

Regenerage, Charnley Fold Activity Day Centre

Bamber Bridge

Enter and View Report

Friday 4th April 2025



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

Contact details

Regenerage
Charnley Fold
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Registered Manager

Claire Hewitson (Director of Care Services)

Date and Time of our Visit

Friday 4th April 2025

10:00am-1:00pm

Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

John Moore (Healthwatch Lancashire 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, 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

Charnley Fold Activity Day Centre is enjoyed by the over 55's, including those living with memory loss and also those with dementia.

The environment at Charnley Fold is one of light and space and incorporates a garden designed specifically for people with dementia, enjoyed by everyone who visits.

The centre has professional, skilled and experienced staff with specialist support on site as well as other key specialist staff.

(Taken from Regenerage 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.



What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to Charnley Fold Day Centre on Friday 4th April 2025 and received feedback from:



Introductory meeting with Centre Manager

At the beginning of the enter and view visit, Healthwatch Lancashire were greeted by the Director of Care Services and the Senior Activity Coordinator to discuss the background and services delivered by the centre and to view the facilities

One to one discussions with patients and their relatives

Healthwatch Lancashire spoke with people using the service about their experiences including how they felt about the service and the care and treatment delivered by the staff at the centre.

Discussions with members of staff

Healthwatch Lancashire Representatives spoke with members of staff about their experiences of delivering services to patients. Questions centred around support for patients and any improvements staff felt could be made to the service.

Observations

Observations were made throughout the visit. This included patient and staff interactions, accessibility measures in place throughout the centre and the condition and cleanliness of the facilities.

Summary



Healthwatch Lancashire Representatives made an announced visit to Charnley Fold Activity Day Centre on Friday 4th April and spoke with seven service users, four members of staff and one relative.

The building is all on one floor with two larger rooms for big group activities or for meet and greet in the mornings. There are smaller rooms off the corridors including a gardening room, games room, knit and natter and a hairdressing salon. There is a wrap around garden which is accessible from all of the rooms so that service users can make use of the garden space which has seating, planting, sheds, tunnels, walk ways and space for activities such as golf and other activities.

Staff were observed to be kind and courteous towards people using the service during the visit. They were making sure service users were ok, and ensuring they were supported with their activities. One activity observed during the visit was a chair-based exercise which involved all the staff and the service users. The staff were observed to be supporting them with the exercises and encouraging them throughout.

Overall, feedback from people using the service was positive. They mentioned that they have a lot of choice around activities, and they enjoy meeting new friends and talking with the staff within the Day Centre. They also mentioned that they are happy with the building, including how accessible it is for them to get around.

Relative feedback was also positive, with comments around how the staff are friendly and communicate well with them making them feel included. They also stated that they would feel comfortable speaking with any member of staff if they had any concerns. When speaking with the relative they explained that they weren't always aware of what their relative had done during the day when they collected them and was based on what their loved one had come home and told them.

Overall staff feedback was positive with staff members talking about the varied choice of activities they put on for the service users. They also mentioned that they feel supported by the team to do their role effectively, and they feel they have had received enough training to give the best care. One recommendation was around a more visual activity timetable and menu so that service users and relatives can clearly see what is happening and what the meal is that day.

Enter and View observations

Pre-Visit and Location

Charnley Fold Day Centre is all on one level. The outdoor area is clean and well maintained with numerous car parking spaces and two drop-off/pick-up spaces. The signage is clear from the main road all the way round to the car park and the entrance of the Day Centre. The Day Centre has a bright and welcoming atmosphere. All the rooms are situated on one corridor with separate rooms just off them. There are also two toilets in the Day Centre, with one including a shower in case any service user requires personal care on the day of their visit.

The Centre

On arrival at the Day Centre a member of staff greeted us at the door and asked to see our identification before letting us in and asking us to sign the visitors' book. We were then greeted by the Director Care Services and the senior activity coordinator and shown around the Day Centre. During the walk around we were shown around the different areas, including the conservatory area which had two parts with lots of seating to cater for different needs. It was explained that this room is often used for meet and greet in the morning, where everyone sits and has a drink and a biscuit before going about their day. There is also another large activity room which at the time was being used for chair-based exercises using an interactive portable television which can be moved around multiple rooms. This room is also used for table activities and large group activities. There is also a dining room which consists of a small kitchen area and seating set up for meal time.



