

# Withy Trees Activity Day Centre Fulwood

## Enter and View Report

Thursday 15<sup>th</sup> May 2025



**Disclaimer:** This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and service users who met members of the Enter and View team on that date.

# Contact Details

## Contact details

Regenerage  
Withy Trees Day Support Centre  
Brackenbury Road  
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PR2 3BS

## Registered Manager

Claire Hewitson (Registered Manager)  
Claire Couperthwaite (Services Cluster Manager)

## Date and Time of our Visit

Thursday 15<sup>th</sup> May 2025  
10:00am-1:00pm

## Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)  
John Moore (Healthwatch Lancashire Volunteer)

# Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially those that are seldom heard, to give them the opportunity to express how they feel about a service. The aim of an Enter and View visit is to gather views and experiences of service users, relatives and staff, and observe the environment to assess the quality of the service.

This was an announced Enter and View visit undertaken by authorised representatives who have the authority to enter health and social care premises, announced or unannounced.

The team collate feedback gathered and observations made to compile a report. The report identifies aspects of good practice as well as possible areas of improvement. Healthwatch Lancashire is an independent organisation, therefore we do not make judgements or express personal opinions but rely on feedback received and objective observations of the environment. The report is sent to the manager for their opportunity to respond before being published on the Healthwatch Lancashire website at [www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk).

Where appropriate, Healthwatch Lancashire may arrange a revisit to check the progress of improvements. The report is available to the Care Quality Commission, Healthwatch England and any other relevant organisations.

## General Information

"Our Withy Trees Activity Day Centre is enjoyed by the over 55's, those living with memory loss and also those with dementia.

The centre has professional, skilled and experienced staff and has links with specialist support.

You will co-produce a structured twelve-week therapeutic activities programme tailored to your needs, and delivered from comfortable, attractive and safe indoor and outdoor spaces in convenient locations."

**(Taken from Regenerage website)**

## Acknowledgements

Healthwatch Lancashire would like to thank management, staff and service users, for making us feel welcome and for taking the time to speak to us during the visit.

# What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to Withy Trees Day Centre on Thursday 15<sup>th</sup> May 2025 and received feedback from:



## **Introductory meeting with Centre Manager**

At the beginning of the enter and view visit, Healthwatch Lancashire met with the services cluster manager to discuss the background and services delivered by the centre and to view the facilities.

## **One to one discussions with service and their relatives**

Healthwatch Lancashire spoke with people using the service about their experiences including how they felt about the service and the care and treatment delivered by the staff at the centre.

## **Discussions with members of staff**

Healthwatch Lancashire Representatives spoke with members of staff about their experiences of delivering services. Questions centred around support for service users and any improvements staff felt could be made to the service.

## **Observations**

Observations were made throughout the visit. This included service user and staff interactions, accessibility measures in place throughout the centre and the condition and cleanliness of the facilities.

# Summary



Healthwatch Lancashire Representatives made an announced visit to Withy Trees Activity Day Centre on Thursday 15<sup>th</sup> May and spoke with seven service users, two members of staff and one relative. We additionally received feedback from four more relatives via email.

The building is one big room with some smaller rooms going off them. The room is set up with tables and chairs to one side of the room and comfy seating area at the other end. There are two toilets for service users to use which are accessible and have hand rails on for support. There is a kitchen area, storage room and a small garden to the back of the building. At the time of the visit we observed multiple activities including bingo, chair exercises, carnival games and volleyball.

Staff were observed to be kind and courteous towards people using the service during the visit. They knew the service users by name and would ask them about what they wanted to do that day. We observed a lot of group activities throughout the visit and all service users were happy to join in with them.

Overall, feedback from service users was positive. They mentioned that they have a range of activities and the building is accessible and relaxing for them. The only recommendation would be for more individual activities out during the day for service users to explore at their leisure.

Relative feedback was also positive, with comments around how the staff are friendly and communicate well with them making them feel included. They also spoke about how they feel their relative has improved since coming to the day centre and that is all credit to what happens there.

Overall staff feedback was positive with staff members talking about the varied choice of activities they put on for the service users. They spoke about the changes that have happened over the past few months and how their activities have developed by using service user interests to plan. One recommendation was around a more individual activities and ensuring everyone is involved with what they would like to do.





