

Burnley and Pendle Adult Disability Service Lancashire County Council Enter and View Report 17th August 2023, 10.30 - 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 and people who they support who met members of the Enter and View team on that date.

Contact Details

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Locality Manager

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Date and Time of our Visit

Date: 17th August 2023

Time: 10.30 -12.00

Healthwatch Lancashire Authorised Representatives:

Louise Dewhurst (Engagement Officer)

Steven Walmsley (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. The aim of an Enter and View visit is to gather views and experiences of people who use the service; including the people that they support, relatives and staff 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 46 people using the services with 35 members of staff. Daily capacity for the centre is currently 64 people.

The centre offers daily activities for people from the age of 19 years old and above, with a learning disability or a physical disability that is a lifelong condition.

Acknowledgements

Healthwatch Lancashire would like to thank management, staff, people they support 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 Burnley & Pendle Adult Disability Day Service will be referred to as "people they support".

The Enter and View representatives made an announced visit on 17th August 2023, and received feedback from five people they support, five staff and three relatives.

Healthwatch Lancashire obtain the views and experiences of people who the service supports, their relatives and staff. Conversations with each are adapted to capture individual experiences to help assess the quality of services.

People were asked about their general feelings about the service including personal choice and what they think about the activities and environment. Conversations with staff included their thoughts about the service, individuals' choices, 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 service. 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.



Summary

Burnley and Pendle Adult Disability Day Service is located on Temple Street, Burnley, and provides a range of activities for adults from the age of 19 years old with a learning disability or a physical disability which is a lifelong condition.

Healthwatch Lancashire representatives carried out an announced visit on August 17th 10.30 – 12.00pm and spoke with five people using the services, the manager, four members of staff and three relatives.

On arrival Healthwatch Lancashire representatives were greeted by the manager and asked to sign in. Hand sanitizer and masks were available to use, if requested. After a brief conversation with the management team, we were given a tour around the facilities. Specific areas were pointed out to us throughout the tour, such as sensory rooms, communal areas and a space specially adapted for an individual's need. The service is split into three zones which cater for differing levels of need. People they support can use any area of the service, but the zones act as a base for their equipment and resources.

Healthwatch Lancashire representatives observed people taking part in a baking activity and a "Keep Moving" chair-based session. There was laughter heard and staff were seen to be attentive, caring and compassionate. Several observations were made with staff working to meet the needs of those being supported either through verbal support, supervision or physical assistance. Observations were made of 1:1 support and group activities. There was a calm atmosphere observed throughout the duration the visit.

Three people who they support provided verbal feedback and two people responded with thumbs up/thumbs down answers to questions asked. Several of the group spoken with could not verbalise. Staff leading activities were responsive to the needs of individuals. It was observed that when the people were offered drinks during a break the staff knew all their names and individual preferences for food and drink.

Members of staff explained that the activities are planned for the following week at the end of an activity "taking the lead from service users through observation or conversation with them." There are visual timetables in use for people who are non-verbal and they are able to choose what they want using a visual timetable. At the end of the baking session, they looked at cookery book and discussed as a group what they were going to bake next week. Once a group decision had been made, they finished the activity and went for refreshments.

All three relatives who provided feedback during the visit were happy with the services provided and felt that their loved ones had choice around their day and were well supported. When asked about any improvements or changes they wanted they responded commenting that they felt that the only improvements that could be made were related to transport providers and not the day service centre itself.

All staff said that they felt supported, sufficiently trained for their responsibilities and knew how to raise a safeguarding concern. Although some staff did express the desire for some additional training provision to broaden their skills in other aspects of the care the service provides.

Staff were seen to have a good relationship with the people being supported and knew about their individual needs and preferences. They showed compassion when assisting those using the services to maintain their independence where possible. Several staff spoken to expressed enjoyment for their role and the services in general.

Enter and View observations

Location and Access

Burnley and Pendle Independent Day Service is located on Temple Street, Burnley in a single storey building. It is close to the town centre and Townley Park. There is parking available directly outside the centre allowing those with limited mobility easy access. The entrance into the building is kept locked and access is gained via a staff member; there is a signing in/out book.

