

Caritas Care Preston

Enter and View Report

Thursday 27th July 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 service users who met members of the Enter and View team on that date.

Contact Details

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Caritas Care

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Registered Manager

Martin Heneghan (Day service Manager)

Moira Clayton (Manager VIP Day service)

Date and Time of our Visit

Thursday 27th July 2023

10:00am-12:00pm

Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

Louise Dewhurst (Engagement Officer)

Seraphine Dike (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 Service users, 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 day centre is split over two buildings.

- **218-** At the time of the visit there were 26 service users and 11 staff members.
- **Marian House-** At the time of the visit there were 26 service users and 11 staff.

"Our Vision In People (VIP) service offers a wide range of fun, stimulating activities and learning opportunities to people with learning disabilities." (Taken from the Caritas care website)

Acknowledgements

Healthwatch Lancashire would like to thank management, staff and service users, 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 service users.

The Enter and View representatives made an announced visit on Thursday 27th July 2023 and received feedback from 13 service users and 11 staff members. There were no relatives at the day centre at the time of the visit.

Healthwatch Lancashire obtain the views and experiences of service users, 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, 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

Caritas Care Day Centre is situated in Preston and is based over two buildings. They offer a range of activities including disco, yoga, arts and crafts and trips out in the community. At the time of the visit there were 26 service users in each building and 11 members of staff in each building, with a total of 3 managers on site.

Healthwatch Lancashire representatives spoke to 13 service users and 11 staff members. Both buildings were secured with an intercom to alert staff members to grant access to visitors.

- **Building 218** is situated on one floor with a reception area, five larger rooms for activities and a smaller quiet space for one-to-one support. There are four bathrooms with one accessible shower room, a kitchen area and an office.
- **Marian House** has two floors, the ground floor has one large room, two bathrooms and an accessible bathroom. The first floor has one large room, two smaller rooms, two bathrooms and an office. There is also a kitchen on the first floor.

At the time of our visit, all rooms were facilitating activities with service users engaged and being supported by staff members where necessary. Both buildings were accessible with a ramp and wide corridors to allow various walking aids and wheelchairs. All bathrooms were accessible and had handrails for support.

When Healthwatch Lancashire representatives arrived, service users and staff members were taking part in a clay sculpture activity. One member of staff was showing the service users pictures of sculptures they could make themselves on a large touch screen. The service users were sharing ideas with each other and the staff members.

All staff members appeared engaged and actively talking and supporting service users with their activities. The staff members were seen going round to individual tables and helping the service users where required.

Both staff and service users were welcoming on the day and happy to talk about the work they do and how they support individuals and each other.



Enter and View observations

Pre-Visit and Location

Caritas Care has an informative website and includes information about activities, pictures, a typical day overview and contact information. The facility is close to bus routes and within ten minutes from shops and parks, and clearly signposted from the road and car park. There was parking to the front and rear of the building including disabled bays.

A pre-visit questionnaire was sent to the day centre prior to attending, this was completed to inform Healthwatch Lancashire representatives of what to expect and some background information about the day centre.

The Centre

Caritas Care is split across two buildings:

As you enter both buildings there are pictures of service users and staff members for use on a sign in and out board. There are room numbers on the board and the service users can put their picture in a room to show where they will be.

Both buildings had disabled access outside and throughout. Sign in was required at both buildings when entering and exiting.

There was a shower room facility for service users who require personal care. The main corridors were clutter free and easy to move around. The Healthwatch Lancashire poster was identifiable in both buildings and was seen at different locations throughout the visit.

It was not easy to differentiate between staff members and service users during the visit as staff were in their own clothes without badges. There was little signage around the day centre to help with navigation whilst moving around, however rooms had names displayed and facilities were also identifiable.

Each room was spacious and allowed people to comfortably move around with tables and chairs to facilitate all the service users and staff members. During the visit there were different activities going on in each building. Each room had display boards showing service user artwork and photos of past activities including sports activities and arts and crafts.

The day centre had a large outdoor space for people to take part in activities such as gardening, with communal benches outside. The day centre had four mini busses that they use for going out into the community with service users.