In the conservatory and main entrance there was a small timetable showing what activities are on that day and which staff would be supporting each activity. The timetable was small and unclear to see for visitors, service users and relatives. This timetable would be easier to read if it was larger. (Recommendation 1)

There were some smaller rooms, such as a knit and natter room where there was equipment for the service users to go in and make use of the space and resources. There were specialist machines and mannequins to showcase the work done. An indoor garden room with a table, chairs and gardening equipment, gloves and planting equipment is also

available. There is also a games room which consists of dominos, cards, a casino game, a radio and a vintage football for decoration. There was also a hairdressing salon which at the moment is being used for therapeutic hand and nail treatments.

During the visit there was signage on all the doors explaining what the room was used for, but signage was limited in the corridors. Better signage in corridors would help service users and visitors find their way around. (Recommendation 2) There was also no dementia friendly signage present within the centre, except on the bathroom doors. Again, signage would benefit from being dementia friendly throughout the building. The inclusion of dementia friendly clocks within the rooms would also benefit users. (Recommendation 3)

There is a garden that wraps around the Day Centre and can be accessed from all the main rooms. The garden provides a pleasant space for service users, and consists of seating, a planting area, a shed, bird feeders, walk ways and space to play cricket, bowling and golf. In the outdoor area they have added a sensory garden which they use to help with conversations, including, what can you smell, what can you use this for, and do you like it. We were told that deer roam in the neighbouring field and can be observed from the garden



seating areas. During conversations it was shared that volunteers come and help in the garden area by jet washing, gardening, planting and helping with general jobs. They also work alongside the service users whilst doing this.

It was explained that food for the Day Centre is provided by an external catering service and delivered daily. A small menu is displayed in the kitchen area, showing the meals planned for the week. There is also a sheet listing service users' allergies and food preferences, so all staff are aware of their individual needs.

The number of service users attending the day centre varies each day. Numbers typically range from twelve to twenty-one, with the maximum capacity of thirty with the current staffing and fifty five with additional staff. They are currently supported by four full-time and two part-time members of staff. It was explained to Healthwatch Representatives that this is an advanced Centre and has some nonverbal service users. All staff members were in branded uniforms with some wearing a name badge on their jacket and some with lanyards on.

Observations of service users and staff interactions

During the visit we observed a chair-based exercise class taking place with the whole group. At the beginning there were twelve service users and four members of staff taking part, with two joining later. They were all sat in a horseshoe shape facing the television, where they could all see the exercises clearly. Staff were seen to be supporting the service users to do the actions, and they were all singing

along to rock and roll music. Staff were observed to be constantly checking on the service users and making sure they were alright and if they needed anything. Some service users were happy singing along and moving their bodies to the music, some service users were supporting each other with the actions.

When this activity had finished all the service users were asked what they would like to do and what room they would like to be in that day. They were all given the time to explain where they would like to go, and a member of staff was then observed supporting service users one group at a time out of the main room into the smaller rooms. Staff were observed to be supporting service users out of their chairs and down the corridor to the rooms they wanted to be in that day. They were helped with their physical aids and helped them with opening doors.

As the main room was emptying, a member of staff was rearranging the room to ensure different activities were set out and there was room to get around. The main room had multiple tables and chairs, a sofa area, a snooker table, multiple games and activities, jugs and glasses available for service users to help themselves. There were plants on all window sills and books about the past. Some activities were set out on the tables including a magnetic game, puzzles and a board game. Each individual service user was asked what they would like to do and who they would like to play with. A member of staff sat with the service users and ensured to go around all the tables helping and supporting them with their games.

Healthwatch Lancashire representatives were able to observe an activity in the games room and the garden room. In the garden room there were four service users sat around a table planting. They all had gloves on and an apron to cover their clothes. They also had their own trays with smaller pots to plant with. They were all supporting each other to put the bulbs in the pots and add the soil. The member of staff was observed to be going round to all individual service users and supporting them where necessary and also praising their work. Service users were keen to help each other by asking questions about their planting and if they were doing it right.

The observations taken in the other room were of service users taking part in pontoon and then a game of higher and lower. Service users were given the opportunity to take part in the games and it was their choice what games they did and when they were ready to do another game. During the games it was observed that staff were giving the service users time and checking in on them.

