink etc.

Healthwatch Lancashire representatives were informed that the morning session had consisted of a silent disco (which is where a group of people can listen to the same music through headphones and dance/move to the music without disturbing others who may not wish to participate) so people using the services would likely be tired, therefore the afternoon activities would be more gentle and relaxed. One member of staff was observed asking if anyone would like to go for a walk, which a few people said they would like to, and they got ready and left; others preferred to stay and enjoy a quieter afternoon. Those that stayed were offered a pamper session with a foot spa, nail varnish and hand massages; there was a lot of laughing and talking during this and it was clearly an activity they enjoyed. A few of those using the services preferred to do their own activity or sit in the sunshine and staff were observed checking in on them from time to time, sitting and chatting with them, offering a blanket and the such.

During the visit one person using the services asked if the music could be changed and staff were seen to respond immediately to this by asking what music they would prefer and then putting this on for them.



Feedback From People Using The Services

General Feedback

During the visit eight people using the services provided verbal feedback, and two preferred not to partake. One person using the services responded to a thumbs up/down communication method but only engaged for a few questions before preferring to move away from Healthwatch Lancashire representatives; however, their view is deemed valid and has been included for the purposes of this report. Several of those providing feedback suffer from Dementia or Alzheimer's and had some level of difficulty recalling certain aspects of their experiences but were able to express their views overall.

One person using the services talked about how they are picked up from home by staff which they found very helpful.

Choice

Nine people using the services who provided feedback said that they have choices in their day and that they can choose dependant on their preferences, two people using the services expressed that they would like a little more choice around activities but that they are happy with what's on offer.

Activities

People using the services were very engaged when talking about the activities carried out at the centre; with baking, sewing, arts and crafts, gardening and walking the most mentioned activities that people found enjoyable. One member of the group talked about how they could carry on with projects they had started in previous weeks which they liked. Another member of the group stated they enjoy people coming in to give talks, whilst another spoke about how they enjoy peer learning.

One member of the group talked about going on day trips, and discussed a visit to Chorley Football Club where there were games they were able to join in with; and that *"they try to get us out and about as much as possible"*.

One person using the services stated *"I'd like to do a crossword but I feel that would distance myself from the group"*

Food

Eight people using the services fed back that they like the food *“yes it’s lovely”, “it’s good, we help sometimes”, and “yes it’s good, we help make it”*. One person said that they are not sure due to having difficulty recalling mealtimes. All people spoken with said they had a choice and if they didn’t like what was on the menu they could have an alternative. One person using the services said that they liked that it was a light lunch.

Building

Out of nine people using the services who were engaged with seven provided feedback on the building and facilities, comments included *“it’s very nice”, “very pleasant” and “I like this building it’s very pleasant”*. One member of the group talked about how the garden is nice.

Five people using the services raised issues around the toilets as currently there is one unisex toilet and they are finding this difficult; those spoken with felt there is a need for separate male and female toilets.

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

Out of the nine people using the services that were spoken with two were unable to or preferred not to respond, the remaining seven all said that they would feel able to speak to staff if they had a worry or a concern. Comments included *“staff are very good, I can speak to them”, “very friendly and helpful...” and “yes, the two that own the place are very open to comments”*.

One person using the services said they would also be happy talking with their peers if they were worried.



“When I come here I can mix with people, I like everything about it”



Feedback From Relatives of People Using The Services

General experience

Eight relatives provided written feedback; some relatives found it difficult to be certain of some areas of their loved ones experiences due to their relatives dementia/Alzheimer's diagnosis meaning that they are unable to recall some aspects of their day.

All eight relatives who provided feedback were happy with the services being provided with comments including *"Excellent, [relative] looks forward to coming every time"*, *"I think the service is providing excellent help"*, *"Excellent. The staff are caring and friendly and the environment is pleasant"*, *"I am so pleased [relative] is happy..."*, and *"...the service that is provided is excellent..."*

Choice

Six relatives who provided feedback felt that their loved ones have choice during their time at the day services *"if [relative] doesn't want to do then they won't force, but always try to encourage [them] in something [they] have great interest in"*, *"[relative] has lots of choices and comes home telling me of all the things [they] have done"*. One relative stated that they were unable to say due to their relatives dementia, and one stated *"This question is difficult; I know they do activities but whether it always suits my relative I am not sure"*

Activities

Out of eight relatives who provided feedback six were happy with the activities offered with comments including *"A wide Choice. Always talking about the day's activities"*, *"they are asked where they would like to go, example Leyland Motor Museum"*, *"They have a great range of social activities..... my [relative] enjoys doing familiar ones as well as new ones"*. One relative stated that a wider variety of activities would be good, and one relative felt unable to answer due to their loved one's difficulty recalling their day due to dementia.

