

**Enter and View visit
Oswald Street Day Centre
30 October 2019**



Service	London Borough of Hackney adult social care day service
Service address	2-4 Oswald Street Lower Clapton London E5 0DG
Provider name	Oswald Street Day Centre
Date/Time of visit	30 October 2019
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<p>About Healthwatch enter and view visits</p> <p>The Local Government and Public Involvement Act 2007, as amended by the 2012 Act and directed by Local Healthwatch Regulations 013, imposes a duty on health and social care providers (including the independent sector) to allow authorised representatives of Local Healthwatch to enter premises they own or control to observe the services being provided. These are legally binding directions and are often referred to as ‘the right to enter and view’.</p>	

Summary

Oswald Street day centre, Hackney's only day service, opened to clients in September 2018. It is a well-run, well-equipped, modern centre for people with substantial support needs. We found staff to be friendly, motivated and felt they treated people with care and dignity. Their morale was high.

The centre has space for up to 60 people a day and is not yet at capacity. The service currently works well because of the high staff-client ratios and buoyant staff morale. We believe it is vital that staff levels increase in line with the number of people who attend the centre.

There is plenty of scope to introduce enhanced communications methods to help people express their views, needs and preferences including, pictorials, visual timetables and Makaton.

1. The Visit

Purpose of our visit

Oswald Street day centre is a new service formally opened by the Mayor of Hackney on 30 October 2018. It is now the only day centre in Hackney, replacing four day centres closed under the council's transforming adult day services programme.

The purpose of our visit was to observe the service and interview staff, clients and carers to:

- Investigate whether the service meets the needs of people with the most complex needs
- Find out if it has started to become a hub in the local community
- Highlight good practice and make recommendations for improvements

Acknowledgements

Healthwatch Hackney would like to thank the service managers and staff for accommodating our visit and the centre users for participating in our interviews. Staff had prepared for our visit by posting multiple copies of our poster around the Centre.

Important Information for management/provider

- We expect the Oswald Street day centre to provide an 'action plan and response' to issues raised under 'Recommendations'
- Copies of this report will be circulated to Hackney Council and the CQC and will be made available on the Healthwatch Hackney website
- We will publish the Oswald Street day centre Action Plan and Response along with our report

Disclaimer

- Observations made in this report relate only to the visit carried out at Oswald Street day centre on 30 October 2019 which lasted for a total of three and a half hours
- This report is not representative of all service users. It only represents the views seven people who use the centre and two family carers who were able to contribute within the restricted time available.

2. Key information

Who attends?

On Tuesdays and Wednesdays three quarters of those attending need 2:1 staffing support/personal care

Around 46 people attend Oswald Street each day, Monday to Friday. Clients have some of the highest care needs in Hackney including multiple disabilities, profound or severe learning disabilities, autism, and dementia. Three quarters need 2-1 staffing/personal care.

Oswald Street can accommodate up to 60 people a day. Around 24 people have learning disabilities and eight are autistic. The youngest person is 21. The majority of people are aged over 50. Twenty-eight people have dementia. More woman than men use the centre.

People attend between one day and five days a week, with eight people receiving a five day a week service. The number of days people attend depends of their assessed needs and personal choice. The centre opens from 8am - 6pm with people arriving at 9am. Preparations for going home start around 3.15pm.

Residents in Hackney's Housing with Care service are unable to use the day centre because they are supposed to have their activity needs met in their housing units. One Housing with Care tenant attends, but the manager told us this was an 'historical arrangement'.

How do people get a place at Oswald Street?

Everyone undergoes a 2-stage assessment to secure a place. Firstly, a council social worker conducts an Adult Social Care Needs Assessment under the Care Act to determine the clients' care needs and preferences. Social workers produce a care plan with the brokerage team before making a referral.

The centre manager then assesses the client to see if the service and transport can accommodate them. Twenty people are on the waiting list. Since opening last year, six referrals have not been progressed as the service was not appropriate for their needs.

3. Staffing

A staff team of 38 work within the service. The team includes, Support Workers, Driver/Support Assistants, two centre coordinators, 2 transport coordinators, two business support assistants, one domestic/grounds person, one assistant manager and one manager.

The service uses some agency staff and they are currently recruiting staff into permanent employment. There is a positive approach to employing staff with disabilities and both the gardener and volunteer quiz manager have learning disabilities. Staff attend all available Hackney Council Training and receive on-site training.

4. Observations

We noted the following observations during our visit.

Physical environment/ cleanliness/hygiene

Building/environment

Oswald Street is tucked away in a quiet street, close to the Clapton Park estate, the River Lea and Hackney Marshes. Oswald Street is newly-build and therefore spacious, clean, light, airy and fully accessible. The corridors are wide and lined with grab rails. Facilities are spread across two floors with accessible lifts to the first floor and include a laundry with spare clothing, a prayer/multi-faith room, gym, beauty therapy room, two sensory rooms, a multimedia room, music room and kitchen for used by clients.