During all of the activities service users were able to ask to use the toilet and some were able to access this themselves with no support with others requiring more support with walking to the bathroom or with personal care needs.



At the end of the visit representatives were able to observe meal time. All the service users were supported down the corridor from their individual rooms to the dining area. They were then able to sit where they liked whilst they helped themselves to a drink. Members of staff then brought meals to the service users and later asked if they would like any more. This was followed by an optional pudding. Throughout, staff were attentive to the needs of services users and supported them where necessary.



Service User feedback

We gained feedback from seven service users during the visit.

What sort of activities do you do here?

Service users were happy to speak with us about what they do within the Day Centre, including gardening, games and snooker.

“We play games, and we do gardening, we are trying a new game today which I like.”

“I like playing snooker with my friends.”

One service user mentioned that there was a lot of variety for them to choose from.

“there’s a big variety; I like getting involved in everything.”

What do you like the best about this day centre?

One service user mentioned that they loved gardening here because they can't do it at home as they don't have a garden. There were also a few comments around the service users becoming friends in the Day Centre.

“I like coming to do the gardening, it’s not something I can do at home so it’s good.”

“I like making friends here and having things going on all the time.”

Is there anything that would make the day centre better?

The service users we spoke to were unable to think of anything that could be improved. They told us that they enjoyed attending the centre, as it was better than being at home, and that they enjoyed making friends with staff and other service users.

“it’s so much better being here than being at home.”

“I feel the staff and service users have become friends which means a lot to me.”

Do you get to decide what activities you do?

Service users happily mentioned that they do get to choose what they do everyday and that there is a lot of choice.

“We get asked in the morning what we would like to do.”

“I choose what I like to do here, there is a lot of choice.”

What do you think of the building?

When speaking with service users some of them were unable to answer this question but two service users commented on accessibility and brightness of the building.

“it’s nice and bright in here, easy to get around the building.”

What do you think of the food provided?

During conversations it was highlighted that the service users do like the food and look forward to mealtime.

“Yes, the food is nice.”

“I always look forward to dinner time.”

One service user did comment on the fact that there is only one choice of food so if you don't like the food, there is no alternative. When speaking with staff on this topic it was highlighted that the menu is based on individual likes, dislikes and allergies so they don't come across this problem. All service users eat the same meals.

“The food is good; we don't get a choice over meals just what we are given.”

(Recommendation 4)

Staff feedback

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

What do you feel about the day centre, and do you feel there are enough staff on duty?

Staff members were asked how they feel staffing is within the Day centre and if they feel supported to carry out their role effectively. All staff members agreed that they feel there are enough staff everyday and that they work well as a team.

“Yes, I feel we all work well as a team.”

“Yes, I feel staffing is good at the moment.”

When speaking with staff about the building, they commented on its accessibility, how bright and welcoming it feels, and the amount of space available.

“I think the building is bright, accessible and we are really lucky with the space that we have.”

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

Staff members mentioned the mandatory training they have online but also that the experience staff bring from previous work places really helps support their roles.

“We have online training, and our experience comes with us from previous work places which helps.”

Members of staff highlighted that at the moment there isn't a lot of personal care required within the centre and there is a dedicated person to support with this. There were some questions around if this increases and if more care support staff would be taken on.

“Yes, I do feel there is enough training, at the moment there are not a lot of care needs so if the number of service users grows and more personal care is needed, I feel more staff would be needed to support with that.”

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

Staff members shared that they ask service users everyday what they would like to do but they also know the service users well and this helps plan activities around their interests.

“We think of the needs of the service users and finding the right balance to help them during the day.”

“We cater for their individual needs, we always ask them what they want to do but we are aware of their interests.”

Staff members also highlighted that this can be dependent on the day and how many service users are in the Day Centre. When there are less people there is more room for one to one support.