Observations of service users and staff interactions

It was observed that there was enough staff on duty whilst at the day centre. Person centred care was observed during the visit with staff members asking the service users what they would like to do and helping them with activities. Staff were observed talking to the service users, addressing them by name and service users were reciprocating. There was a relaxed atmosphere in both buildings and all the service users were taking part in an activity of their choosing.

Healthwatch Lancashire representatives observed a clay sculpture session. Service users were given aprons and gloves to wear and were observed to be focussed and excited to join in and make the sculptures. Members of staff were seen walking around the table and asking all the service users their opinion and assisting them to build for themselves. The staff members were engaged and allowed the service users time to do the activity and share the activity with their friends.

A visual timetable was displayed throughout the centre and used to help show activities that were on offer at the day centre. The week was planned around topics/lessons with activities organised around those topics. These topics included doctors, dentists and global warming. The service users could choose to do something else if they wish such as going out into the community with a member of staff.

Representatives observed staff members writing in the service users' blue book which explains how they are feeling that day and what activities they have taken part in.

Representative also observed a rainbow jar making activity which involved the group experimenting with colours and textures. Firstly, the staff members provided the service users with a visual picture book of what needed to go into the jar and how they could do it. They then did their own rainbow drawing and wrote what they were going to include. The experiment then went ahead, and they made their own rainbow jars. The staff members were again seen to be supporting the service users in a consistent manner.

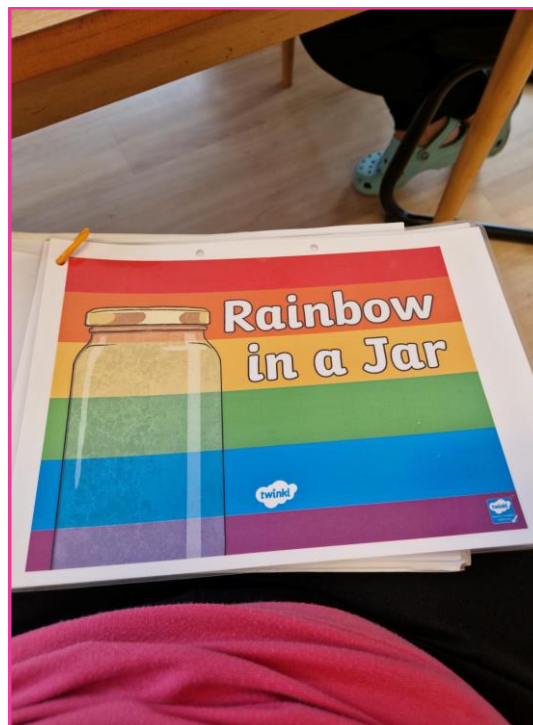


Healthwatch representatives were shown activity bags and folders for service users to access throughout the day to choose their activities.

It was explained that every morning staff members have a meeting with management to discuss where they will be that day and what service users will be attending. This changes daily so staff members move around and work with different staff and service users in different areas of the day centre.

Management explained that there is a set agenda for the day, but this can be changed if the activity planned does not meet the needs of the service users. There is an opportunity for one-to-one support in the day centre and smaller, quieter rooms are available to ensure service users are being supported effectively.

Staff and service users were observed talking about past and upcoming activities including, yoga, disco, drama and clay modelling and how much they enjoy the activities within the day centre. One member of staff took a group of service users to the shop to buy ingredients for a cake baking activity as they had created their own list of ingredients to buy.



Service User feedback

We gained feedback from thirteen service users during the visit.

What sort of activities do you do here?

Service users who spoke with Healthwatch Lancashire representatives, went through a list of activities they enjoy doing at the day centre. "I like clay, yoga, drama and design. We did a global warming topic and I loved it."

"We do a lot of activities; it is always varied. I enjoy doing crafts, dancing and going on trips."

"I loved doing rainbow in the jar today."

What do you like the best about this day centre?

Most service users spoke about the friends they had made during their time at the day centre. "I love it here, I've made friends." "I like coming to see my friends and join in with the activities."