# Enter and View observations

## Pre-Visit and Location

Withy Trees Day Centre is a standalone building in Fulwood. The outdoor area is clean and well maintained with a car park to the back of the building which is mostly used by staff. The signage is clear when you get nearer to the centre, the name of the centre on the main door and windows. The Day Centre has a bright and welcoming atmosphere and is all in one large room. There are also two toilets in the Day Centre. On entrance to the Day Centre there is a ramp with handles to use.

## The Centre

On arrival at the Day Centre a member of staff greeted us at the door and asked us to sign the visitors' book. We were then shown around the building and talked about what happens within the day centre. As the centre is all in one large room there was tables and chairs to one side of the room and comfy seating at the other end of the room situated to promote social interaction. There was also a large interactive television that they used for chair exercises, games and films. There is an outdoor area that service users can use at their leisure with seating, grass area and planting.

It was mentioned on the walk around that some recommendations put in place at their other Day Centre had been implemented here which consisted of the larger menu and timetable of activities. Healthwatch Lancashire had visited their other Day Centre the previous month.

There was ample space for service users to get around the centre. There was a separate kitchen area to make drinks and food during the day. There were notice boards up highlighting key things that the service users have created and themes of the month. We had a conversation regarding armchair travelling which is an initiative they use at the Day centre where they choose a country every month and they do activities, games, quizzes, food and tasting to do with that country so they can explore it in more detail.

There were notice boards up with crafts and pictures that service users had created in their time at the Day centre. They have also started a memories board with the service users so they can share what they remember and put it up as a conversation starter or for them to come back to.



There is also a family tree painted on the wall with service users pictures on for them to view.

There are two toilets available for service users to use, they were clean at the time of the visit. However, it is suggested that these would benefit from some refurbishment to include new toilets, replacing flooring, hand rails and dementia friendly seating. (Recommendation 1)



During the visit there was signage on all the doors explaining what they were, and these were all dementia friendly. There was also a dementia clock in the main area. As all activities were in one big room there was no need for direction signage around the day centre.

There is a garden area to the back of the day centre which consisted of tables and chairs, a grassed area and planters for service users to garden if they wish to do so. Staff mentioned that they often

bring activities out in nice weather to get the service users out in the garden. They also mentioned that they have a volunteer that comes and supports weekly with the garden and maintenance.

It was explained that food for the Day Centre is provided by an external catering service and delivered daily. A small menu is displayed in the kitchen area, showing the meals planned for the week. There is also a sheet listing service users' allergies and food preferences, so all staff are aware of their individual needs. It would be nice to have a physical menu out on the tables for service users to look at in the morning as some service users weren't sure what it was for lunch and there were no discussions before lunch time about what it was today (Recommendation 2)

The number of service users attending the day centre varies each day. Numbers typically range from thirteen to fifteen, with the maximum capacity of twenty. They are currently supported by one full time member of staff and two part time members of staff. It was explained to Healthwatch Representatives that most of the service users at this Day Centre were either early onset dementia, Parkinson's or Lewy body dementia. All staff members were in branded uniforms wearing lanyards.

## Observations of service users and staff interactions

When entering the Day Centre and throughout the visit it had a very calm atmosphere with service users happy and engaged.

During the visit we witnessed a few activities taking place including musical bingo, chair exercises, volleyball and carnival games. When we first arrived the staff members were handing out resources for musical bingo. It was explained to all

the service users what they were doing and that they needed to listen to the song and then guess which artist and song it is. Staff were observed playing the music and then going around the tables to ask service users if they knew what the song was. All service users were getting involved with this activity with some service users singing along or tapping along to the music. When this activity ended, a staff member was seen asking if they would like to play another game. This game was bingo again but to name the animal.

Once the bingo games were complete service users were seen to be supported over to the other side of the room where they were seated ready for chair exercises. Staff members were observed to be going around each of the service users and asking them if they would like a drink and offering them three different options. They then started the chair exercises, asking the service users what song they would like to do each time. All service users were joining [in](#). One member of staff started the chair exercises and was joined by the second sometime later.

Staff members were observed to be cleaning the table area during the chair exercises and setting up for lunch time early. It would have been beneficial to have some table activities out for service users to join in with if they didn't want to do the group activities. (Recommendation 3)

When the chair exercises were completed the service users were asked if they would like to play balloon volleyball or balloon tennis. The staff members were then seen moving chairs in a line opposite each other and helping the service users to their chairs. The service users were then given bats to hit the balloon. The game started and all service users were cheered on by staff to hit the ballon and they were all cheering each other on and laughing when the balloon hit the floor or went behind them. There was a good atmosphere during the game and all service users were joining in and having fun.