Grab rails line the centre corridors

The outside space includes attractive raised beds, a sensory garden and a large willow tree. Staff told us clients made good use of the garden and the marshes during the in warmer months. [St Mary's Secret Garden](#) worked at the centre during the summer.

Accessible toilets

The day centre has 13 accessible toilets across two floors, including large toilets with changing beds for people in wheelchairs who need support with personal care. All the toilets were clean. Toilets for people who do not need support with personal care had emergency pull cords fixed at the correct height.



Transport

Currently six buses are run each day to provide transport to and from the centre, with on average six people travelling on each bus at a time. The number of buses is reflective of the number of service users attending and can be increased to reflect demand. Day centre fees cover the cost of transport. Transport costs are not discounted if the client comes to the centre by other means.

All the support workers take part in escort duties on the buses along with the drivers. The driver role is that of driver/support assistant and, when not driving, their role is to be in the centre support in activities with the service users. In this way staff get to meet family members and can often informally find out additional information to help them support the person more effectively.

Food

Clients can choose meals from the menu. There is always choice and some limited flexibility day to day. Everyone has an individual plan outlining their requirements and allergies drawn up by a dietician. Staff support people at mealtime by promoting, choice and feeding, if required. People who have diabetes get their lunch first. The meal planner displayed on the wall was out of date.

Dinner is not included in the person's care package. Meals are subsidised and currently cost service users £3.98 per day including refreshments. The centre recently moved from a cash to a card payment system. Families come in to pay for meals, providing another opportunity for staff to meet family carers. The open plan dining room hosts two meal shifts each day with three staff working on each shift.



The dining room was very busy at lunchtime. Staff were attentive and organized meeting clients' various mealtime needs but they looked as though they were under some pressure. If the centre reaches capacity, lunchtime staff levels will need to increase accordingly.

Communication with clients

Many people who attend the centre have minimal or no verbal communication. We observed staff adapting their verbal communication to offer a choice of activities. It was not always clear whether people fully understood the choices they were being offered.

Staff would benefit from [Makaton](#) training to enhance their communication with non- or minimally verbal clients. A key worker told us she had requested Makaton training. She said not many of the older people at the day centre had learned this communication method at school.

The Makaton Charity told us people can learn Makaton at any age. Key workers could attend workshops to acquire Makaton skills and share these with people who receive a service at centre to encourage communication.

Makaton learning can be incorporated into fun activities. This would enable people who attend better communicate their needs, preferences and how they are feeling.

We saw no visual timetables around the building. The day centre is primarily a activity centre. It would make sense to use visual aids and timetables widely.

People would benefit from having their own personal visual timetable in easy read photo symbols so they know activities they will be taking part in that day. This would especially benefit people with learning disabilities and people with impaired memory. Additionally, autistic clients would feel calmer and less anxious if they knew what is happening next. Any changes to routine or activities can be communicated well in advance.

Communication with families

Staff are able to form relationships with families when they come into the centre to pay for lunches. Staff who are both drivers and care workers meet families when they pick up and drop off clients at home. The centre has held a couple of 'friends and families' forums but attendance was poor. Most communication is by telephone rather than email or other means.

Use of restraint

The service has a policy on the use of restraint and we were told that this has only need to be applied once since the centre opened. On this occasion a service user with autism was displaying physical aggression and restraint was required to protect both the physical safety of the individual and that of other service users.

Staff emphasised that they would only use restraint as a very last resort. By using de-escalation and managing the environment, they avoided having to restrain anyone else. Two centre staff are trained in non-violent crisis intervention, a form of restraint based on behaviour theory.

Complaints

The manager told us that of the complaints received, the majority related to transport and food. Where these relate to individuals, we were told they have been addressed as such. Where they relate to the wider service, we were informed that changes have been made after discussions with the service users in their forum.

People can post comments in the feedback box in the reception area. One man told us he knew how to complain if he was unhappy. Information on how to make a formal complaint was not displayed in the centre, and an easy read leaflet was unavailable.

Activities

The centre offers people a full programme of activities. During our visit, we saw people taking part in:

- Chair based exercise
- Nail and hair grooming
- Soup making in the skills kitchen
- Multi-media activities

- Music in Mind
- Board games

An activity timetable in a spreadsheet format was displayed on a screen in the dining room. It was difficult to read. Staff told use the display was primarily for staff. A timetable using pictures of activities would help people to better understand their options make choices.