People were observed arriving in transport provided by the council. Staff mentioned that some of the people they support could make use of their own transport and they supported that where possible to ensure that people could have a smooth transition from home to the service. There are three entrances for each of the three zones. People they support were using the main entrance at the time of the visit. Each of these had level access to the car park and it was explained that the doors are only used in the event of a zone being closed due to Covid. Staff would inform people they support and families as required.

The internal environment- First impressions

On entry, Healthwatch Lancashire representatives were greeted by the manager and asked to sign in using the signing in book. There was a table in the reception area where sanitiser and PPE was available. The entrance area was spacious with a wide corridor. It was noted that there was no signage at the entrance to the centre to indicate where visitors were required to go or throughout the centre to identify the different zones.

The Manager's office was at the end of the entrance corridor with seating available outside the office. There are three designated zones of the centre which correspond with the levels of need for the people they support. All the corridors were wide and decorated the same, with a cream colour and contrasting coloured handrails.

There were many shared rooms within the three zones. In total the centre had access to four bathrooms, three kitchen areas and three sensory rooms. One of the sensory rooms contained an interactive screen, which people could use for sensory activities. All communal areas were in use at the time of the visit.

There was a specialist support room available to aid with the care of an individual who had complex needs. It was not in use at the time of the visit, however we were able to view the room. The room was designed to be a safe space where the individual would be able to regulate themselves when they needed space alone. The surfaces and furniture were designed to be robust and easy to clean. It had its own kitchen, toilet, staff observation area, seating area and separate entrance.

All doors were secure and were opened by staff. There was a tv on the wall and the walls within the room were bare and painted cream. Although this room was only used for a specific person it did not have the same inviting feel as the rest of the service. It was explained that activities were brought when requested.



There were many colourful displays hung up throughout the building that had been completed by people that attend the service. A noticeboard in the entrance area had information posters for different activities and outside support services, this appeared to be up to date. The building was clean and clutter free throughout with safety equipment and appropriate signage of evacuation routes.

It was mentioned that people are free to arrive whenever they wish. Staff make sure that they are around to meet and greet the people they support upon their arrival to help with the transition to the service. Transport is provided by Community Transport Services or relatives. The service also allows for people to travel to the service using their own transport, which the staff support with as needed.

Communal spaces

Each area within the three zones had a large communal kitchen and seating around a large table, this is where the people were carrying out a baking activity. Each communal area had a range of seating available for people to make use of as they wished.

At the time of the visit, a Keep Moving Activity was taking place in the largest communal room. There was a large screen within the room that was displaying actions and music for the people to follow. Most people attending that session were in Wheelchairs and were actively encouraged to take part by peers and members of staff. It was observed during this session that a person they support independently changed the music after they had asked the staff if they could change the music. People had the freedom to change the music if they wished to do so and did so independently. Staff made sure that they were safe, and any potential harm was limited by the movement of furniture. Staff assisted with communication and helped to explain some of our questions.

There was a small garden area at the back of the left-hand side of the building, it contained a planting area, and they were decorated in crafts such as flowers and weavings that people had made. There was a covered seating area available for people to use. It was mentioned that there were activities that ran in this area but that they weren't running at the time of the visit due to the weather.



Observations of people using the services and staff interactions

On arrival people and staff were part taking in various activities. Several staff were observed to be waiting in the entrance corridor in anticipation of the arrival of the people they support. Staff were observed greeting people, checking on their welfare and then taking them where they wanted to go. They went with their key worker to the locker areas and then to the activities that they wished to take part in.

Staff were observed supporting people carrying out a baking session one individual was struggling to physically take part but was supported by staff to help them mix ingredients and they appeared to enjoy the activity. During the session one member of the group became upset about something separate to the activity and a member of staff provided reassurance in a compassionate manner when discussing this matter. They took them to one side and gave them time and space away from the main group.

There were two people seen to be moving between activities whilst staff members were making suggestions and asking questions to help choose an activity to settle on. They appeared to be indecisive in which activity to choose and were quite distracted but were attended to in a calm and sensitive manner. It was mentioned that people are free to choose which activities they take part in and that, wherever possible, the service would put on activities that individuals asked for.

