

Derby Day Centre Ormskirk

Enter and View Report

Tuesday 21st November 2023



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, visitors and clients who met members of the Enter and View team on that date.

Contact Details

Contact details

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[Derby Day Centre Activities support](#) • [Lancashire Volunteer Partnership \(lancsvp.org.uk\)](#)

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Registered Manager

Katie Bonney (Day Centre Manager)
Anne Linden (Casual Senior)

Date and Time of our Visit

Tuesday 21st November
2023 9:45am-12:15pm

Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)
Hilary Holton (Healthwatch Volunteer)

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 clients, 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

The centre supports people who are elderly, have disabilities or early-stage dementia. The day centre is all on one level and offers day care for up to twenty people.

The service is open five days a week from Monday to Friday 9:30am-5:00pm.

Acknowledgements

Healthwatch Lancashire would like to thank clients, management and staff, 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 who use the service will be referred to as clients.

The Enter and View representatives made an announced visit on Tuesday 21st November 2023 and received feedback from seven clients and five staff members. There were no relatives at the day centre at the time of the visit.

Healthwatch Lancashire obtain the views and experiences of clients, relatives and staff. Conversations with each were adapted to capture individual experiences to help assess the quality of services. Clients were asked about their general feelings about the day centre including what choices they had and what they thought 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 centre. The 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

Derby Day Centre is situated in Ormskirk and can cater up to twenty clients at a time. The centre supports people who are elderly, have disabilities or early-stage dementia.

The day centre was all on one floor. At the time of the visit there were eleven clients and five staff members, a cook and the manager. During the visit Healthwatch Lancashire representatives spoke with five members of staff and seven clients, there were no relatives in the day centre at the time of the visit and a letter was sent out by the manger to gain any feedback.

On arrival Healthwatch Lancashire representatives entered through the front door which was unlocked and were asked to sign in the visitors book. Signage was present to show the location of the manager's office. Healthwatch representatives spoke with the manager and then were shown around by the senior member of staff.

The day centre was accessible via the front and had drop-kerb pavements to allow for level access. The building had large corridors and room to move around the rooms with ease. There were handrails on all of the corridors for clients to use. Some dementia signage, with images and words, was seen on the bathroom doors but nowhere else within the day centre.

Representatives observed clients entering the day centre and being greeted by members of staff and brought a hot drink and a biscuit to start their day. The main lounge area was set up to allow for social interaction between the clients and just off the lounge was a large dining area set up with tables and chairs and games on some for the tables. There was a conservatory room for clients to use which had tables and chairs to allow for clients to do activities of their choice. There was also an activity room which had many activities in including painting, a guitar and puzzles.

During the visit Healthwatch Lancashire representatives observed different activities such as; chair exercises, nail painting and also hand massages. All staff members appeared engaged and attentive towards the clients and asking them if they would like anything to drink. The clients were observed to be seated in the lounge area for the majority of the visit and were talking between themselves, joining in with an activity or knitting. All activities took place in the same area of the centre, there was no movement between areas until lunchtime. Other activities were available throughout the centre but there was no take up observed from clients.

Enter and View observations

Pre-Visit and Location

Derby Day centre is situated on Derby Street in Ormskirk and is set back off the street with railings surrounding the garden area, and a five-minute walk from the bus station and near to Ormskirk train station. The day service was clearly signposted from the front door with two separate signs displaying the day centre.

There was parking to the back of the day centre with a bollard to indicate staff and visitor parking only. There was one disabled parking space and a drop off road outside the front of the centre to allow clients to be dropped off and picked up. Some of the clients are brought to the day centre via Lancashire County council transport and others travel with family or friends. Derby Day Centre has a Facebook page which is updated regularly showing the activities that clients have been taking part in such as the hand massages, crafts, pool and remembrance events.

A pre-visit questionnaire was sent to the day centre prior to attending and this was completed and sent back to representatives, so they had some background of the day centre before entering.



The Centre

When Healthwatch Lancashire representatives entered the building there were no staff visible on entry. Representatives walked into the day centre and signed in the visitor's book, then followed the sign at the entrance to find the office. The manager of the day centre explained that they had been in post for around three weeks and has taken over from another manager who left in the summer.

