

# **Daytime Support Centre at Ormskirk Health & Wellbeing Centre**

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## **Report on services provided by Age UK Lancashire**

**Date of assessments:** May-July 2015

**Contact Details:** Day Support Centre at Ormskirk Health & Wellbeing Centre  
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## Introduction and rationale

Age UK Lancashire has a number of daytime support centres at locations across Lancashire and requested an independent assessment of four of their daytime support centre services by Healthwatch Lancashire to gather views of service users and their next of kin to inform their quality improvement programme.



## Methodology

All participants gave their consent to being approached by Healthwatch Lancashire. The assessment was undertaken in 3 stages:

### Stage 1, Service User Questionnaire:

Healthwatch Lancashire staff and volunteers spoke with and completed a questionnaire with 10 service users that focused on:

- Access
- Environment
- Food and nutrition
- Activities
- Dignity, enjoyment and well being
- Conduct of Age UK Lancashire staff and volunteers

### Stage 2 Next Of Kin Telephone Survey:

Healthwatch Lancashire spoke with the next of kin of 7 service users, using a telephone survey. The aim was to identify whether both service users and their next of kin benefited from the service.

### Stage 3 Environmental Assessment:

Healthwatch Lancashire undertook environmental assessments of each centre. Assessors completed an environmental assessment focusing on food, cleanliness & safety and identified whether the environment was fit for purpose.

## Observations

### Access

The majority of service users reported that access to the building itself was 'easy' and that the day and time was convenient for all service users and their next of kin, with one service user wanting to come to the centre more.

All service users and the majority of next of kin commented that they receive regular information from the centre which is always easy to read and useful.

### Environmental assessment

The external area of the building appeared well maintained with visible signage. The car park had bays clearly marked with disabled spaces at the front of the building and good sloping access to the entrance for people with mobility issues. However, there was no external lighting or handrails on the approach to the entrance. There were no external social spaces

### Venue environment

All service users stated that the venue was clean and tidy 'inside and out'. The condition of the furniture was rated as 'very good' and comfortable, particularly for service users with some mobility issues. The general ambience was rated as either 'good' or 'adequate'.

The majority of service users were aware of the emergency evacuation procedures; however, 2 service users commented that they do not recall ever being told about the correct procedure to follow.

In general, the next of kin had no contact with the centre and therefore unable to comment about the venue. During the environmental assessment, Healthwatch Lancashire staff and volunteers observed that in general the centre was tidy and organised. The reception area was accessible with a display of leaflets relating to the service. There was an absence of handrails within the corridors. The toilets were roomy, there was some evidence of high and low level dust and some minor repairs were required to equipment in the gentlemen's toilet. Toilet signage was pictorial with no lettering.

The communal lounge seemed comfortable, well ventilated and had a display of information including details of emergency evacuation. There was evidence of low level dust and there was the absence of a waste bin, with a carrier bag being hung over a fire extinguisher for this purpose. The Emergency exit doors were blocked by tables and chairs.

### Food and nutrition

All service users stated that they partake in the meals and light refreshments the service provided and all service users and their next of kin stated that the food was adequate to good and that dietary requirements and assistance with feeding was accommodated when requested. All service users stated that there was a choice of food and refreshments. One service user commented that they are given an option of two things on the day, whereas another reported that they are asked the day before via telephone. However, they stated that this only happens sometimes, and sometimes the staff forget to ring up.

During the environmental assessment, Healthwatch Lancashire staff and volunteers observed that access to water was limited to service users having to ask for water and not freely available. There was a choice of food but no menu available for service users to consider. The kitchen and dining areas were clean and presentable. All unnecessary activity was ceased at meal time and those service users requiring assistance with meals were supported.

Healthwatch Lancashire staff and volunteers sampled the food and commented that napkins and clean crockery and cutlery were provided at breakfast and lunch. Breakfast and lunch service was observed and the food tasted. The food was reported as looking appetising and at a good temperature, and when tasted the lunch was described as 'delicious and filling'. However, there was little choice offered and there were no snacks available on the day.