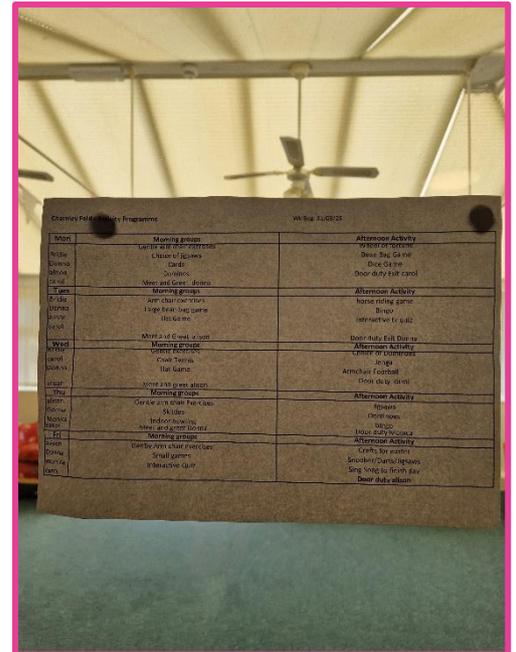
“It can also depend on the day, when we are quieter it is easier to provide one to one support.”

What improvements do you think could be made?

Two recommendations were given at the time of the visit and these centred around the activity timetable and the menu being more accessible and more visible to service users and to relatives dropping off and picking up.

“An activity timetable would be beneficial in the entrance and main room so that service users and relatives can see what they are doing every day.” (Recommendation 1)

“Visible menu in the entrance and main room so service users and relatives can see what they are having for dinner that day.” (Recommendation 5)



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

Staff members said they would recommend this service to others and how they have seen that service users have increased their days based on how much they enjoy coming to the Day Centre.

“Yes, I would recommend this service.”

“Yes, I would, we are a small staff team, so we know each other and the service users well.”

“It’s nice to see the service users upping their days over the past year as they are happy coming to us.”

Relative feedback

One relative was spoken to on the day of the visit.

How do you feel about the service, and do you feel you are kept informed?

This relative spoke highly of the Day Centre and commend on how the staff were lovely and they communicate well with them.

“I like it here they are lovely.”

“The staff are really good here and communicate well with me.”

Are you aware of activities happening and do you feel your relative has a choice during the day?

The relative spoke about activities and how his loved one does get a choice, but they don't always know what they have done that day unless they are told.

“I do feel that they have a choice when they come here.”

“I know what they do with my loved one, but I don't know every day, only what they tell me when they come home. There is a small timetable in the entrance”

(Recommendation 1)

Do you feel included in decisions about the day centre and are there any changes you feel could be made?

When speaking with this relative they mentioned that they could speak to any member of staff if they had any concerns, but they couldn't at the time think of any changes that could be made to improve the Day Centre.

“I know I could speak with anyone if I had any concerns.”



Recommendations

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

1. Provide a large visual activity timetable in the main room and entrance so that service users and relatives can clearly see the activities available each day.
2. Ensure there is dementia friendly signage throughout the corridors to help service users navigate the Day Centre.
3. Ensure there are dementia friendly clocks within the Day Centre to ensure service users are able to see the day, date and time.
4. Consider having a back up option for meal times incase there are any service users that don't like the first option.
5. Provide a visual menu that can be clearly seen by service users and relatives to ensure they are kept up to date with what they are having that day.

Provider response

Recommendation	Action from provider	Timeframe
Provide a large visual activity timetable in the main room and entrance so that service users and relatives can clearly see the activities available each day.	A larger activity timetable has been produced and implemented	Completed
Ensure there is dementia friendly signage throughout the corridors to help service users navigate the Day Centre.	To look into this	3 months
Ensure there are dementia friendly clocks within the Day Centre to ensure service users are able to see the day, date and time.	Clocks now in situ	Completed
Consider having a backup option for meal times in case there are any service users that don't like the first option.	Back up meals are available if required as well as light food ie soup	Completed
Provide a visual menu that can be clearly seen by service users and relatives to ensure they are kept up to date with what they are having that day.	This has been implemented at the centre	Completed

Did you learn anything new about residents' views and experiences, or anything else, as a result of the Enter and View undertaken by Healthwatch Lancashire?

The Enter and View provided valuable insights into service users daily experiences and highlighted their appreciation for staff support and activities, helping to better understand their needs and preferences.

Any other comments?

The review was really insightful. It gave a clearer understanding of service users experiences, and we really value the honest feedback—it helps highlight what's going well and where we can do even better. A big thank-you to Healthwatch Lancashire for taking the time to listen and share these important views



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