On entry into the day centre there was a board that says, 'Welcome to Derby Day Centre' with pictures of the clients that attend. There were two display cabinets with certificates in and evidence of craft that the clients had done. Into the centre, was an open plan lounge area and a conservatory attached to the lounge, this had different seating in. The seating in the lounge area was arranged to promote social interaction between the clients. Eleven clients were present on the day and the day centre can cater for up to twenty people, in that area there didn't seem to be enough seating to hold twenty people.

The conservatory area was set up for clients to take part in activities of their own choice. At the time of the visit, there was a jigsaw available for clients, one client was observed choosing to use this facility towards the end of the visit. In a discussion with a member of staff they explained how they would put a random selection of materials in this area for clients to choose, which was explained to be a regular occurrence.

The main dining room was next to the lounge area and had tables and chairs set out with games such as draughts and a pool table for the clients. However, the area was also set up for lunch time. There were three menus on display throughout the centre in the lounge and dining area. One was on a large sheet of paper and two were displayed on a whiteboard. One of the menus was written in small print and was difficult to read unless standing next to it. The kitchen could be seen from the dining room which allows the chef to communicate with the staff and clients throughout the day.

There was an activity room which had painting, games, a guitar and puzzles in it. One member of staff told representatives, "We are having a clear out as there is a lot of stuff in here, we do theme days such as Irish for St Patrick's day, Mexican and Valentine's Day." Leading on from the activities room was another large room that was not in use but is used as a storage room at the time of the visit. When asked about the future of this room, staff explained that they were in the process of developing a plan to make further use of this room.

There was limited signage around the centre, but dementia friendly signage was visible on the toilets with the use of images and text but nowhere else in the centre. No dementia clocks were visible at the time of the visit displaying day, date and time.

Outside of the building needed maintenance especially the garden area, which was overgrown and with leaf litter and resources that did not appear to have been put away. The garden area had level access from the centre, but staff explained that it was not truly accessible and was in need of some updating to bring it back into use.

There was a quiet room for clients to use which was just down the corridor from the lounge area and had a sofa, chairs, table and books for clients to use. There were toilets available, two single toilets and one accessible toilet for men and women.

One of the bathrooms and the hair salon area were noticed to be out of use. Staff pointed this out the Healthwatch Lancashire representatives as they were something that was used in the past. There was also a smaller kitchen at the back of the day centre which was used for clients to cook food and practice baking skills with supervision if they wished. At the time of the visit, clients had not elected to make use of this facility. The communal areas were clean and accessible, and clients were seen moving around freely from room to room but only at the end of the visit.

Staff were identifiable by their polo shirts in different colour and badges; however, some members of staff were observed without their name badge. A member of staff explained that they chose the colours themselves, but they were bright colours to make them more identifiable.

There was up to date notices around the home including a poster with what is happening over Christmas. The Healthwatch poster was not visible at the time of the visit. The manager told representatives that there was a wellbeing board in the staffroom with relevant support details, badges, books, posters and support lines.



The walls were all painted a light grey colour with contrasting darker grey carpet and brown handrails. There was a board which explained staff roles and information about what an aspect of care that they were a champion for; falls, safeguarding, dignity, infection prevention and nutrition. There were also minutes from a client forum that took place between the clients, staff and management where they talked about the day centre, what they would like to do and any changes. Also present was a leaflet rack with support leaflets for clients, this was quite sparse and didn't have many leaflets in at the time. It was noticed that some of the information on boards was hard to read due to the use of acronyms and small fonts.

Hand sanitising stations were found around the day centre with Personal Protective Equipment (PPE) in the corridors near the toilets and in the kitchen area. All staff were seen to be wearing aprons during meal times.

After talking to clients and staff members it was clear that there was not an activities timetable in place, but a few activities were happening at the same time each week including quizzes on a Thursday. *“The reason for no timetable is the clients are asked on the day what they would like to do, and outings are planned in advance.”* The clients were involved in future planning during the day and in the client meetings that are happening monthly.

It was observed throughout the visit that clients and visitors were entering the building through the main door. There were signs on the door asking visitors to ring the bell for attention, but this was not the case and clients were walking into the building freely. Staff would greet people when they observed them entering the premises.

Observations of service users and staff interactions

It was observed that there were five members of staff on duty, we were informed that there were more staff present on the day representatives visited due to supervisions taking place. It was explained that there are normally two members of staff in from 9:30am, one staff member comes in at 11:00am and then another comes in at 12:00 to help with dinner and staff breaks. At the time of the visit there were five members of staff present and all started before 11:00am.

