

Healthwatch Cheshire West Enter and View Report - Social Care	
Enter and View Visit to	VIVO Day Care Centre, Dane Walk, Northwich CW9 5ET
Date	21 January 2014 arriving at 10.00 am
Authorised Representatives	Alan Murphy assisted by Neil Garbett from the Healthwatch Team
The Healthwatch Team would like to express their thanks to Michelle Davies, Centre Manager and Fiona Gibson, Supervisor for their help during the visit.	
Background	<p>Located in Northwich Town Centre behind and part of building formerly council offices, the Centre provides Day Care and Respite Day Care for about 22 service users each day excluding weekends.</p> <p>Amenities at the centre include a large Community Day Service room; a Quiet room; a Sensory room; a Kitchen adapted for service users; adapted Toilets; 3 small offices and a locker area for staff. The Sensory room and Toilets are fitted with H-track person lifting equipment.</p> <p>Vivo took over about 6 months ago and carried out a complete refurbishment including new furniture.</p>
Overall Impression	<p>Service Users seem to get a positive experience from their time at Dane Walk. Staff are professional and cheerful. The surroundings are clean and tidy although storage was clearly an issue with so much personal - often large - equipment for the more severely disabled service users.</p> <p>A bit more colour about the place could only enhance the Users experience and consideration should be given to improved storage.</p>
Any ideas or suggestions for improving service?	<p>Consideration given to providing a separate storage area. Improving the external look of the property. Improved IT resources to include accessible add ons and tablets.</p>

Environment

The Centre is clean and friendly with a welcoming and open environment, if a little sparse.

Service Users range in age from late teens to mid-60s; many of them have complex needs and about two-thirds require one-to-one attention.

Staff numbers can vary each day but there is usually 18/22 although some of these are not full time.

As the Healthwatch Team arrived the main room was a hive of activity as the programme for the day was sorted (NB Activities below).

Health and Wellbeing

Staff were very friendly and welcoming and knew all of the service users by name. There is a relatively low staff turnover rate and Agency staff are seldom used (2 were on site during the visit to help a severely-disabled service user in the shower room).

The Centre has a Key Worker system for liaising with carers/families; each Key Worker contacts the Service User's carer/family at least monthly to keep them up to date with what has been happening. Key Workers only have one or two Service Users to look after and use Chat Books to keep daily/weekly records of activities, etc.

Carer contact sheets are used to record any comments from carers or families.

These can be very useful, for example, one Service User was called by her given name at the Centre, while the family at home used a nickname. Once the Centre staff began to use this nickname the Service User responded positively.

Two nurses are on site or on call daily and they manage staff training as well as attend to any medical needs. A training schedule was seen covering a range of topics and staff develop care plans for each Service User.

All staff has reached NVQ Level II and are part of the regular Personal Development Programme. Training appeared to be encouraged.

The Healthwatch Team observed many examples of staff showing care for their charges, greeting them by name, including them in the conversation, being very patient.

If a Service User has an accident, the staff involved report formally to their Supervisor who has responsibility for recording and managing the matter.

Some Service Users bring packed lunches while others require liquidised meals and/or thickened drinks. Centre staff have established which local cafes or restaurants will help with liquidising food.

Activities and Community Links

There is a Weekly Activity timetable (which is reviewed every 6 months or so) detailing which activities are available when and who will be partaking. Firdale, the Old Fire Station and Dane Walk work together on some activities and make use of each other's facilities.

Activities include:

- Social Skills;

- Memory Lane;
- Standing Frame (sometimes with music);
- Public Enablement;
- Art; and
- Sensory Art;
- Baking or Cooking;
- Lifestyle;
- Sanjuro (an adapted 'martial art' exercise);
- Local Outings;
- Dance;
- Floor games; and
- Public Transport.

During the visit we saw Service Users preparing to cook, designing a sign for the car park on a computer and painting.

Key Workers discuss potential activities with Service Users and their carers/families.

There is some community involvement in the Centre. Service Users will take a local outing and few volunteers are involved in activity. Student nurses or pupils from Rudheath College do help from time to time.

There is a weekly One Voice Service Users meeting at which Service Users can raise and discuss issues or agree on particular course of action. A recent issue of these discussions has focussed on the purchase and use of an iPod type piece of kit. Many of the service users had obviously developed their own routine and appeared very settled.

Feedback

A number of service users and staff were spoken to during the visit. Most staff had worked in the service for many years and commented that they enjoyed the work greatly and every day was different. A service user commented that she enjoyed visiting the centre and particularly enjoyed the trips out particularly to the leisure centre to play boccia. Another commented that they really like doing things on the computer.

Staff commented that they were keen to develop the centre further.

Additional Comments

The adjacent buildings are dilapidated and boarded up and the small car park is in a sorry state (and often used by non-Centre users, we were told) which detracts from the initial impression of the Centre.