TIMES	ROOMS/ LOCATION	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:00-10:00	RECEPTION	MORNING	MORNING	MORNING	MORNING	MORNING
10.00-12.00	ACTIVITY ROOM 1	Interactive Games/ Table Top Games	Reading Group (Michael & Theresa)	Interactive games	Interactive Games/ Table Top Games	Games Interaction Stimulation
10.00-12.00	ACTIVITY ROOM 2	Memory & Communication x2 Staff		TABLE TOP GAMES – ALL STAFF	WOMEN' HEALTH GROUP (Jennifer)	Film Club- Dining Room (10am- 12pm)
10.00-12.00	ACTIVITY ROOM 3	MENS GROUP x2 male staff Ola/ Vincent	MEMORY/REMINISCENCE ACTIVITIES Sheila/ Dorothy	Community based music	Current Affairs	ART THERAPY/ Life story book/Book of your life+G14 x2 staff x 8 Sus- Sheila/ Florence J
10.00-12.00	ACTIVITY ROOM 4	Chair based Barbra/ Sheila	TAI-CHI WITH STEPHANIE Jennifer	MOBILITY OF LONDON – MOBILITY AND CHAIR BASE - ROXY Barbara/ Dorothy	Stroke Group (10:30-12:00) Ali/ Dorothy	Specific Stoke Exercise-Rehab (Suzanne)- Joy/ Sakina
10.00-12.00	SENSORY ROOM 1	x1 staff x3 Sus Ali/ Abdel	Staff session with Service Users	Magic Carpet x1 staff x3 Sus Vincent	Staff Session with Service Users: 1x Staff x 2 SUs- Dennard/ Florence	Magic Carpet x1 staff x3 Sus
10.00-12.00	SENSORY ROOM 2 Large	Individual (Lone time) Gloria/ Devi	Individual (Lone time) Gloria	Individual (Lone time) Jennifer	Lone Time- x1 staff x 2 Sus- Barbra	x1 staff x 2 Sus
10.00-12.00	MUSIC ROOM	Play List Dennard/ Theresa	Community Musicians Julian/ Dennard	Play List- Julian	Play List- Julian	Play List- Julian
10.00-12.00	MULTI-MEDIA ROOM	Visilift / Magic Carpet Kisha	ICT IPAD	Visilift	ICT Sus	Visilift/ IPAD Session
10.00-12.00	SKILLS KITCHEN	Small group cooking x2 staff x4 Sus	Wellbeing	Small group cooking x2 staff x4 Sus Rabi	Small group cooking x2 staff x4 Sus	Small group cooking x2 staff x4 Sus
10.00-12.00	GYM	1:1 session- Ola	1:1 session Julian	1:1 session- Ola	1:1 session- Ola	1:1 session- Ola
10.00-12.00	HAIRDRESSER/ THERAPY	Beauty therapy Dorothy/ Stephanie	Painting Nails	Beauty session	Painting nails/ Plat hair	Beauty session- Rabi
11:00-12:00	COMMUNITY	Re- discovering our borough tied in with Retro Art	Joy of Sound - Olabambo/ Rabi Community Cycling- Vincent/ Sakina	Re- discovering our borough	Cycling- Chantelle, Florence N and Driver Singing for the brain Re- discovering our borough- Michael/ Vincent	Re- discovering our borough
12:00-14.00	DINNING ROOM	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH

In the games room, two older men were playing dominos with a staff member and a care worker was supporting a woman with dementia who was flicking through a book of family photos and listening to Portuguese songs on YouTube.

Upstairs, two staff were supporting three women in the 'therapy' room, doing their nails and hair. One client left the room and wandered along the corridor to the exerciser room. Staff told us it was fine for people to move from room to room.

We observed a multi-media activity with three people and two staff using high tech equipment. The activity began with reggae videos on a large screen. Two women in wheelchairs were listening. It was unclear if they enjoyed the music/stimulation.

One autistic client sat with his back to the room looking out of the window. When staff converted the screen to a virtual piano, he immediately came over and played on the piano while one woman looked on and the other sat with her key worker listening to music on the iPad. Staff told me the man loved cycling, playing the piano and drums and walking outside.



Music room

We also observed a chair-based exercise session run by an external practitioner. This session was very popular. It started with around 12 clients sat in a circle and ended up with many more. The session started with up-beat music, then the instructor started throwing a large, light physio ball to each client and getting them to respond by throwing or kicking it back. They moved on to upper arm and lower body exercises, adapting for each person.

Three clients told us they really liked this session. One man said the exercise session was the reason he came to centre. Another younger woman told me she loved music and dancing. Three younger people in the room also appeared to enjoy the session.

Community hub

During a speech at the formal centre opening, Hackney's Mayor promised Oswald Street would be 'real hub in the local community'. We asked the manager what was happening to make this a reality. We were pleased to hear they are working with nearby Mandeville primary school to organize carol singing at Christmas.