Observations between staff and the people they support were within two sensory rooms. In one room there was a person who had asked to use the room. It was explained that this person had recently been away on respite and was trying to readjust to coming back to the service. This shows an understanding by staff of their individual needs. The second sensory room was set up with an interactive floor activity that people who chose to use the room could make use of.

Everyone was seen to be given options about what to do and those wishes were granted either through allowing them to relax and watch TV or by them taking them for a walk around the centre. The people using the service were always accompanied by staff in a dignified way.

Feedback from people they support

Five people provided feedback about choices available to them whilst attending the centre/service. As three out of the five people could not verbalise fully, the staff assisted with communication. Information was gathered by observation of physical expressions and thumbs up/ thumbs down responses.

General Feedback

People asked felt that they are provided the opportunity to communicate about what they want and what interests them and the service will try and accommodate any requests made.

Choice

One person they support was making use of a relaxation room and was watching television. They responded with a thumbs up to the choices that they could make. Another explained how they liked a range of activities that they could choose from "like dinner, playing dominos and the (spa)bath" When staff asked a what they liked about coming here they said "PlayStation, making milkshakes, playing pool, cook and eat sessions on a Friday and going to Townley Park".

When one person was asked about their favourite activity, they said that they liked "Eating." A second responded with "I like coffee - I like everything here" When asked what their favourite activity was, they said "eating", staff then asked about their favourite cakes, they replied "chocolate" The group discussed what they were going to bake in the next activity and staff commented that there was something that the group would like to make in the book with chocolate. This was met with a positive response from the group this illustrates the staff have knowledge about preferences of the people they support.



I love everything here!



Activities

Healthwatch Lancashire representatives observed a range of activities during the visit and received a positive response from four people through a thumbs up / thumbs down method when they were asked if they liked the activities. No one responded with a thumbs down. During the sessions, observations were taken and it was noted that most people in the activity were engaged. Some people the centre supports did become disengaged from the activities which could suggest that they wished to try something else, they wandered around the room to talk to other members of the group and went through cupboards, at this point staff checked in with them to see how they were.

Food

Some people brought their own meals in from home. Others were provided with meals from the service. It was explained that there were different options available and there were adjustments made for specific dietary requirements. One person was observed talking about what they were having with others and was happy with the choice that they had made. "It's my favourite!" Meal times were spread across the communal areas of the centre with staff providing support for people with physical impairments and specialist feeding methods in different rooms.



Feedback From Relatives of People they support

Three relatives who were visiting the centre that day provided feedback.

General experiences

All three relatives who provided feedback were happy with the services being provided. "The staff are great here. The centre is well run, and the staff know what the people need before they do. They are always happy to help, and they provide the support that they need. They provide our loved one with a visual timetable which helps them to choose what activities they wish to do or who they want to see".

Another relative commented "It is the best move we ever made coming here. They have never refused a request that we have made of them." Upon further exploration it was ascertained that they had made requests for additional equipment and they had raised enquiries about some aspects of care which they felt had been appropriately addressed by the centre.

"We have been here a long time. The staff are brilliant, and they know everything there is to know about our loved one. They have a great relationship, and the management team are excellent." One relative did mention "the only thing that I would want to change is the drop off regime as some of the bus drivers from the council can be hard work sometimes when dropping people off, we feel like the bus drivers are being pushy." This is not an issue with the service itself but it was something that the relatives were concerned about.

Choice

All three relatives felt that their loved ones have opportunities to choose different activities during their time at the day services. "They are given a lot of choice, and the visual timetable helps my relative communicate what they want by moving things up or down the chart."

Activities

One relative described how they liked the range of choice available "They always look forward to the days when they can go swimming. They can choose other activities as and when which is brilliant." They made mention of how they felt the centre was accommodating of people's preferences and made special mention of some staff who worked with their relative who made sure that they were always given the option to choose things that they knew would be of preference for their loved one. Another relative explained how the centre aimed to give consistency to their loved one's experience by planning activities as much as practically possible. "Exceptional. They take them out a lot and plan activities around them. They try to make sure that the same people take them out then they know who they are with and what to expect. They just love coming here they get up each day with a smile on their face". "They offer a lot of activities based on what people want to do."