## Observations continued

### Activities on offer

All service users reported that they took part in activities and whilst there was a range of activities they would like more. In general, the next of kin felt that the activities were good and two reported that their relatives always seemed happier upon returning from the centre, particularly as they are able to socialise with similar people to themselves. There was a mixed view by service users as to whether the activities on offer utilised their experience, skills and interests. All service users stated that they were not involved in planning the activities on offer.

### Dignity, enjoyment and wellbeing

All service users enjoyed using the centre and felt safe. This was echoed by their next of kin, with half of the next of kin stating that they had seen any improvement in their relative's physical and mental health as a result of using the centre. All next of kin reported that their own mental and physical health had improved as a result of their relative attending the centre and a two stated that it gave them respite.

All service users reported that they would know who to take to, to comment or complain about the service - all stated that they did not have any complaints. All next of kin their relative was treated with dignity and respect. During the assessment, Healthwatch Lancashire staff and volunteers observed that there seemed little evidence of support for service users with suffering with Dementia.

### Conduct of staff and volunteers

All service users reported positively about the Age UK Lancashire staff and volunteers and that they are easily identifiable, caring and meeting their needs and they were in cared for safely. All next of kin agreed that this was the case. Some of the next of kin were not aware of the staffing levels at the centre and one next of kin commented that the staff seemed sometimes over-worked and require help.

### Other comments

All service users and next of kin reported that the centre offers value for money.

Half of the kin said that they would know what to do if they were unhappy with the service. Whereas, two of the next of kin only had a contact name and were unsure whether they were the most appropriate person to contact.

## Quotes

During our visits we gained many comments, this is just a selection:

### Service user quotes...

“Always clean and well looked after”

“I have difficulty moving around in gents due to the way the door opens”

“The food is ‘adequate’ and the potatoes are sometimes sloppy”

“I would like to attend more often”

“Staff are friendly, helpful and kind”

“Staff are fantastic, like gold, have big hearts”

“I would like to attend the centre every day, as I feel lonely at home as my husband does not speak much and I am not allowed to knit at home, so the centre gives me the opportunity to do something I enjoy”

“The male toilets should be improved and made bigger”

### Next of kin quotes...

“My relative has regained some independence”

“My relative is enthused after attending the centre, compared to when he is unable to attend”

“It gives me reassurance that he is being involved in social activities and that he has somewhere to go and enjoy”

“Brilliant staff - very friendly”

“Can’t stop praising - a brilliant centre”

“She is happy attending the centre”

## Areas for improvement

Following on from our observations and from the opportunity of speaking with service users and their next of kin to gain their opinions and suggestions for improvements, the following have been identified:

- Provide external lighting and external and internal handrails.
- Provide an external social area.
- More frequent dusting of communal areas and toilets.
- Provide independent access to water.
- Provide a menu and more choice of food.
- Engage service users in suggesting and planning activities.
- Ensure greater awareness of emergency evacuation procedures for all service users.
- Ensure that emergency exit doors are free obstacles.
- Provide Dementia awareness training for staff and volunteers.
- Ensure information is available to all next of kin.

## Response from Age UK Lancashire

Age UK Lancashire requested this independent review of our Daytime Support Centres to support us in our ambition for continuous improvement across all services we deliver to and for older people across Lancashire.

We are extremely proud of our staff and volunteers who work in the Wellbeing Centre and are delighted to see such positive feedback from the customers who attend the centre.

We have noted the areas highlighted for improvement and have used these to inform a Quality Improvement Plan that will be consistent across the County. We have also been able to make some prompt operational changes to ensure for example, water is freely available not just from the staff and volunteers but for our older people to access independently.

For those who would like to be more involved in planning activities, we are also ensuring we are offering those opportunities throughout the day.

In addition, each morning we have introduced a "Welcome 5 mins" where we speak about the activities for the day and reiterate the emergency procedures.

We are also introducing a newsletter that will be available for all customers and next of kin, that will include a range of information regarding the centre.

# healthwatch Lancashire

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