The centre has also run trips, including:

- Southend
- Woburn Safari Park
- Christmas shopping
- Cinema (including dementia friendly sessions at the Rio Cinema)
- Pedal power cycling with adapted bikes at the Olympic Park

The centre manager said they used the marshes for walks during the summer. Clients and staff go on trips in small groups. Staff also run themed days including Jamaican independence and Africa day. They are planning a Portuguese day soon for one particular client.

4. Feedback from service users and parents/careers of service users

Family carer 1: *'She is still enjoying going to the centre. On days she goes, she is up at six in the morning, raring to go. As she can't tell me that she loves going, I take this as a good sign and the big smile on her face when she gets on the bus to go there. She goes to church on Tuesday for the joy of the sound singing, which I know that she loves. They also have been doing gardening and she watches film and there's the music room. She also comes home with her hair all plaited and her nails all painted. She is treated like a princess on the bus. All the staff are excellent with her. She does not seem to have any problems with communicating with her. She is treated with dignity and respect. She has a diary in her bag which they write in when she's there, so I know how many times she has had personal care, that she eaten her dinner and drank her water and what she has done on that day. When I visited [the day centre], the people were lovely and the centre was spotless.'*

Family carer 2 said her loved one liked the activities and looks forward to coming to the centre twice a week. *'I'm happy with the amount of time offered by the centre'*. She knows many people at the centre and it offers a good choice of activities for her. Her care worker comes to their home twice a day for 2 hours.

Client 1 comes three times a week on Monday, Wednesday and Friday. She likes it here. There are nice carers and a wider variety of activities than other places. The quiz and cooking are her favourite. She has a walker at home but said she doesn't need it here, because there are rails everywhere. *'All staff are nice, not one that isn't...I look forward to coming here...On Sunday night, thinking what am I going to wear on Monday?'*

Client 2 comes to the centre three times a week and has coming for four months. *'I like it here.'* She said if she didn't like it, she wouldn't come *'I've got friends here'*.

Client 3 has come for the past year and says he likes coming to the centre. He said the people were good and treated him well. The food isn't bad. He learns lots coming here. He exercise. He said there were no bad things about the centre

Client 4 told us he does not like coming here. He is picked up by the bus and has only been coming for a couple of months

Client 5 said: *'I like exercise. I like music and dancing. I like the staff'*. She has Down syndrome and she was bobbing happily to the beat through the exercise session. She was able to tell me she wanted a glass of water.

Client 6 is a wheelchair user. He said he liked the activity class. *'That's why I come here. It's good.'* He told me that the woman sitting to his right had *'anger problems'* but never with him. He was waiting to be served lunch in the dining room.

Client 7 said *'I like you'* (pointing to her care worker).

5. Recommendations

Area	Recommendations	Service Response
Complaints	Information on how to complain needs to be easily accessible for service users and their carers, for example through a poster on the wall, and an easy read leaflet	Information on how to complain is now displayed in the dining area, visible to all service users. We will work with the communications team and our service user and carers forums to design a user friendly wall poster and leaflet about how to complain.
Menu Planner	Meal planner on the wall to be kept up-to-date and in an easy read format	Kitchen staff now change the displayed meal planner on a weekly basis. We are currently in the process of photographing all meals on the menu planner so that service users can see what is available on the given day.
Activities	An activity planner made available in an easy read picture format so people who use the centre can understand the options available	We will establish an easy read picture format for the activities and this will be displayed on the white board in each activity room as well as in the dining area. We will also develop our use of the iPads to assist service users on a one to one

		basis to understand the options available.
Oswald St Service Publicity	The council should provide clear, jargon free information about the service on the Hackney Council and Hackney Local Offer websites including referral information, eligibility criteria and the activities on offer. Currently no public information is available about service is available item on these websites. A printed leaflet should also be provided once person is referred.	We now have a designated officer in the communications team to design the information posted on the website and to produce an information leaflet about the service. All developments will be discussed in our service user and carer forums so that the design of these are truly user-friendly.
Training	Staff should be trained in Makaton as soon as possible to help expand communication options with clients at Oswald St Day Centre, including teaching people who may not have ever used this method before.	We will work with our workforce development team to ensure that Makaton training is provided next year. One of our coordinators is already trained and certified to offer Makaton training to staff on a local level and they will run in-house sessions with staff starting in the new year
Oswald St Service	The council to provide a guarantee that, as the centre gradually moves to full capacity, staffing levels are maintained to protect the safety of clients, retain the full range of activities and choice and maintain the quality of this service.	We will continue to review the needs of the service users attending Oswald Street and to review staffing levels to ensure that needs are met. This includes ensuring a range of activities that promote choice and independence.