Is there anything that would make the day centre better?

All service users spoke with said they wouldn't change anything about the day centre. "No, I love it here." One mentioned that they were happy with the centre the way it was "I wouldn't change anything."

Do you get to decide what activities you do?

All service users explained that they do get to choose what activities they take part in but that some of it is planned. "We get to choose what we like." "Most things are planned for us, but I like that it always changes." "Sometimes we choose, sometimes its planned." One service user explained "there is a topic planned for us and activities to go with that topic but we can change the activity if we would like to".

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

Six of the thirteen service users commented that they do a variety of activities and can ask for what they want to do. "No, we do a variety of things." "We always try new things."

One service user commented about the radio "Sometimes I want the radio on, but I can't." They mentioned that this can depend on who is in the room at the time.

What do you think of the building?

Four service users left feedback in response to this question, with feedback being positive *"The building is good."* *"I like it."*

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

Most of the service users asked knew who to speak to or mentioned they would talk to the member of staff within their room. *"Yes, I know."* *"I can speak to anyone here they are nice."* A few service users were unsure who to speak to about a concern, *"I'm not sure who to talk to."*



I love it here, I've made friends.



Staff feedback

Eleven staff members were spoken to on the day of the visit.

What do you like about the day centre?

All the staff spoken to were complimentary towards the day centre. *"I love that we have resources for all different topics, we are one big team." "There is a lot of variety and a lot of activities going on, the service users make it amazing."*

Some of the staff members commented on the staffing arrangements and that they had been at the day centre for a long time. *"Great staff team and its fun, which encompasses what we do." "The service users are amazing I've been here over twenty years."*

What improvements do you think could be made?

A few improvements were suggested by staff members during the visit. *"More access to resources when a certain topic has been planned." "No, I think it's great here." "More trips out into the community, but this is improving."*

A few comments surrounded communication with management and staff members. *"We have a meeting every morning to decided where we go but it would be nice to have more regular staff meetings with any up-to-date information." "A staff suggestion box to help staff have ideas around topics." "signage in and around the home could be improved, if you are new it would be hard to get yourself around."*

Do you have enough staff when on duty?

All staff members commented that there was enough staff on duty. *"The staff team are very good." "We have agency staff sometimes, but they are the same people, so we know them, and the service users know them." "Yes, we definitely do."*

All the staff members commented that agency staff are sometimes used but they are the same agency staff, so they know the service users and are more familiar with routines and ways of working as to minimise disruption. *"Yes, always more senior staff in the room when agency staff been used."*

Do you feel you have enough knowledge to carry out your duties well?

All the staff members spoken to said they had enough knowledge and training to carry out their work effectively. *"Yes, I've worked with learning disabilities for over 12 years." "Yes, we definitely do."*

Some of the staff mentioned that they get a printed plan of lessons and activities for the week for them which they display for the service users. *“yes, we get a printed plan for the week and all the activities that go with it.”*

Some members of staff commented on training. *“We do a lot of online training; it would be nice to have some face to face.” “I’d like some more opportunity to upskill in my training around health and social care and autism.”*

Do service users get asked what they would like to do?

Most of the staff mentioned that there is a timetable in place based on a lesson plan, but they can be flexible with the activities. *“Yes, they get asked what they would like to do.” “They follow a timetable, but this can be flexible.” “Every step of the way, they are always involved in decisions.” “We try to accommodate as much as possible.”*

All staff members talked about how there is a set timetable of activities and lessons to help the service users learn and try new things. This can be changed and there is a visual timetable available for the service users to choose what they need. *“Service user meeting – where they can air their views, they used to hold these service user meetings pre covid, but they haven’t restarted.”*

How far in advance do service users know about what activities have been arranged?

Most of the service users find out on a Monday what they will be doing that week unless it is a reoccurring event where they do activities weekly. *“They find out on a Monday what is happening.” “Some activities are weekly, so they know what’s coming up.” “Lessons are planned in advance.” “Every morning the service users find out what they are doing but there is a timetable up on the wall.”*

Do you know how to raise a safeguarding concern?