One relative described how they valued the communication between themselves and the centre "I can always have a conversation with any member of staff." They discussed how they were able to approach any member of the staff team too with a question or to discuss the care being offered.



They just love coming here, they get up each day with a smile on their face.



Staff feedback

General Feedback

Five staff members provided individual feedback. Overall staff were positive about the services and their role. "Love it, can't just say I like it... Relationship between staff and managers is brilliant." "It is difficult to plan activities for people that can't communicate or chairbound so try to create a happy atmosphere you can see from the Keep Moving activity that staff and people we support are happy".

One staff member did mention that they thought "the bathrooms are badly designed, thought they are supposed to be wet rooms. The bathrooms can be very wet." Another comment was made about the facilities where a member of staff commented on the lack of air-conditioning which made using the centre uncomfortable during warm periods.

Members of staff all stated that people supported by the services have choices around their day and activities. One staff member who gave feedback explained "we plan their activities a week in advance with the agreement of the people they support, this is usually done at the end of the session" The manager commented that they took the lead from the people attending the day service, through observation or conversation with them.

Staffing levels and support

Three staff members felt there was sufficient staff levels however two staff members commented that "past couple of weeks stressful as school holidays so there is less staff". Sometimes when they are short staffed, "they must relocate staff from other zones". Therefore, some activities could not always be offered. One of the staff members did mention there was a casual bank of staff that they could also use. The manager mentioned that all staff are positive behaviour support trained. One staffing member described how when they started, they were able to shadow different members of staff. Also, another staff member did mention they would like more opportunity to shadow. All five staff members spoken with were aware of safeguarding procedures and knew how to raise a concern.

Environment

One staff member talked about the possibility of refurbishing the outdoor area to make more user friendly for People using wheelchairs. They said, "For the past few months wanting to make a garden area out the front for wheelchair users as want chance to enjoy been outside... have been fundraising but then found out going to cost £9000." This highlights a barrier to making full use of these areas.



Love it, can't just say I like it, the relationship between staff and managers is brilliant.



Recommendations

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

1. Improve the signage around the building to make navigation easier
2. Display a planned group activity timetable in all communal areas
3. Look at ways to develop the outdoor areas with input from the people you support
4. Provide more consistent opportunities for staff to shadow colleagues in different areas of the service
5. Take input from staff to make bathrooms safer in order to prevent a slip hazard from excess water
6. Work with people you support to make all areas including the specialist area of the service inviting, personal and comfortable

Provider response

Recommendation	Action from provider	Timeframe	Comments
1. Improve the signage around the build to make navigation easier.	Discuss the signage with people we support, staff, and carers. Identify easy-read signage. Purchase and install signage	31st October 2023	
2. Display a planned group activity timetable in all communal areas.	Explore options of visual display units being installed in all 3 areas of the building. Look to use easy read, formats for the people we support	01st December 2023	Discussions to take place with the Lancashire County Information technology department. retrieve quotes for installation
3. Look at ways to develop the outdoor areas with input from the people you support.	Hold discussions with the people we support and staff groups. Explore feasible options to develop outside areas to best suit the needs of the people we support	1st May 2024	
4. Provide more consistent opportunities for staff to shadow colleagues in different areas of the service.	Review the current deployment of staff. introduce some shadowing opportunities making staff fully equipped to support in all areas of the building. continue to recruit further community support workers giving adequate opportunities for all staff to share the workloads	Ongoing	
5. Take input from staff to make bathrooms safer in order to prevent a slip hazard	Carry out a health and safety inspection on all bathrooms across the building. Immediately rectify and repair any issues with wet floors	1st November 2023	Involve the service building surveyor where necessary

<p>from excess water.</p>			
<p>6. Work with people you support to make all the areas including the specialist area of the service inviting, personal and comfortable</p>	<p>Meet with the support team who work within this area to explore safe, practical wall artwork allowing the space to be more relaxing and inviting.</p>	<p>1st November 2023</p>	



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