Staff were seen to be talking with clients by their names and attending to their needs. They were observed getting clients drinks and asking how their mornings were. Clients did not appear to be given the opportunity to make their own drinks even though there was facility for them to do so in the kitchen at the rear of the centre or the trolley in the lounge area.

Staff were also observed helping clients with mobility aids around the day centre and having conversations with them. There was a good atmosphere and activities taking place but this seemed limited to one room and the clients were not observed moving around and stayed in the same area most of the visit. Staff would bring activities from other areas of the centre to the lounge for clients to take part in which meant that clients did not get to use the full range of facilities available.

Healthwatch Lancashire representatives observed someone new attend the day centre for a visit. Staff members were seen to be talking to them but there was no introduction to the other clients at the centre was observed. The client joined in with an exercise activity in the lounge and were supported by a member of staff during this time.

It was observed that clients were entering the front door and being greeted by staff members. They were sat in the communal lounge area and offered a drink and a biscuit. Conversations were flowing between clients and staff members once everyone was seated and had a drink. Staff members were observed to be handing over to each other and providing updates regarding the clients

as they had been off the week before. This was carried out in a separate area to the clients to protect their confidentiality.

During the morning session representatives observed a chair-based exercise session with eleven clients and three members of staff. Staff members were seen encouraging the clients to follow the actions and be involved. Most of the clients were actively engaged with the actions and some wanted to observe. The staff members were observed talking to the clients and encouraging them to join in with them. This activity appeared to be familiar to the staff as they had done it before. Some clients appeared to be unsure about taking part in this activity but did not appear to be aware of other options they could choose from.

Another observation took place after the chair-based exercises, where a member of staff was making their way around the room painting nails of the clients. The member of staff started off at the table with a client and asked what colour they would like. The member of staff was also observed asking the client about home and what they were doing outside of the day centre. The staff member was then seen going around the room to other clients and painting their nails as well and engaging in conversation with that client but also the clients around them.

At the same time, a member of staff was giving clients hand massages and was observed to be attentive towards the clients and listening to their stories. The member of staff was asking how the massage was and how it felt to the client. The client was observed to be falling asleep during the massage and told the member of staff that they liked it.

Healthwatch Lancashire representatives did not observe the staff members asking the clients what they would like to do today or speak to them about what was available to them in each room. It was observed that staff were aware of the personal circumstances of the clients. However, it was not clear what is in place to support clients who had visual impairments as it became apparent that there were some additional needs to be catered for with the clients.

Healthwatch Lancashire representatives were made aware that a volunteer member of staff was on site who was observed to be interacting with clients, entering and exiting the building on several occasions. There was not much direction from staff members observed but they explained that they came to do work on the garden area, which was not always possible due to the weather. At the end of the visit Healthwatch Lancashire representatives observed the mealtime routine.



Staff were observed assisting and directing clients into the dining room and assisting them at the tables. Staff members were observed donning aprons and then asking clients what they would like to eat. Staff members were observed offering food and drink to clients. One member of staff was made sure a client was safe and informing them, *“be careful it's a little bit hot.”* There were five members of staff at the start to aid with the transition to the lunch area and this decreased to three, once clients were settled.

Client feedback

We gained feedback from seven clients during the visit. During the visit, clients were sat in groups in the lounge which meant that the opportunity for individual conversation was limited. Out of the seven clients spoken with, it was only possible for representatives to gain clear feedback from four of the seven clients due to dementia or understanding.

What activities do you do here? Is there anything you would like to do that you don't?

Comments received from the clients spoke about how they do like the activities at the day centre. *"We do activities but its what we want to do on the day, its not planned."* One client explained that sometimes they felt that there were not always new activities planned due to time constraints *"The staff work really hard here but they don't have time to do extra activities with us all the time."* They felt that they wanted more variety than was offered. One client said that *"We get students from Edge Hill on a Friday which can be good as they do extra activities with us."*

Three clients mentioned the outdoor area and how they would like to use it more, *"I am disappointed I can't use the garden area; we've been told its too dangerous and they don't have enough staff to take us out."* They explained that they had asked about using the outdoor area to be told *"It's not very accessible outside for us and to be honest it's not very nice out there at the moment."*

Do you like the food that is provided in the day centre?

Clients were happy with the food that was provided commenting on the choice and quality. *"I am happy with the food here; it is always good, and we have a choice."* One client mentioned that they bring their own lunch as they don't like a hot meal for dinner. *"I bring my own lunch; I like the food here its lovely, but I just don't like having hot meals for lunch."* They were happy with how the service accommodated this choice.