After a while staff were observed to be asking service users if they would like to carry on with this game or start a new one. They all wanted to continue with this game. Some time passed and staff set up a carnival game which included cones and a hoop. All service users were shown what to do and they then took it in turns to stand up and get points. Staff and service users were observed to be supporting each other and cheering each other on.

This then led into lunch time where one by one service users were supported to the table and to choose where they would like to sit. They were then supported with getting a drink and getting ready for lunch time.

One service user at the Day Centre does not like joining in with group activities and wants to sit at the other end of the centre. Staff engaged with this service user and did the same activities but as a one to one activity. The staff mentioned that they try and support this service user to join in, but they like to be alone and do their own thing. Healthwatch Representatives were able to speak with this service user during the visit and they reiterated that they would prefer to come and do things on their own or in a one to one.



# Service User feedback

We gained feedback from seven service users during the visit.

## What sort of activities do you do here?

Service users were happy to speak with us about what they do within the Day Centre, which included bingo, sitting in the garden and seeing their friends.

**"We do crafts, games and I like sitting in the garden when the weather is nice."**

**"I like the range of games, it never used to be like that, but it's changed recently, and we do a lot more now. It's also nice to come and see your friends."**

## What do you like the best about this day centre?

All the service users spoken with mentioned that they like seeing people the most. They said their highlight is coming here and seeing people and doing things together instead of being on their own.

**"I like the people here, I like coming in the morning and seeing all my friends."**

**"I spend most of my time on my own so it's nice to come here and see people and have a nice day."**

**"it's a very friendly place and the staff are lovely as well."**

## Is there anything that would make the day centre better?

The service users we spoke to mentioned they were happy with the Day Centre but going out was something that was mentioned. They also mentioned the possibility of having some individual games out during group time.

**"I'd like to go out for a walk from time to time, especially when the weather is nice, as I spend all my time inside when I'm here and at home."** (Recommendation 4)

**"I feel the staff are better now, there has been some staff changes recently, and it all seems to be happier and lighter."**

**"Some independent games would be nice, they try and get us all to do group activities which is great but some activities on tables would be good, so if we want to go off on our own we can."** (Recommendation 3)

## Do you get to decide what activities you do?

**Service** users mentioned that yes they do have a choice and there is a lot of choice but there are a lot of group activities, and they would like some smaller activities on some days.

**“I feel we do get a choice but when there are group activities going, I want to join in, but I think it would be nice to have some smaller activities out in case we change our mind.”**

**“Yes, we do get a choice, there are prearranged activities planned but we can say yes or no to them.”**



## What do you think of the building?

Service users all commented on how they liked the building and the accessibility around the building. They mentioned that it was easy to get around and felt very relaxed.

**“it’s nice and big which I like and really easy to get around with lots of room.”**

**“I like that its all-in-one room, so you know how far you’ve got to go, it’s also very relaxed in here.”**

## What do you think of the food provided?

During conversations it was highlighted that the service users do like the food provided at the Day Centre.

**“Yes, the food is ok, I don’t mind it.”**

**“They used to have a different supplier before they changed to Regenerage and I don’t think it is as good, but the puddings are good.”**

# Staff feedback

Two staff members were spoken to on the day of the visit.

## **What do you feel about the day centre, and do you feel there are enough staff on duty?**

Staff members were asked how they feel staffing is within the Day centre and if they feel supported to carry out their role effectively. Both staff members agreed that they feel there are enough staff everyday and that they work well as a team.

**“Yes, I feel supported by the team and management.”**

**“Yes, I feel we always have enough staff here at the Day Centre.”**

When speaking with one member of staff it was explained that they do an assessment before each individual starts the Day Centre which helps plan effectively for that person.

**“We do an assessment before they start the Day Centre which helps us plan effectively for them and also plan the right activities.”**

## **Do you feel you have enough training to carry out your duties well?**

Staff members mentioned they have enough training to fulfil their duties but they also learn when they are working as things are always changing.

**“We have online training, and we are always learning on the job as well.”**

## **Do service users get asked what they would like to do?**

Staff members shared that they have a set activity timetable, but they always ask service user what they would like to do every day and this can change if they want to do something different.

**“We have a set plan, but we always ask the service users what they would like to do and if they would like to do something else that is fine.”**

## **What improvements do you think could be made?**

Two recommendations were given at the time of the visit and these were around more person-centred activities and decoration within the Centre as the walls currently are quite plain.