Do you think you are kept informed about your relative?

Seven relatives who provided feedback felt that they are well informed about their loved ones, with comments including *"Yes. Daily reports available in Log My Care App"*, *"very much so, if they have noticed something about my [relative]"*

they will have a quiet word in my ear". One relative stated "as my [relative] cannot remember I don't really know what [relative] has done or eaten in the day".

Any other comments

"Thank you for providing a lovely service"

"[Relative] would like it to be open every day!"

"[Relative] describes Millfield as [their] 'social club'. This fully describes how important this centre is to [them]"

"Excellent staff"

"My [relative] enjoys going to the centre and is much brighter since [relative] has been going"

"staff members I meet are so friendly..."

Staff feedback

Pre-visit Questionnaire

Prior to the enter and view a pre-visit questionnaire was carried out with the manager/owner Kamie Radcliff to discuss the purpose of the visit and ascertain any relevant information. Kamie was very welcoming of the visit and talked through what the centre offers in way of support and activities. Kamie also spoke about how they own their own transport and are able to take people using the services on days out, those wishing to go on a day trip can choose where they would like to go.

General Feedback

All three members of staff who were present during the visit provided feedback. Overall staff were positive about the services and their role. Comments included *"Everything we do is person centred and all the clients go home happy"*, *"Love my job here and always look forward to what our day brings"*, *"very relaxed and well run centre"*, *"...and all the clients go home happy"*, *"very happy with my workplace and love coming into work"* and *"Every day is different. Always felt like a family from day one. Been lucky to find a job that doesn't feel like a job"*.

Choice

Members of staff all stated that people using the services have choices around their day and activities, with comments including *“yes, always try and involve them in the activity planning”*, *“the clients are always super happy”*, *“all activities person centred”*, *“we have an activities co-ordinator...”* and *“yes every day and look to explore their own interests into the day service”*. One member of staff talked about how *“tasks given to service users they enjoy”* and how they *“can get out and about”*.

Staffing levels and support

All three staff members stated that they feel there is sufficient staffing levels and that they feel well supported, with one member of staff stating *“I feel supported in everything I do”*.

All three staff stated that they have sufficient training and knowledge in order to carry out their roles *“...did a lot of work on safeguarding”*, *“yes and always given the chance to learn new skills to help with the activities...”*.

All three staff members spoken with knew how to raise a safeguarding concern.

Environment

All staff who provided feedback were happy with the premises with comments including *“homely, feels like we are one big family, lovely area”* and *“great, not too big”*. One staff member talked about the possibility of extending the garden.

Would you recommend this day service to a close relative?

All three members of staff said they would recommend the services to a close relative with comments including *“yes, do constantly”*, and *“yes, definitely”*.

Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from people using the services, relatives and staff.

1. Consider the possibility of a second toilet area either as separate male/female units or as another unisex toilet
2. Continue to develop activities in line with individual wishes/requirements of the people using the services; consider including puzzle or crossword time for those who may wish to undertake this type of activity but remain part of the social group
3. Consider methods of communication with relatives to ensure all feel fully informed of their loved ones day. This could be achieved by a variety of methods such as a daily journal, quick chat at the end of the session, social media page etc.

Provider response

Recommendation	Action from provider	Timeframe	Comments
Consider the possibility of a second toilet area	We have already received several quotes to have additional toilets installed, however unfortunately they all came back as too costly due to the location that we would require the toilets to be fitted houses all the main electrics for the building. We also do not own the premises to be able to do such works.		With regards to our current issue with the toilet, the one that we do have is large and accessible for wheelchairs. We are a universal service and would not want to discriminate against anyone with mobility issues. The toilet area is checked and cleaned hourly at a minimum throughout the day, to ensure that the area is maintained.
Continue to develop activities in line with individual wishes/requirements of the people using the services	We are a client led service and our activity planner is planned with our clients within our client meetings that are held each month. Word searches and crosswords are made available to be accessed throughout the day. Clients are also free to bring with them their own papers and wordsearches should they wish to do so. As from August we will be implementing crosswords and puzzles into our planner.		
Consider methods of communication with relatives to ensure all feel fully informed	We use software called log my care and families are invited to download the app so that they can retrieve clients information. Daily handovers and food intake along with all support plans and		

	assessments are available through the app. We also send out regular newsletters that capture what we have been up to and these are sent out in paper format and electronically. Any updates are also sent out electronically, verbally and by letter. Families are invited to client reviews every 6 months, unless required earlier.		
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