



Enter & View Report

Waddesdon Wednesday Club

April 2022



What was the project about?

Healthwatch Bucks wanted to find out about people's experiences of attending Waddesdon Wednesday Club community opportunities.

Why did we do the project?

In 2021-22 we are looking at Covid19 response and recovery in Health and Social Care. Together with our cross-cutting interest in lesser heard voices, we decided to visit locations where community opportunities are provided. These had to close in 2020 during the pandemic and then adapt to changing circumstances as they opened through 2020 and 2021.

We wanted to hear the from those who attend day care provision in Buckinghamshire. We wanted to hear what they gain from the experience and how it promotes well-being and self-reliance. This is one of the aims of [Buckinghamshire Council's "Our Ambition"](#). In this, Buckinghamshire Council are looking to develop "meaningful and appropriate day and employment opportunities in the community to enable people to live fulfilling lives. We want to support a culture of choice for individuals rather than the current culture of dependency and having to fit in to services".

We also wanted to identify good practice and ways to improve service delivery.

What did we do?

Our Enter & View visit to the service on 23rd February was planned with the provider in advance. For more details on Healthwatch Enter and View and full details of the visit, including the names of our authorised representatives, please see Appendix 1.

We talked to 9 members, 4 volunteers / members of staff and 1 trustee. We also observed the interactions between these people, 14 other members and 2 other volunteers. Our authorised representatives used a set of questions to guide their conversation with members. It covered topics such as:

- what did they like doing at Waddesdon Wednesday Club?
- what skills had they improved since attending
- what would they like to change?
- how did they feel about the service?

What did we discover?

Waddesdon Wednesday Club supports some local, older residents of Waddesdon and the surrounding area. They aim to improve mental health & reduce loneliness & isolation through activities and a communal meal each Wednesday. At the start of each session, people help

themselves to tea and coffee from a table at the side of the hall. There is a choice of cups and saucers, or mugs, and most people made their drinks themselves. Individual cakes were on cake stands in the centre of each round table where members sat. Later in the morning, more cake appeared to celebrate two peoples' birthdays. Everyone sang 'Happy Birthday'. Once the cups and saucers were cleared away, dominoes started on one table, Scrabble on another and decorating biscuits on another. The other tables were content to chat happily. There were also word search and colouring books at the front for anyone was interested in these. We were told that sometimes they have public speakers e.g. a dementia champion. Each week during term time, Year 12 pupils from the nearby school come to chat with members. "Last week I had a really good conversation with one who liked the same TV programmes as me." Sometimes, they have singers perform and in late spring a trip to the local garden centre is planned. Cottage pie, colourful vegetables and lemon tart was served at noon. People sat on a long table to the side of the hall which had been set before we arrived. The meal looked very appetising and well presented. There was a lot of conversation between members.

Waddesdon Wednesday club are looking to reintroduce more speakers e.g. the fire brigade and start yoga. Some trips out were also now being planned as the Covid rules are lifting and the weather improving. They recognise that chatting to new and old friends is very important to the members. They balance this with activities that involve as many people as possible. They are looking for more volunteers to help to enable them to offer more people support at the service.

How people were treated

Volunteers and staff were very welcoming. Whilst some members sat with their friends, others told us that they chose to sit at different tables each week. People told us they liked the circular tables which made chatting easier. Members were very comfortable talking with each other, the volunteers and us. One person was pleased the service "have a bus if you haven't got transport." Volunteers either sat at tables with members, or else moved between tables tidying up, serving lunch, or set up games.

Staff also told us that they try to bring in some speakers to highlight support organisations that might be useful to some of the members.

What do you like doing?

For many people, the opportunity to socialise was the main reason they attend; "I like the company here" "There's lots of people to chat to, and a mixture of ages" "I get to know new people" "It's not too cliquey either" For some people, this was the only time they went out during the week, "I don't see anyone apart from when I come here". Whilst some members lived with dementia, many did not. Some of the latter felt that being able to meet new people, at a similar life stage to themselves, was difficult without this group; "the more able stimulate the other people". We heard people describe coming to the service as "therapeutic" and "rewarding".

People told us they liked the singing, the monthly bingo, and many were keen on the table-based games. One person said they liked getting up to dance to the music played, "and some members prefer to sit; they enjoy watching us dance". Everyone we talked to like the mixture of activities on offer. No one identified anything they did not like.

What have you got better at since coming here?

Two people, on separate tables, told us they had enjoyed making cards and the recent scrapbooking activities, "neither of which I've done before". Many people said they had not

attempted to feather-iced biscuits, “I’ve never done anything like this before”. They were being shown how to do this in groups of three. Individual boxes containing freshly cooked biscuits and small bags of coloured icing had been preprepared for each member. There were pictures giving some design examples, and support, encouragement and praise, by the volunteer, as the activity progressed. There was also lots of laughter.

What could make your experience better?

One person mentioned that they would like a wider variety of music. The example they gave was about a recent 1950s/60s music session, “I didn’t recognise the music. There was no Tamla Motown ...”. Another person said they would like more public speakers. Two others said they would like more chair-based exercises. Most people couldn’t think of any other activities they would like.

How do you feel about the service?

Several people we spoke to travelled over ten miles to attend the club, “It’s a nice atmosphere”, “We know if we have any ideas, they will try to do it”, “They’re absolutely fantastic”. Some people appreciated that it wasn’t just open for a couple of hours but for the whole day. Many enjoyed the opportunity to eat a meal with their friends, “There aren’t many places open all day”.

Our recommendations

Based on what members told us and our observations, we recommend Waddesdon Wednesday Club:

- looks to introduce more frequent, short, chair-based exercise sessions
- continues to balance the activities on offer ensuring people are aware what else is planned e.g. when another public speaker will visit
- ensures more genres of music relating to any specific decade are reflected in any music played and where possible involve people in choosing the songs / putting requests forward
- considers posting volunteer opportunities on [Do IT | Connecting people to do good things](#) to try to increase their pool of volunteers and offer more people the opportunity to attend.

Service Provider Response

We were pleased to read your report and it will be shared and discussed at our next Trustee meeting on 16th May.

As the new Chair of Trustees I was particularly impressed with the feedback received from attendees and glad to see that we had already put in place activities in response to your recommendations; recognising them ourselves as areas for improvement.

We have already introduced more frequent, short, chair based exercises; yoga is a particular favourite and we are proud that it is delivered by one of our own members as a qualified yoga instructor, she herself, understands the needs and limitations of members of the group.

We have started to use the local village monthly newsletter as well as Facebook to highlight events a month in advance; and also use this as an opportunity to promote the club.

As to music we have put this in place and also have a regular karaoke session where members can choose songs from a large range and choose to sing with a singer or on their own.

The Manager has now the task of posting volunteer vacancies on the Do It platform as well as form the local village.

We look forward to meeting with you again and appreciate the report provided.

Acknowledgements

Healthwatch Bucks would like to thank Waddesdon Wednesday Club members, volunteers, and staff for their contributions to this Enter and View visit.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all members and staff, only an account of what was observed and contributed at the time.

Appendix 1: Enter and View Background and Visit Details

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows local Healthwatch authorised representatives to watch how services are delivered and talk to members, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and View visits are not intended to specifically identify safeguarding issues, however, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

Details of visit:	
Service Provider	Waddesdon Wednesday Club
Service Address	Waddesdon Hall High Street Waddesdon HP18 0JE
Date and Time	23 rd February 2022 10.30 am - 12.30pm
Authorised Representatives	Alison Holloway Jean Button

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