**“In the past few months, we have made lots of changes to the activities and made them less structured, there is still some way to go with these.”** (Recommendation 5)

**“We are also looking at changes to the walls as at the moment they are quite plain, we have paintings on them, but it would be nice to make them more colourful.”**  
(Recommendation 6)

Staff members said they would recommend this service to others and how they have seen that service users have increased their days based on how much they enjoy coming to the Day Centre.

# Relative feedback

One relative was spoken to on the day of the visit and four provided feedback via email.

## **How do you feel about the service, and do you feel you are kept informed?**

Relatives spoke about how they are very grateful to the Day Centre for all they do and how friendly staff are at the Centre.

**“My family and I are incredibly grateful for the care and support provided by Withy Trees Day Centre. From the moment you walk in, the staff greet you with warmth, compassion, and professionalism. They truly understand the unique needs of individuals living with dementia and provide a safe, engaging environment tailored to every individual.”**

**“This place has changed my life, my relative used to come once a week and they now do four days a week.”**

Relatives also spoke about how they feel happy to leave their relative in the morning.

**“I feel confident leaving my relative in the care of the team at Withy Trees they are always friendly and helpful.”**

## **Are you aware of activities happening and do you feel your relative has a choice during the day?**

Relatives mentioned that they feel they have a lot of choice and helps simulate the service users at the Day centre.

**“The daily activities—ranging from music therapy and art sessions to gentle exercise and memory games—are thoughtfully designed to stimulate cognitive function and bring joy. The staff are patient, attentive, and genuinely caring, which has brought great peace of mind.”**

One relative mentioned that their relative doesn't have the capacity to physically choose what they would like to do due to their dementia diagnosis, but the team know what they like and cater to their needs effectively.

**“My relative has dementia which means he no longer speaks in a meaningful way and doesn't have the capacity to choose for themselves. The staff at the centre know my relative, they actively keep them involved in things they can do.”**

## **Do you feel included in decisions about the day centre and are there any changes you feel could be made?**

Relatives mentioned how staff are helpful and friendly, and they feel included in decisions made.



**“Staff are extremely helpful and friendly.”**

**“I always feel informed of what my relative has eaten and what activities they do during the day. He always raves about the food here.”**

One relative mentioned transport concern around getting their relative to and from Withy Trees in time.

**“Transport is an issue sometimes for me as I find it difficult to get my relative to and from Withy Trees on time.”**

No relative could think of any improvements that could be made to the Day Centre. They mention that their relatives are happy within the Day Centre, and they often come home and talk about their day.

**“Nothing that I can think of the fact that my relative is happy to come and comes home happy and chats about their day says it all.”**

# Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from service users and staff.

1. Ensure the service user toilets are updated- toilets, hand rails, walls and dementia seats.
2. Provide menus on tables so service users can see what it is for dinner.
3. Look into some more table top activities for service users to use at their leisure.
4. Look at the possibility of going out for walks with service users every so often, when staffing allows.
5. Carry out a review of activities every six months with involvement from service users to identify what works well and if any changes need to be made.
6. Look into more decoration to the inside of the day centre including painting and art work to make the Day Centre brighter and colourful.

# Provider response

Recommendation	Action from provider	Timeframe	Comments
Ensure the service user toilets are updated- toilets, hand rails, walls and dementia seats.		Next year	This hasn't been added to this year's budget but we will look at adding it into next year's budget
Provide menus on tables so service users can see what it is for dinner.		N/A	There is a large print menu displayed on the wall, the service user is informed of what is for lunch as they sit down/ when they ask during the day. Menus are not added to the tables as we have service users that are prone to eating things and to have them would be a risk of this happening.
Look into some more table top activities for service users to use at their leisure.	These are put out during points in the day but free tables are an issue as we are limited to space	N/A	Already in place when appropriate
Look at the possibility of going out for walks with service users every so often, when staffing allows.		N/A	The facility does not provide a one to one offer
Carry out a review of activities every six months with involvement from	This is done on a regular basis with service user's feedback when the	N/A	Already in place

service users to identify what works well and if any changes need to be made.	activity plans are being drawn up. Also when a new service users starts with the service.		
Look into more decoration to the inside of the day centre including painting and art work to make the Day Centre brighter and colourful.	This has already been actioned with more display work having been put up on the blank walls.	N/A	Already done



# healthwatch

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