All eleven staff members commented that they were aware of who to report a safeguarding concern to. *“100% definitely.”*

Would you recommend this day service to a close relative or friend?

All staff members mentioned that they would recommend this day centre to a close relative or friend. One member of staff commented, *“yes my relative already attends.”*

What do you think of the premises?

All staff members commented on how nice the premises were. *“The premises are good.” “The garden especially as there is plenty there.”* Two members of staff commented that they felt the decoration of the building could be updated *“The*

décor could do with updating.” “More decorating would be good.” “Yes its lovely, we have big and small rooms to meet all needs.”



**Great staff team and its fun,
which encompasses what we
do.**



Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from service users and staff.

1. Plan regular staff meetings and allow time for staff to voice their ideas on topics.
2. Improve the signage in and around the home to ensure that it is clearly signposted for all staff and service users to appropriately get around.
3. Look into any décor enhancements to improve the day centre. Involve staff and service users by using a suggestion box to include them in the decision-making process.
4. Review resources used for specific topics when planning to ensure the right material is on hand for the activity planned.
5. Provide enhanced training opportunities for staff members to upskill in specific areas of interest.
6. Set up the service user meetings to ensure service users are being involved in the decision making of activities.
7. Look into headphones or a silent disco to ensure all service user needs are being met.

Provider response

Recommendation	Action from provider	Timeframe	Comments
Plan regular staff meetings and allow time for staff to voice their ideas on topics.	Managers will discuss and liaise with staff to see how best we can get the best out of our staff meetings.	End of October	Review how the morning briefing meetings are undertaken and link more into staff voicing their ideas. Arrange additional staff meetings to allow time to discuss topics in more detail.
Improve the signage in and around the home to ensure that it is clearly signposted for all staff and service users to appropriately get around.	Managers will speak with Service Users and staff to agree what signage is most useful and inspect both buildings to ensure directions/information is clear and factual.	Mid-October 2023	Once signage is in place, we will speak to new Service Users and staff to make sure that it is suitable.
Look into any décor enhancements to improve the day centre. Involve staff and service users by using a suggestion box to include them in the decision-making process.	<p>Discuss with staff as to what are the key areas within VIP that would benefit from decoration and look at what can be done.</p> <p>Service Users had already made some suggestion boxes prior to your visit, as this was something we wanted to implement, but they were not finished at the time.</p>	Décor to be addressed and areas improved throughout this financial year.	<p>We do have a budget for redecoration. Two rooms have been painted this year, but we will do what we can to improve the areas identified.</p> <p>Suggestion boxes are now being used and we have two in each building.</p>
Review resources used for specific topics when planning to ensure the right material is	Managers to speak with Service Users and staff to look at where the gaps are in resources and put	End of September (but will be ongoing to ensure	Resources and equipment does get relocated throughout both sites, so it will be helpful to have a more

on hand for the activity planned.	plans in place to rectify this situation.	resources are available in all rooms).	robust system in place for when activities are being undertaken.
Provide enhanced training opportunities for staff members to upskill in specific areas of interest.	Discuss training with staff in staff meetings and individual supervisions.	Ongoing	Speak to staff about what online training is available which as well as mandatory training also offers eleven personal development ones. We also deliver three face to face training sessions with a Nurse around health. Staff will also be reminded that any training course that they may be interested in doing, which would be beneficial for them and the service would be considered.
Set up the service user meetings to ensure service users are being involved in the decision making of activities.	Service Manager to meet with a group of Service Users and discuss how best these meetings can be run, so they are meaningful, and also speak with VIP managers and staff.	Mid-October	REACT and People First have run a monthly speak up group for over a year now which has been really positive, but other opportunities to run meetings for Service User to ensure they are involved in decisions is welcomed.
Look into headphones or a silent disco to ensure all service user needs are being met.	VIP Managers to look into what is best for us to buy.	End of September	Equipment has been ordered but we will review after a month to check that it is useful.