Is there anything that would make the day centre better?

The comments mentioned to Healthwatch representatives were based around the choice of activities and being able to use the space more. *"I wish we could go out more, we tend to stay inside."* one client said that they felt *"It would be nice to have more activities going on and they should hire someone else to do that."* *"I haven't seen most of this building, it would be nice to go into other rooms and do activities."*

Do you get to decide what activities you do?

All the clients spoken with said they did have a choice, but it was what the staff members had suggested to them on the day. "We do get a choice, but we don't know anything else." "We have spoken to staff about activities and the use of the garden, but nothing has changed." They explained that they did not always feel heard when they provided feedback. Another client also explained that staff try and give them a range of choices but there needed to be more coordination and time to organise them. "They do try with us and put out activities, but they are so busy."

Staff feedback

Five staff members were spoken with on the day of the visit.

How do you feel about the day centre?

All five staff members were complimentary about working at the day centre. "I absolutely love it here." "I love being here, I like doing activities with the clients, you get very attached to them." "There is a very nice environment here, everyone is nice."

One member of staff spoke about the clients and staff being an extension to their family. "I feel like this is an extended family and I am a big advocate for people to stay in their own homes and have respite."

Do you have enough staff when on duty?

All staff members commented that they felt there were enough staff but this was a struggle on particular days. "*Fridays are our busiest days and I feel more staff would be helpful.*" One member of staff mentioned that they felt, "*It depends on the client's needs; on busier days it would be helpful to have that extra person.*"

Another member of staff felt that there were issues with staffing levels in the past but that they had improved. "*We do have enough staff now; this wasn't always the case, but I feel it has picked up recently.*" They felt that there was an appropriate level of staff to meet the clients' needs.

Do clients get asked what they would like to do?

All five staff members explained how clients are consulted about the activities that they would like to do the day and plan around those requests. One staff member described some of the activities that are run outside of the centre, "*Yes, we took some clients out to primrose garden centre for lunch a few weeks ago as they had asked if they could do that.*" Another member of staff explained how they respond to the requests of the clients, "*Yes, we ask them every morning but sometimes they just want to sit and chat and that's ok.*"

When asked about how activities are planned and arranged at the centre it was explained, "*Certain things like quizzes are planned as you get to know what each person likes.*" They felt that they had more engagement from clients if activities were suggested on the day. One member of staff explained how

they planned significant events in advance so that clients knew what to expect, *“We plan for things like Christmas and special occasions.”*

Would you recommend this centre to a close relative or friend?

All five staff members mentioned that they would recommend this centre to a close relative or friend. *“Yes, I definitely would recommend this place.”* One staff member explained that they would recommend the centre because of the staff, *“Yes, I would the staff are amazing, and they all work so hard.”* They felt that they would be happy to recommend this centre because of the way staff work to give the clients a positive experience.

What do you think of the premises?

When Healthwatch Lancashire representatives were speaking to staff about the premises there were several comments raised about different aspects of the premises. Three staff members commented that there were areas of the centre that could be better used. *“I think the building could be used a bit more, we have all these rooms, and we don’t use them to full capacity.”* *“I feel we could utilise the space better than we are at the moment.”* *“There are a lot of rooms not in use, if we had more staff, we could have activities going on in all rooms.”* *“There is so much space, I feel we could utilise it a lot better.”*

One member of staff mentioned that they felt the interior and facilities needed a refresh, *“It could do with some updating; I know it’s been decorated inside recently but there are rooms not being used such as the hairdressers and bathroom which is a shame.”*

Two concerns were made about the cleanliness of the day centre. *“Sometimes I don’t feel the cleaners are doing the best they can, we have to come in and clean, I know it’s a big job for one person but it’s not up to scratch.”* *“I feel a second cleaner needs to be hired, this building is so big it needs to be maintained at all times.”*

What improvements do you think could be made?

