

| Healthwatch Cheshire West Enter and View Report - Social Care | |
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| Enter and View Visit to | Davenham Day Centre Royal Gardens Davenham Northwich CW6 8HB |
| Date | 20 th February 2014 arriving at 10.00 am |
| Authorised Representatives | Denise Pritchard and Margaret McDermott |
| Service Manager Gail Gittings was available to show us around the centre. | |
| Background | The centre is an old building, formerly a hospital and converted in 1981 for use as a day care centre. It is operated by Vivo, a private Community Interest Company funded by Cheshire West and Chester Council. The centre provides day care for the elderly and infirm. There is no nursing care provided as funding was withdrawn for this three years ago. 80% of the clients have some form of dementia. The centre has a capacity to take up to 40 clients daily. |
| Overall Impression | Based on our observations, the centre is clean, warm and welcoming. It is light and airy with spacious corridors and grab rails fitted where needed. We noted good interaction between staff and clients and between the staff themselves. Many homely touches were in evidence including fresh flowers, well laid luncheon tables and pleasant decorations. |
| Any ideas or suggestions for improving service? | Although very clean and fresh we felt that the environment may not follow best practice guidelines in relation to dementia e.g. all doors were painted the same colour as the walls. The staff commented that the laundry service is important from a hygiene aspect as soiled clothing needs to be dealt with promptly. Washing machines are vital equipment and our observations found that one washing machine was broken and requires urgent replacement/repair. |

Environment

From our observations we felt that the building had been ideally adapted for purpose. There were two large lounges both with dining areas and a small kitchen area for clients to make their own drinks. A smaller lounge was also available for quiet times.

Toilets were well signed and the bathroom had a hoist system fitted. All walking areas were clean and un-cluttered. We were shown the system for control of medication and it was observed that separate files were kept for each individual person. All medication was carefully controlled and recorded and kept in a locked cupboard in the sick bay. The medicine book was seen and medicines administered were observed to be fully recorded.

There are pleasant gardens outside with seating, raised beds and a greenhouse. 20 staff are employed at the centre including cooks and a part time handy-man. We were told that all care staff had appropriate qualifications - Care Staff NVQ level 2, Senior carers NVQ Level3. Mandatory training was in place (Cheshire West and Chester Protocols). We were told that all staff were aware of fire evacuation procedures and a practice evacuation was done twice a year.

Health and Wellbeing

We were told by the manager that Chiropody services are provided for designated clients at no cost every ten weeks. We were told by some clients that this service is much appreciated. There is a chiropody room set up for this with suitable chair.

Other items were stored in this room that we felt should not be there.

There is a hairdressing salon and we were told that the hairdresser attends twice a week. A community dentist attends if required but no optical services are available on site. Continence supplies are available and clients can be referred to this service if needed.

There is an enablement programme kept for all clients and this is reviewed as required. Risk assessments are done on induction and reviewed as necessary.

A laundry service is provided for clients who may require fresh clothing during the day and this is a vital service. We were shown that a spare set of clean clothes is kept for the clients who need them. We were told that locally sourced fresh food is provided. All the meals are cooked on site in what was observed to be an immaculately kept kitchen. There is a choice of meals daily and individual dietary requirements are catered for. A large notice board displays the daily menu and is clear to see by clients.

Activities and Community Links

A varied choice of activities is said to take place daily. These include games, indoor bowls, boccia, arm-chair exercises, memory games, music, tea dances, computing, flower arranging, gardening and many more. We spoke to a number of clients on our visit; individuals who were all doing different activities and thoroughly enjoying themselves. We were shown a varied activities programme.

We were told that there are links with the local church and schools and that a client group meets monthly, on a different day each month to discuss issues relevant to them (we were shown records of this). We were told that a relative and carers group also meets monthly for discussion and coffee. They have different speakers at these

events arranged by the centre. There is a small therapy kitchen which gives the clients the opportunity to bake and practice culinary skills.

Feedback

The service users that we spoke to said they loved coming to the centre and look forward to their visit each week and indicated that they were happy with the care, facilities and range of activities on offer at the centre. The activities that were observed appeared well supervised by staff who demonstrated a very caring approach to their work.

Additional Comments

It was noted that this service is not registered with the CQC.

We saw the recording system for client's records this seemed excellent and comprehensive. Our general impression was an excellent, happy well run day centre with good interaction between clients and staff. We felt that it is a valuable service to the local community.

The Service Manager Gail Gittings was helpful and courteous in showing us around the centre.