"I am grateful to you for the visit and the feedback I got from Service Users and Staff was that it was a positive experience. I think this was helped a lot by how you conducted the visit, and consequently people contributed more, which is invaluable for the purpose of what you were trying to do. Thank you also for the recommendations, which as you can see from above will be actioned."

Caritas Care Revisit 9th Feb 2024

On 27th July 2023, Healthwatch Lancashire conducted an Enter & View visit at Caritas Care Day Centre in Preston and spoke with the people who use the services and staff. Following feedback and observations made during our initial Enter & View, Healthwatch Lancashire made the following recommendations:

1. Plan regular staff meetings and allow time for staff to voice their ideas on topics.
2. Improve the signage in and around the home to ensure that it is clearly signposted for all staff and people who use the services to appropriately get around.
3. Look into any décor enhancements to improve the day centre. Involve staff and people who use the services by using a suggestion box to include them in the decision making process.
4. Review resources used for specific topics when planning to ensure the right material is on hand for the activity planned.
5. Provide enhanced training opportunities for staff members to upskill in specific areas of interest.
6. Set up the people who use the service meetings to ensure people who use the services are being involved in the decision making of activities.
7. Look into headphones or a silent disco to ensure all people who use the service needs are being met.

Healthwatch Lancashire authorised representatives, Emmy, and Louise, carried out a revisit to the Caritas Care in Preston on Friday 9th February 2024. This visit was intended to follow up on our previous recommendations and celebrate any successes since our last visit.

On arrival, the manager explained how they liked our approach to the original visit. The fact we were asking staff and people who use the services questions and not just looking at paperwork like other organisations. They mentioned that it helped the service look into aspects of the service in more detail and allow them to focus on areas for further improvement.



Based on feedback from the manager, responses to the recommendations can be seen below:

Staff meetings – they have become more focused. The morning meetings focus on where staff will be based, the people who use the services in that day and the plan for the day.

Signage – until we pointed this out didn't realise this was a problem. They are looking to address this when they decorate. Decorators are coming in the next

few weeks, and they have consulted staff and people who use the services around the use of signage that will go up.

Decoration is being done and they are planning to redecorate the lady's toilets in Marian House.

Topics are being planned in more detail about what they need resources wise and then plan accordingly in each building.

Training – management have reminded staff about the other courses that our online that they can access. They have asked staff to look into further training opportunities and are providing e-learning and face to face training for all staff.

They praised People First and REAACT for their input with the people who use the services to ensure their voice is being heard. The manager mentioned about going to do more informal chats with people who use the services.

Headphones have been implemented across both buildings and have made a positive difference to the people who use the service.

The manager also explained that the people who use the service attended a group with dance syndrome but with travel arrangements and times changing this became very difficult. This resulted in the day centre hiring out the community hall next to them which allows people who use the services to take part in a dance and drama club which is run by the people who use the services and supported by staff members.

During the visit representatives spoke with four staff members about their experiences since our initial visit.

“Management are very supportive, and it is always a wonderful happy place here.”

“The morning briefings are much better, there is now a communication book that works really well”.

“The briefing in the morning is good and we talk about where we are going and the plan for the day ahead. All the training is up to date, I would like more face to face but I understand most training is online now.”

“Areas of the day centre have now been decorated, we have outside agencies that come in and speak with people who use the services which is very beneficial.”

One member of staff commented on the way that training was delivered saying that they would prefer more in-person.

“More face-to-face training would be nice.”

During the revisit representatives spoke with three people who use the services

“I can't fault the place; they are very caring and helpful the staff. On a Monday I do art and I never knew I could paint until I came here. We can choose what we do even though there are set activities. “

“We choose what we do here, and I like that we have topics. The staff are nice, and I feel I can ask to do what I want to do.”

At the time of the revisit Representatives observed a drama session in the community hall and all people who used the service were getting involved. Staff were seen to be encouraging people who use the services to join in with actions and people who use the services were speaking up and chose what songs were being played and what they will be saying.

We would like to take the opportunity to thank the manager and the rest of the team for facilitating our revisit, as well as people who use the services for sharing their feedback with us.



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