Most of the suggested improvements concerned the accessibility outdoor areas of the centre. One member of staff felt that the outdoor area was not accessible to wheelchair users, *“The garden really needs looking at, it isn’t fully accessible to wheelchairs.”* One member of staff explained that there was a lack of equipment available for clients to use, *“The garden needs improvement, we’ve no garden furniture and it’s not fully accessible.”* Whilst one comment concerned the upkeep of the outdoor areas, *“The garden could do with some work; it needs to be accessible and a bit more closed in so the clients can use the area at their leisure.”*

Another member of staff commented that they felt they needed to organise the resources that were available to use with clients, *“We have so much here but we don’t know about half of it, we could do with a big sort out so we know what we can offer.”* Two staff members commented that they wanted to introduce more variety to the activities that are run at the centre, *“I feel we over do the activities we have, and it would be nice to get some new ones.”* *“We need to offer more activities and more planned activities to the clients.”*

One person explained that they felt that they needed some clarity about their working hours. *“Sometimes the rota can be confusing I feel we need more staff first thing and not staggered.”*

Any other comments

“I feel we have a more permanent manager now which is good, but the senior managers don't come very often.”

“As long as the clients are happy then I am happy.”



**It's so friendly and welcoming,
you feel like you're walking into
your own home.**



Recommendations

1. The following recommendations have been formulated based on observations of the environment and feedback gathered from clients and staff.
2. Ensure the outdoor areas are well-maintained, accessible and that seating is available for clients to use
3. Foster client independence by giving choices and opportunities to be independent throughout the day
4. Amend roster arrangements to ensure that staffing levels are appropriate for busier periods, to ensure that staff have the opportunity to engage in activities with clients
5. Ensure the door is locked at all times by staff members to ensure the security of the centre
6. Organise existing resources to ensure they are fit for purpose and relevant
7. Ensure all areas at the centre are being utilised to ensure opportunities are being given to clients to partake in different activities
8. Investigate the possibility of appointing or recruiting an Activities Coordinator to plan and deliver activities alongside the staff team
9. Create an activities timetable so that clients are presented with different choices throughout the week
10. Implement measures to ensure that the centre is more dementia friendly through the use of images on signs and dementia friendly clocks. (See appendix for more information)

Appendix

<https://www.alzheimers.org.uk/get-involved/dementia-friendly-resources/organisations/dementia-friendly-environment-checklist>

Provider response

Recommendation	Action from provider	Timeframe	Comments
1. Ensure the outdoor areas are well-maintained, accessible and that seating is available for clients to use.	Our garden areas are maintained by our gardening maintenance team. They have been and tided it up and it looks much better. We have outside seating which is stored inside over winter months. Due to our occupancy increasing we will be purchasing more in the spring.	3 months	
2. Foster client independence by giving choices and opportunities to be independent throughout the day.	We actively encourage independence in the day centre. We hold client consultations however we are going to do these more regular.	On going	
3. Amend roster arrangements to ensure that staffing levels are appropriate for busier periods, to ensure that staff have the opportunity to engage in activities with clients.	The staffing levels that we have are adequate, as we are not at full capacity everyday some days we are actually over staffed. When taking on new clients we always take into account the level of need of the clients we already have and offer taster days so that we know that we can meet the needs of the new prospective client along side the ones we already have. We have several casuals day care assistants that pick up shifts when needed.		
4. Ensure the door is locked at all times by staff members to ensure the security of the centre.	We can request a key coded lock for our doors through maintenance to ensure the security of the building at all times.	On going	

<p>5. Organise existing resources to ensure they are fit for purpose and relevant.</p>	<p>Derby centre is currently being cleared and resources organised</p>	<p>On going</p>	
<p>6. Ensure all areas at the centre are being utilised to ensure opportunities are being given to clients to partake in different activities.</p>	<p>A number of rooms are being cleared so that we can use different rooms in the centre during the day. Each room will give the clients choice of what activities they would like to do.</p>	<p>On going</p>	
<p>7. Investigate the possibility of appointing or recruiting an Activities Coordinator to plan and deliver activities alongside the staff team.</p>	<p>We have a post out to advert through the volunteer service for an activities co Ordinator.</p>	<p>On going</p>	
<p>8. Create an activities timetable so that clients are presented with different choices throughout the week.</p>	<p>When I started at Derby I created an activity planner which is now being used. Sometimes we find that clients don't want to do the activities that are planned so they choose what they would like to do on that certain day. The Senior care assistants are responsible for completing the activity planner.</p>		
<p>9. Implement measures to ensure that the centre is more dementia friendly through the use of images on signs and dementia friendly clocks. (See appendix for more information)</p>	<p>We have dementia signage around the home and are purchasing a dementia clock.</p>	<p>1 month</p>	



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